

# 2024-25 Quarter to June Housing and Property Performance Report - Service Plan Performance Indicators



## Section 4 - Strategic Level Outcome or Priority 4.1 (L) Improving Wellbeing of our population (CP) Our People: Provide opportunities for people to be the best they can be

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H1.10a	Local	Number of affordable housing completions at end of current FY	32	146	111	N/A	Not measured for Quarters					Clarification from Service that this is completions by all social housing developers not just TMC. Figures for 2024/25 will be available towards end of FY or beginning of next. Figure derived from H1.9a (difference between 2023/24 and 2022/23).	?	?
H1.10b	Local	Number of site starts for affordable housing in current FY	100	N/A	N/A	N/A	Not measured for Quarters					Clarification from Service that this is site starts by all social housing developers not just TMC. Figures for 2024/25 will be available towards end of FY or beginning of next.	?	?



## Section 5 - Service Level Outcome or Priority 5.1 Systemic Review of Housing Repairs – Building Services Manager (Mike Rollo)

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H2.7	Nat(b)	Average length of time (hours) to complete emergency repairs	4	2.4	2.2	2.4	2	2.4	2.2	2.3	2.4		↓	✓







Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H2.8	Nat(b)	(HSN04b) Average length of time (working days) to complete non-emergency repairs	10	5.46	5	4.4	4.48	5.62	4.68	5	4.4		↑	✓
H2.11	Nat(b)	% of repairs completed right first time	95%	90.2%	92.4%	95.8%	98%	93.6%	93.4%	95%	95.8%		↑	✓
H2.12	Local	% of repairs appointments kept	95%	99.8%	95.5%	99.95%	95.9%	99.9%	99.9%	95.1%	99.95%		↑	✓
H1.8a	Local	Number of Complaints Closed	Data only	194	189	64	40	36	53	50	64		↑	📊
H1.8b	Local	Number of complaints received relating to Repairs/Capital/Planned Maintenance	Data only	130	120	41	26	22	29	30	41		↑	📊
H1.8c	Local	% of complaints closed relating to Repairs/Capital/Planned Maintenance	Data only	67.01%	63.49%	64.06%	65%	61.11%	54.72%	60%	64.06%		↓	📊
H2.15	Local	Response repair expenditure	Data only	N/A	N/A	N/A	New PI specified in 2024/25 Service Plan				N/A	Data will be available once the repairs system has number of current emergency SOR codes separated out to non-emergency SQR codes.	?	📊

**Section 5 - Service Level Outcome or Priority**  
**5.2 Housing Needs – Housing Strategy & Development Manager (Fiona Geddes)**

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H1.9a	Local	Number of newly completed social housing dwellings since 2018-19	Data only	550	661	N/A	Not measured for Quarters				In 2021/22 (3 years ago) this total was 404 with 126 accessible. So a total of 661-404=257 have completed in the last 3 years with 216-126=90 accessible, and 90/257 = 35%	↑	📊	
H1.9b	Local	Number of newly completed social housing dwellings since 2018-19 which are accessible	Data only	177	216	N/A	Not measured for Quarters				Not measured for Quarters	In the absence of any nationally recognised definition, the next HNDA will include a definition of accessible housing, which is: where the design and layout of the property is free from physical barriers that might limit its suitability for households with disability, mobility or health conditions	↑	📊

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H1.9c	Local	Average percentage of completed social housing dwellings which are accessible	30%	32.18%	32.68%	N/A	Not measured for Quarters				Not measured for Quarters			

**Section 5 - Service Level Outcome or Priority**  
**5.3 Energy Efficiency within building and housing stock – Property Asset Manager (Neil Strachan)**

