

Annex 1

Proposals for current ARC indicators

This annex includes a full list of ARC indicators and the changes being proposed, as well as which Charter outcome each indicator corresponds to.

Key

Propose to maintain indicator
Propose to amend indicator
Propose to remove indicator
Propose new indicator

Scottish Social Housing Charter outcomes and standards

Outcome 1: Equalities

Outcome 2: Communication

Outcome 3: Participation

Outcome 4: Quality of housing

Outcome 5: Repairs, maintenance and improvements

Outcome 6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Outcomes 7, 8 and 9: Housing options

Outcome 10: Access to social housing

Outcome 11: Tenancy sustainment

Outcome 12: Homeless people

Outcome 13: Value for money

Outcomes 14 and 15: Rents and service charges

Outcome 16: Gypsy/travellers

ARC Indicators by Outcomes and Standards		Outcomes											
Indicator	All outcomes	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6	Outcome 7, 8, 9, 10	Outcome 11	Outcome 12	Outcome 13	Outcome 14,15	Outcome 16
1 - Percentage of tenants satisfied with the overall service provided landlord	✓	✓											
2 - Percentage tenants who feel landlord good at keeping them informed about services and decisions		✓	✓	✓									
3 - Percentage of all complaints responded to in full - Stage 1 and Stage 2		✓	✓				✓						
3 & 4 - Average time in working days for full response - Stage 1 and Stage 2		✓	✓				✓						
5 - Percentage tenants satisfied with opportunities given to participate in landlord decision making		✓	✓	✓									
6 - Percentage properties meeting SHQS year end					✓	✓					✓		
7 - Percentage tenants satisfied with quality of home					✓	✓					✓		
8 - Average hours to complete emergency repairs						✓					✓		
9 - Average working days to complete non-emergency repairs						✓					✓		
10 - Percentage reactive repairs completed right first time						✓					✓		
11 - Number of times gas safety check not met						✓							
12 - Percentage tenants satisfied with repairs service						✓					✓		
13 - Percentage tenants satisfied with landlord contribution to management of neighbourhood							✓						
14 - Percentage tenancy offers refused					✓	✓	✓						
15 - Percentage Anti-social behaviour cases resolved							✓						
16 - Percentage new tenancies sustained more than a year by source of let									✓	✓			

Indicator	All outcomes	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6	Outcome 7, 8, 9, 10	Outcome 11	Outcome 12	Outcome 13	Outcome 14,15	Outcome 16
17 - Percentage lettable self-contained houses that became vacant in year								<	<				
18 - Percentage of rent due lost through empty properties												<	
19 - Households waiting for adaptations		✓				✓			✓				
20 - Total cost of adaptations completed in year by source of funding (£)		✓				✓							
21 - Average time to complete adaptations		✓				✓			✓				
22 - Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.							<		✓				
23 - Percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (RSLs only)		✓						✓	✓				
24 - Percentage of homeless households referred to RSLs under section 5 and through other referral routes (LAs only)		✓						✓	✓				
25 - Percentage tenants who feel rent for property represents good value for money											<	<	
26 - Percentage collected of rent due												✓	
27 - Percentage gross rent arrears of rent due												✓	
28 - Average management fee per factored property											<	<	
29 - Percentage factored owners satisfied with factoring service		✓									✓	✓	
30 - Average calendar days to re-let properties											<		
31 - Average weekly rent per Gypsies/Travellers pitch											<	<	<
32 - Percentage Gypsies/Travellers satisfied with landlord management of site		✓									<	<	<

Indicator	All outcomes	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6	Outcome 7, 8, 9, 10	Outcome 11	Outcome 12	Outcome 13	Outcome 14,15	Outcome 16
NEW - The number of times in the reporting year did you not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR					✓	✓							
NEW - Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at the year end					✓	✓							
NEW - Average length of time taken to resolve cases of damp and/or mould					✓	✓							
NEW - Percentage of resolved cases of damp and/or mould that were reopened					✓	✓							
NEW - Number of open cases of damp and/or mould at the year end					✓	✓							
C1 Staff information, staff turnover and sickness rates. (RSLs only)													
C2 Number of lets by source of let		✓						✓		✓			
C3 Number of lets during the reporting year, split between general needs and supported housing		✓						✓					
C4 Properties abandoned							✓		✓				
C5 Percentage average weekly rent increase to be applied next year											✓	✓	
C6 The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year													
C7 - Percentage former tenant rent arrears written off													
C8 Scottish Housing Quality Standard -- stock condition survey information					✓								
C9 Scottish Housing Quality Standard - stock summary					✓	✓							
NEW - The number of self-contained properties void at the year end and of those, the number that have been void for more than six months.								✓			✓		