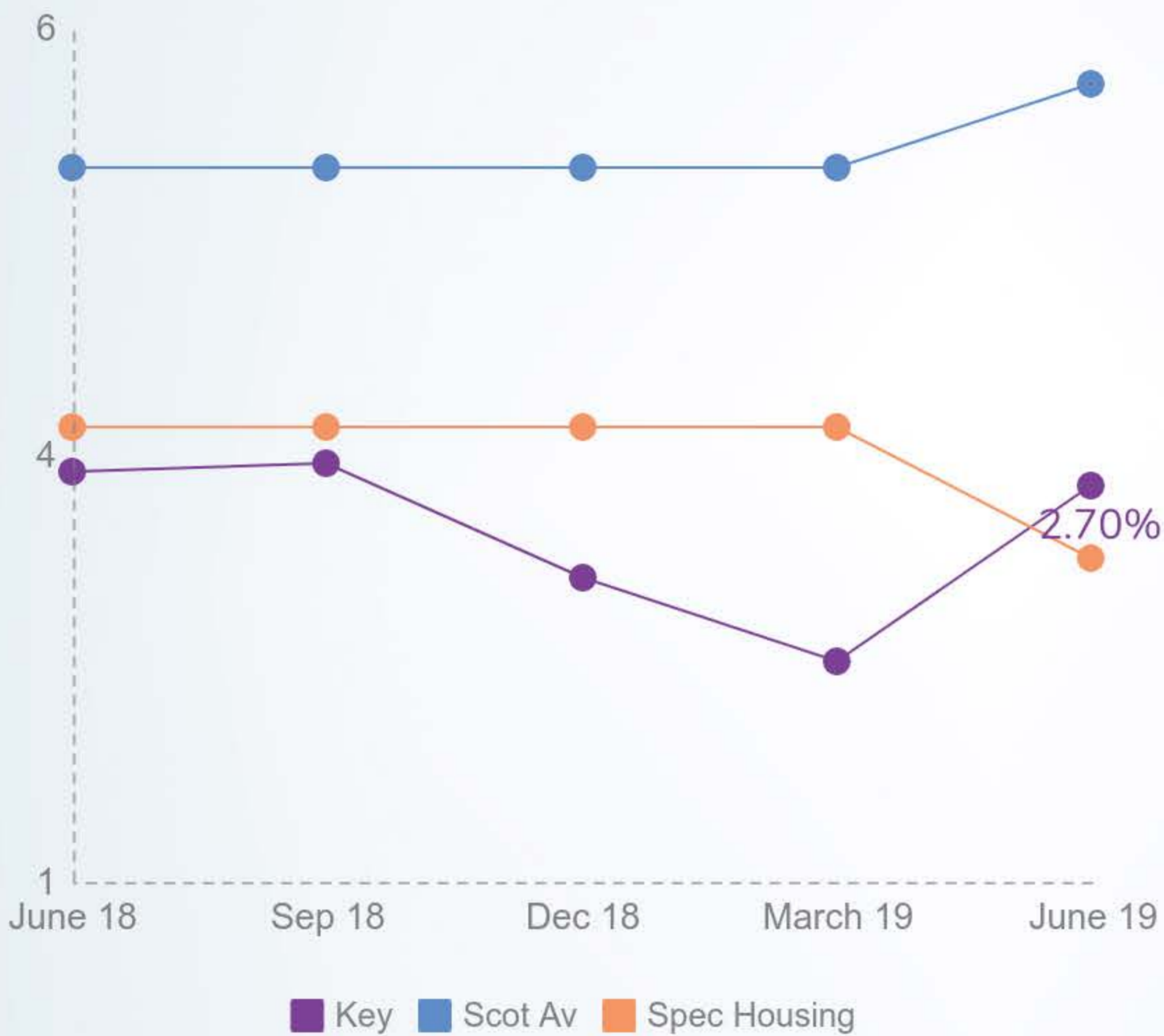


June 2019

Gross Rent Arrears



Our total rent arrears have increased from 2.29% to 2.70%.

Rent Loss Due to Properties Being Empty



Our void loss at June 2019 is 0.89% which is fractionally lower than the Scottish Average of 0.9% and lower than the specialist Housing average 1.58%.

Our cumulative rent loss as at Quarter 1 is £11,328.25 which reflects the higher number of lets in this Quarter compared with 18/19

Average Time Taken to Re-Let

We have let 18 properties this year to June 19. The relet time is 47.53 days to date.