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H2.1	Nat(b)	(HSN03) % of stock meeting the SHQS	Data only	15.5%	23.02%	N/A	Not measured for Quarters				SN03 2022-23 Proportion of council dwellings meeting Scottish Housing Quality Standards *NB(* 26 out of 32 authority results published (Feb 2024) Scotland Average 70.9% East Ayrshire 95.0% - Rank 1 of 26 South Ayrshire 92.2% - Rank 3 of 26 Fife 89.6% - Rank 4 of 26 Stirling 87.0% - Rank 5 of 26 East Lothian 86.9% -Rank 6 of 26 Perth & Kinross 69.0% - Rank 13 of 26 North Ayrshire 63.2% - Rank 16 of 26 Moray 15.5% - Rank 26 of 26			
HSN05a	Nat(b)	Proportion of Council dwellings that are energy efficient	67%	62.1%	65.05%	N/A	Not measured for Quarters				Updated by IS Moray - Proportion of Council dwellings that are energy efficient (2021/22) = 60.4% (Rank 26/26 nationally and 6/6 within Family Group) Comparator Benchmarking: Angus - 81.1% Argyll & Bute - N/A East Lothian – 90.3% Highland - 76.3% Midlothian - 85.7% Scottish Borders - N/A Stirling – 94.1% <b>Family Group Average - 81.3%</b> <b>Scotland - 87.6%</b>			
H1.20	Local	Direct emissions arising from energy consumption on the corporate estate (tonnes)	Data only	5,135	N/A	N/A	Not measured for Quarters				PI introduced in 2024/25 service plan and will be updated annually.			







Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
		CO2e)												

**Section 5 - Service Level Outcome or Priority**  
**5.5 Tenants Survey 2024 – Housing Strategy & Development Manager (Fiona Geddes)**

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H1.1	Nat(b)	% of tenants satisfied with the overall services provided by their landlord	90%	N/A	N/A	N/A	Not measured for Quarters					<p>South Ayrshire Council last surveyed 01/02/2023 92.13%</p> <p>East Ayrshire Council last surveyed 01/09/2020 91.93%</p> <p>Stirling Council last surveyed 01/03/2023 90.88%</p> <p>North Ayrshire Council last surveyed 01/06/2021 88.74%</p> <p>Moray Council last surveyed 01/09/2021 82.78%</p> <p>Fife Council last surveyed 01/10/2022 81.86%</p> <p>East Lothian Council last surveyed 01/10/2022 81.62%</p> <p>Perth &amp; Kinross Council last surveyed 01/01/2023 78.4%</p> <p>Data source:  <a href="https://www.housingregulator.gov.scot/landlord-performance/statistical-information/">https://www.housingregulator.gov.scot/landlord-performance/statistical-information/</a>            &gt; Charter data – all social landlords dataset</p>	?	?
H2.3	Local	% of tenants satisfied with the standard of their home when moving in	90	72	81.2	N/A	82.6	70.6	80	90	0	<p>We are transitioning our New Tenants Survey to an email-based format. This change is aimed at improving accessibility and ensuring a more efficient collection of feedback.</p> <p>Before we implement this change, we will be consulting with the tenants forum at our next meeting. This consultation will help us address any concerns and gather valuable input to make the transition as smooth as possible for everyone.</p> <p>Following the consultation, we plan to distribute the surveys via email, incorporating data from Quarter 1.</p>	↓	⛔
H2.14	Nat(b)	% of tenants who have had repairs or maintenance carried out in last 12 months	90%	100%	99.4%	N/A	Not measured for Quarters					↓	✅	

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
		and are satisfied with the service												

**Section 5 - Service Level Outcome or Priority**  
**5.6 Gas Service Scheduling System – Building Services Manager / Housing Strategy & Development Manager (Fiona Geddes)**

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H2.16	MI	Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)	100%	100%	99.96%	N/A	100%	99.98%	100%	99.96%	100%			
H2.19	MI	Percentage of service records kept to Gas Safe Register acceptable standards	100%	98.8%	100%	N/A	100%	93.3%	100%	100%	N/A			
H2.20	MI	Percentage of services carried out to Gas Safe Register standards of satisfactory workmanship	100%	96.5%	94.8%	N/A	100%	93.3%	100%	93.3%	N/A	The figure is being checked with DLO and will be updated shortly.		
H2.13a	Nat(b)	Number of times did not meet statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check	0	4	2	0	0	1	0	1	0		