

Sanctuary Scotland Housing Association Limited Performance ARC Summary of Key Performance Indicators March 2020

Indicator	SSHA 31 March 2019	SSHA 31 March 2020
1. Percentage of tenants satisfied with the overall service provided by landlord	75.97	75.97
2. Percentage of tenants who feel their landlord is good at keeping them informed about services and decisions	89.4	89.41
3. The percentage of all complaints responded to in full at Stage 1	98.68	99.18
3. The percentage of all complaints responded to in full at Stage 2.	88.24	95.88
5. Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.	89.91	89.91
6. Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	98.03	99.86
7. Percentage of tenants satisfied with the quality of their home.	81.69	81.69
8. Average length of time taken to complete emergency repairs. (hours)	5.27	5,16
9. Average length of time taken to complete non-emergency repairs. (days)	7.84	6.55
10. Percentage of reactive repairs carried out in the last year completed right first time.	90.75	92.58
11. How many times in the reporting year did you not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked.	92	0
12. Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	86.5	84.2
13 - Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.	80.2	80.2
15. Percentage of anti-social behaviour cases reported in the last year which were resolved.	n/a	88.5
16a Percentage of new tenancies sustained for more than a year - existing tenants;	100	100
16b Percentage of new tenancies sustained for more than a year - applicants who have been assessed as statutory homeless by the local authority;	94.29	94.87
16c Percentage of new tenancies sustained for more than a year - applicants from your housing list;	92.92	89.37
16d Percentage of new tenancies sustained for more than a year - nominations from local authority (RSLs only);	96.51	96.12
16e Percentage of new tenancies sustained for more than a year - other.	100	90.91
18. Percentage of rent due lost through properties being empty during the last year.	0.43	0.46
22. The total number of court actions initiated during the reporting year.	71	106
22. Percentage of the court actions initiated which resulted in eviction for non-payment of rent	38.03	26.42
25. Percentage of tenants who feel the rent for their property represents good value for money.	68.12	68.12
26. Rent collected as percentage of total rent due in the reporting year.	101.51	101.23
27. Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	5.75	6.28

Appendix 2

29. Percentage of factored owners satisfied with the factoring service they receive.	40.61	35.1
30. Average length of time taken to re-let properties in the last year.	25.37	21.92
C1(i) Percentage of senior staff turnover in the year to the end of the reporting year. (calculated by RSL)	30.77	0
C 1(ii) Percentage of total staff turnover in the year to the end of the reporting year. (calculated by RSL)	22.06	7.30
C 1(iii) Percentage of days lost through staff sickness absence in the reporting year. (calculated by RSL)	2.67	4.26
C5. Percentage average weekly rent increase to be applied in the next reporting year.	3.7	2.7
C7. Percentage of former tenant rent arrears written off at the year end.	72.66	93.82
C10. Percentage of properties meeting the EESSH	77.7	84.6