Average Time Taken to Complete Emergency Repairs



Our average response time has decreased slightly this quarter

This is based on 84 emergency repairs in the quarter.

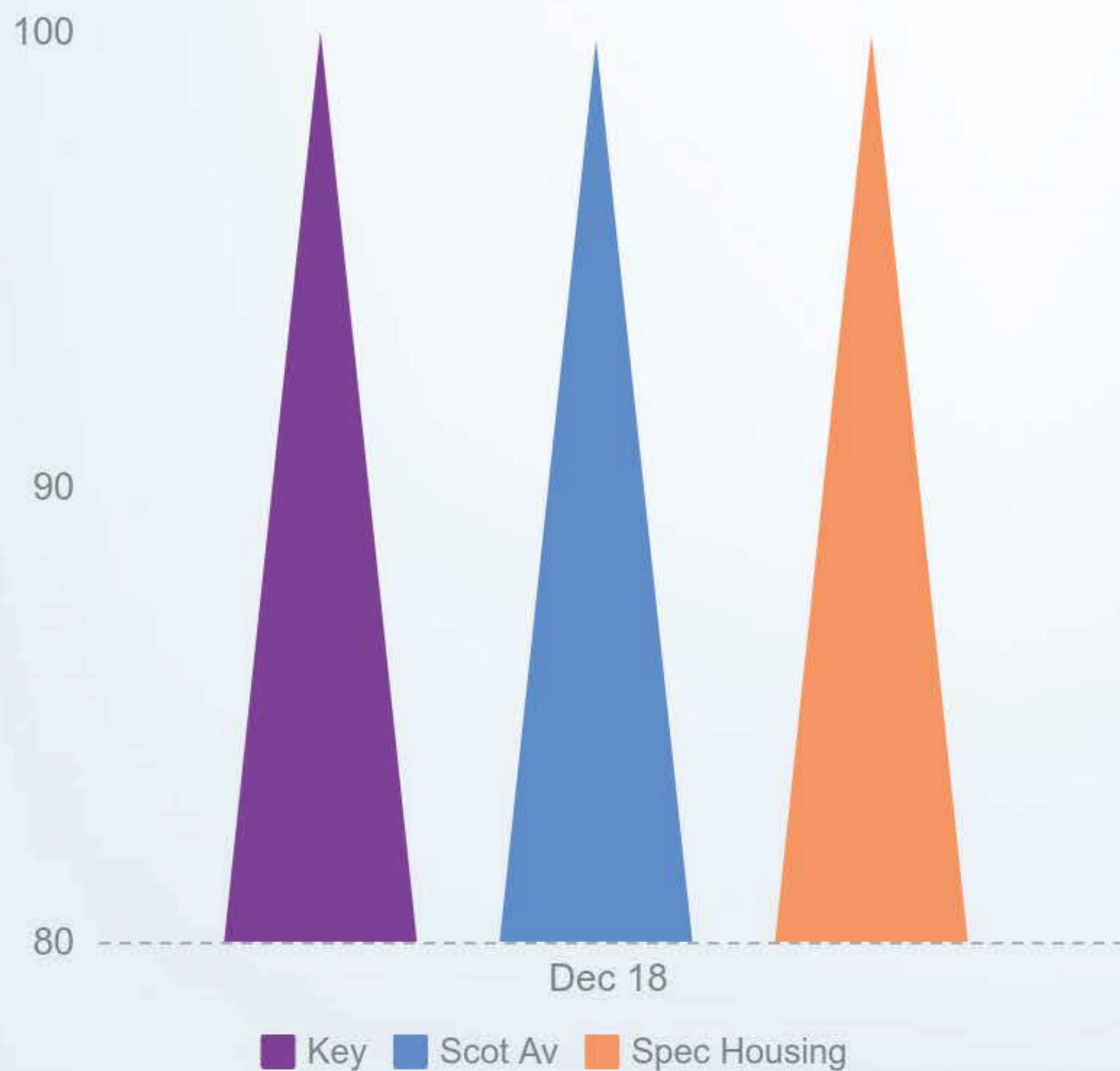
Average Time Taken to Complete Non Emergency Repairs

Our average response time has decreased again slightly to 4.26 days in Quarter 1. This is still faster than both the Scottish Average and our peer group.

This is based on 644 repairs in the quarter which is a little higher than previous quarters.

