













APPENDIX II


















National Benchmarking of The Moray Council's Performance Under the Scottish Social Housing Charter 2014/15
















The table below provides details of how The Moray Council's performance under the Scottish Social Housing Charter during 2014/15 compares with average performance for all Scottish social landlords. The Scottish average in this context is average performance across the entire social landlord sector, including local authority landlords, housing associations and housing co-operatives.

Key to The Moray Council's comparative performance:

-  Better than the Scottish average
-  Equal to or within 5% below the Scottish average
-  More than 5% below Scottish average

Scottish Housing Regulator Indicator	Moray Council 2013/14	Moray Council 2014/15	Scottish Average 2014/15	How Moray Council compares
A. OVERALL SATISFACTION				
1. % tenants satisfied with the overall service provided by landlord	88.6%	88.6%	88.1%	
B. THE CUSTOMER/LANDLORD RELATIONSHIP				
3. % tenants who feel their landlord is good at keeping them informed about services and decisions	86.1%	86.1%	89.3%	
4. % 1st stage complaints responded to in full	100.0%	96.8%	97.8%	
4. % 1st stage complaints upheld	55.8%	32.3%	57.3%	
4. % 2nd stage complaints responded to in full	98.8%	94.9%	92.8%	
4. % 2nd stage complaints upheld	39.0%	32.1%	45.8%	
5. % 1st stage complaints responded to in full within SPSO timescales	100.0%	96.8%	81.8%	
5. % 2nd stage complaints responded to in full within SPSO timescales	87.8%	86.1%	74.6%	
6. % tenants satisfied with opportunities to participate in their landlords decision making	73.2%	73.2%	79.6%	

Scottish Housing Regulator Indicator	Moray Council 2013/14	Moray Council 2014/15	Scottish Average 2014/15	How Moray Council compares
7. % properties meeting the Scottish Housing Quality Standard (SHQS) at the year end	90.3%	94.7%	91.0%	
7. % properties expected to meet the SHQS at the end of the next reporting year	95.3%	94.7%	92.6%	
8. % properties meeting the SHQS energy efficiency ratings at year end	92.4%	100%	95.6%	
8. % properties expected to meet the SHQS energy efficiency ratings at the end of the next reporting year	95.3%	100%	97.5%	
9. % tenants satisfied with the standard of home when moving in	84.3%	83.2%	86.1%	
10. % tenants satisfied with the quality of their home	79.6%	79.6%	85.8%	
11. Average hours to complete emergency repairs	2.4	2.4	5.9	
12. Average working days to complete non-emergency repairs	6.2	6.7	7.9	
13. % reactive repairs completed right first time	93.0%	80.1%	90.2%	
14. % reactive repair appointments kept	94.4%	91.8%	92.4%	
15. % properties with the gas safety record renewed by anniversary date	99.3%	99.2%	99.5%	
16. % tenants satisfied with the repairs service	82.0%	82.0%	89.3%	
D. NEIGHBOURHOOD AND COMMUNITY				
17. % tenants satisfied with the management of neighbourhood	86.9%	86.9%	84.9%	
18. % tenancy offers refused	29.4%	29.7%	42.0%	
19. % anti-social behaviour cases resolved within local target	86.0%	88.8%	83.2%	
E. ACCESS TO HOUSING AND SUPPORT				
20. % tenancies began in previous year where the tenant remained more than a year – transfer applicants	95.5%	96.3%	93.2%	
20. % tenancies began in previous year where the tenant remained more than a year - statutory homeless	91.7%	88.4%	87.2%	

Scottish Housing Regulator Indicator	Moray Council 2013/14	Moray Council 2014/15	Scottish Average 2014/15	How Moray Council compares
20. % tenancies began in previous year where the tenant remained more than a year – waiting list	96.7%	93.6%	88.0%	
20. % tenancies began in previous year where the tenant remained more than a year - all	94.4%	92.2%	88.8%	
21. % lettable self-contained houses that became vacant in the year	6.9%	6.7%	8.9%	Could be viewed as better or worse
22. % approved applications for medical adaptations completed	86.0%	87.3%	84.3%	
23. Average days to complete approved applications for medical adaptations	78.0	40.9	54.8	
24. % of court actions initiated which resulted in eviction	5.0%	12%	14.7%	
25. Average length of stay in temporary or emergency accommodation (days)	79.21	83.3	90.2	
26. % households requiring temporary or emergency accommodation to whom offer was made	100%	100%	101.2%	
27. % offers of temporary or emergency accommodation refused	9.9%	18.5%	6.8%	
28. Of those households homeless in the last 12 months, % satisfied with the quality of temporary or emergency accommodation	81.3%	94.3%	84.8%	
F. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES				
C17. Average weekly rent (All)	£49.91	£57.23	£71.00	
C21. Average weekly rent increase to be applied next year (%)	4.5%	4.5%	2.7%	
29. % tenants who feel rent for their property represents good value for money	78.1%	78.1%	76.8%	
30. % of total rent due collected	99.5%	99.5%	99.5%	
31. Gross rent arrears as % of total rent due	2.6%	2.9%	5.3%	
34. % of rent due lost through properties being empty	0.6%	0.6%	1.1%	
35. Average number of calendar days to re-let properties	31.24	35.4	36.9	