

2025-26 Quarter to June Housing and Property Performance Report - Service Performance Indicators



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Service Performance Indicators														
1. NEIGHBOURHOOD AND COMMUNITY														
Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H3.2	Local	% of tenancy offers refused during the year	30%	32.1%	32.23%	29.57%	36.96%	32.87%	29.2%	29.9%	29.57%			
H3.4	MI	% ASB cases reported which were resolved	Data Only	64.5%	64.5%	87.7%	26.6%	80.6%	80.9%	76.4%	87.7%			

Service Performance Indicators														
2. ACCESS TO HOUSING AND SUPPORT														
Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H4.5	MI	% of court actions initiated which resulted in eviction	Data Only	17.6%	17.6%	11.1%	37.5%	22.2%	10.0%	0.0%	11.1%		↑	
H4.5a	MI	No of court actions initiated	Data Only	34	30	9	8	9	10	4	9		↑	
H4.5b	MI	No of repossession orders granted	Data Only	0	9	6	2	0	3	1	6		↑	
H4.5c	MI	No of properties recovered for: Non payment of rent	Data Only	6	6	1	3	2	1	0	1		↑	
H4.5ci	MI	No of properties recovered for: Anti Social Behaviour	Data Only	0	0	0	0	0	0	0	0		▬	
H4.5cii	MI	No of properties recovered for: Other	Data Only	0	0	0	0	0	0	0	0		▬	
H4.7	Nat(b)	% of households requiring temp or emergency accomm to whom an offer was made	100%	100%	100%	100%	100%	100%	100%	100%	100%		▬	
H4.8	Nat(b)	% of temp or emergency accomm offers refused in the last year by accommodation type	7%	0.3%	1.4%	4.8%	2.1%	1.8%	1.8%	0%	4.8%		↓	
H4.9	Local	% satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	90.7%	81%	N/A	100%	100%	81%	42.9%	N/A		↓	
H4.13	Local	Percentage of homelessness assessments completed within 28 days	100%	98.4%	98.3%	99.1%	98.7%	98.5%	98.3%	97.4%	99.1%		↑	

Service Performance Indicators
3. RESPONSE REPAIRS TO COUNCIL HOUSES

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H2.9a	MI	Number of repairs completed within target time (excl voids)	Data Only	13,987	13,872	3,299	3,146	2,951	3,658	4,117	3,299			
H2.9b	Local	% of repairs completed within target time (excl voids)	98%	94.87%	92.93%	90.8%	95.22%	95%	92.3%	89.2%	90.8%			
H2.10a	Local	Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	89.8%	89.73%		89.73%	89.28%	86.3%	89.2%	89.2%	With only one tradesman/trade to cover all areas of Moray Out Of Hours (OOH) , it is challenging to complete reactive repairs within a 4 hour period due the most urgent emergencies being prioritised.		
H2.10b	Local	Percentage of reactive repairs by category completed within timescale: Urgent – within 1 day	95%	98.8%	98.43%	98%	98.81%	98.75%	98.35%	97.8%	98%			
H2.10c	Local	Percentage of reactive repairs by category completed within timescale: Priority – within 5 days	95%	99.4%	390.77%	96.1%	99.45%	98.54%	96.48%	96.3%	96.1%			
H2.10d	Local	Percentage of reactive repairs by category completed within timescale: Ordinary – within 20 days	95%	98%	97%	87.9%	99.21%	98.86%	99.12%	90.8%	87.9%			
H2.10e	Local	Percentage of reactive repairs by category completed within timescale: Voids	90%	38%	46.25%	54%	64%	54%	43%	24%	54%			

Service Performance Indicators

4. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H5.1	Nat(b)	% of tenants who feel that the rent for their property represents good value for money	84%	N/A	78%	N/A	Not measured for Quarters				Not measured for Quarters		?	⛔
H5.2	Nat(b)	Rent collected as % of total rent due	97.0 %	99.8 %	98.1 %	97.0 %	97.5 %	102.1 %	97.8 %	95.0 %	97.0 %		↑	✅
H5.3	Nat(b)	(HSN01b) Gross rent arrears as a % of rent due	2.8%	4.7%	3.3%	3.5%	4.4%	4.3%	3.9%	3.3%	3.5%		↓	⛔
H5.5	Local	Current tenants' arrears as a % of net rent due	3.5%	4.4%	2.5%	3%	4.4%	4.1%	3.5%	2.5%	3%		↓	✅
HSN01b	Nat(b)	Gross rent arrears (all tenants) as a percentage of rent due for the year	8.4%	4.7%	Not yet Published	Not yet Published	Not measured for Quarters				Not measured for Quarters	Note: With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom). Family Group Rank 1/8 National Rank 2/26 Moray 4.7% East Lothian 6.3% Highland 7.2% Stirling 9.3% Midlothian 10.5% Angus 10.9% Argyll & Bute N/A Scottish Borders N/A Family Group Average 8.1% National Average 9.5%	↓	✅
HSN02	Nat(b)	Proportion of rent due in the year that was lost to voids	0.7%	0.7%	Not yet Published	Not yet Published	Not measured for Quarters				Not measured for Quarters	Note: With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom). Family Group Rank 3/6 National Rank 5/26	↑	✅

									Midlothian 0.7%		
									East Lothian 0.7%		
									<i>Moray</i> 0.7%		
									Highland 0.9%		
									Stirling 1.5%		
									Angus 1.6%		
									Argyll & Bute N/A		
									Scottish Borders N/A		
									Family Group Average 1.0%		
									National Average 1.8%		

Service Performance Indicators														
5. GYPSY/TRAVELLERS														
Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H6.1a	MI	No of new unauthorised encampments within period	Data Only	15	27	10	6	16	1	4	10		⬆️	
H6.1b	MI	No of encampments ended within period	Data Only	14	25	3	5	15	0	5	3		⬇️	
H6.1c	MI	Average duration of encampments ended within period (days)	Data Only	21.86	10.4	26	16.4	12.1	0	13.2	26		⬆️	
H6.2	Local	% of new unauthorised encampments visited within target timescale	100%	100%	91.8%	100%	66.7%	100%	100%	100%	100%		➡️	