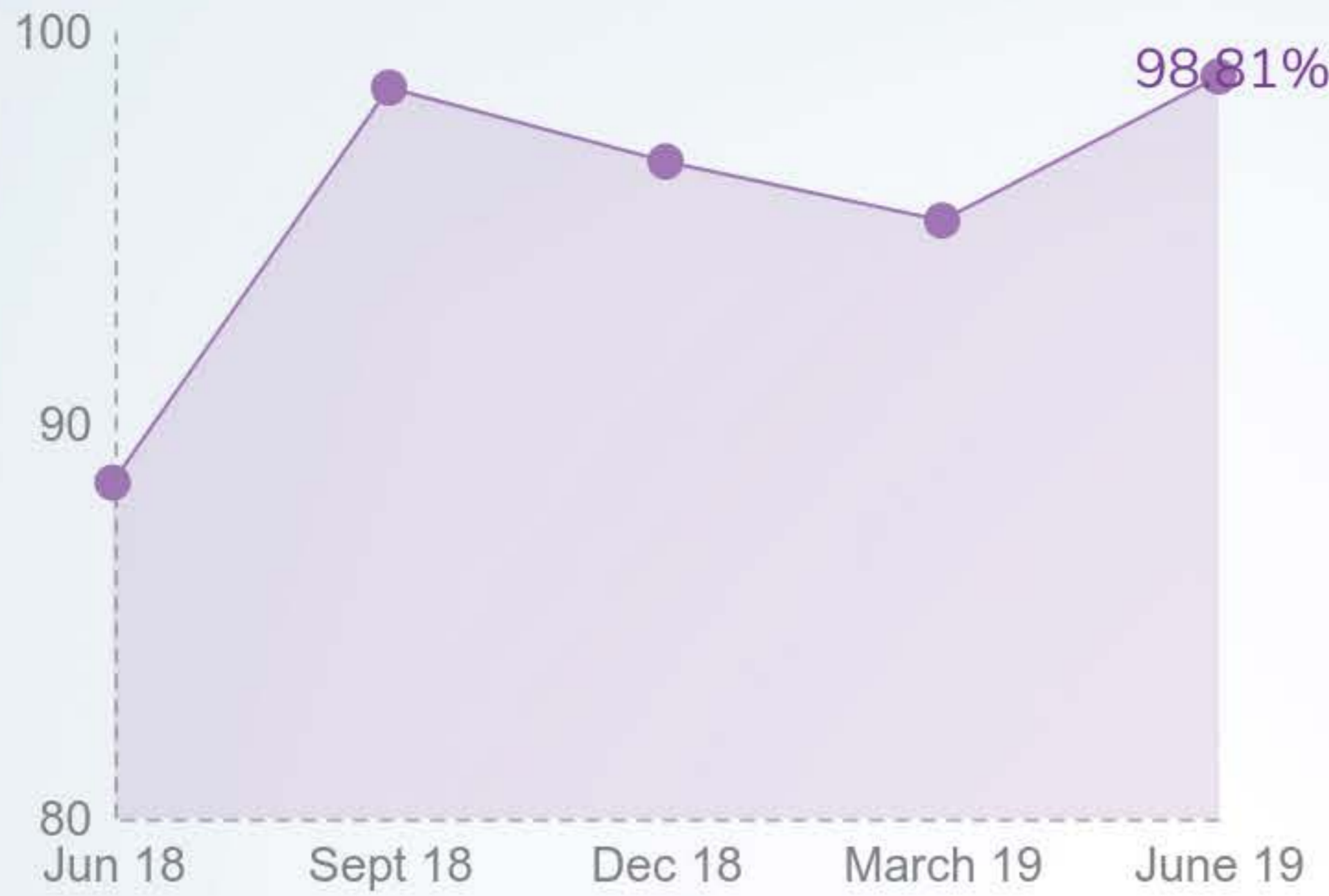


Gas Safety Checks



We can confirm that we have 640 properties requiring a gas safety check and none of these exceeded the 365 days this year to date

Percentage of Repairs Completed within Target Timescales



Emergency

In Quarter 1 we completed 84 emergency repairs and 83 of these were completed within their target timescales.

Urgent

In Quarter 1 We had 20 repairs and completed 18 within in the timescale of 24 hours.



Routine

The majority of our repairs come under the routine repairs category.

624 routine repairs were completed in Quarter 4 with 59 not being completed within the target timescale.