



# Board Meeting For Noting

To: Board  
From: Performance Co-ordinator

**SUBJECT: BENCHMARKING REPORT**

**DATE 28<sup>th</sup> November 2017**

<b>1.</b>	<b>Introduction</b>
	<p>The Scottish Housing Regulator (SHR) collects a range of performance information from all landlords from the Annual Return on the Charter (ARC). The SHR uses this information to monitor and assess our performance against the Scottish Social Housing Charter and then produces a report about each landlord for its tenants.</p>
<b>2.</b>	<b>Comparison with the Glasgow Housing Association, Maryhill and Queens Cross</b>
	<p>The SHR's comparison tool allows us to compare our performance with other landlords. We have used this tool to compare our performance on a number of indicators with 3 other large Housing Associations - Queens Cross, Maryhill and the Glasgow Housing Association (Appendix 1).</p> <p>Members will note that in most areas, our performance favours well when comparing to these other 3 Housing Associations. In 8 of the 13 indicators, ng homes are the best or 2<sup>nd</sup> best performer. We will continue to review our service and explore how we can further improve on our performance.</p>
<b>3.</b>	<b>Recommendation</b>
	<p>Members are asked to note the comparisons with Queens Cross, Maryhill and the Glasgow Housing Association.</p>

## Appendix 1

INDICATOR	ng homes	Queens X	Maryhill	GHA
SIZE	5,411	4,280	3,041	39,394
RENTAL INCOME	£21,161,207	£17,415,655	£10,362,161	£154,515,838
RENT INCREASE	1.2%	2%	3%	2.4%
RENT COLLECTED	99%	101.6%	102.1%	99.4%
AV.3APT RENT	79.27	76.68	72.12	77.56
EMERGENCY REPAIRS	4.8 hours	1.3 hours	1.8 hours	2.8 hours
NON EMERGENCY REPAIRS	4.1 days	3.1 days	4.7 days	6.2 days
REPAIRS COMPLETED FIRST TIME	84.2%	97.9%	89.5%	97.3%
REPAIRS APPOINTMENTS KEPT	99.1%	N/A	88.9%	100%
VOID RENTAL LOSS	0.5%	0.8%	0.6%	0.3%
AV. DAYS TO LET	19.2 days	19.6 days	22 days	13 days
TENANT SATISFACTION:				
OVERALL SERVICE	93%	83%	82.8%	89.1%
REPAIRS SERVICE	85%	98.2%	74.4%	85.7%
BEING KEPT INFORMED	88.2%	84.8%	89.7%	89.5%
PARTICIPATE IN DECISION MAKING	91.2%	59.3%	86.3%	73.3%