

Satisfaction



Major difference/decline (over 5% from target)



Minimal difference/decline (within 5% of target)



Meets or exceeds target

65.5%

% of tenants satisfied with the overall service provided by their landlord



73%

% of tenants who feel their landlord is good at keeping them informed about their services and decisions



61.5%

% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes

52.5%

% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in

76.9%

% of existing tenants satisfied with the quality of their home



80%

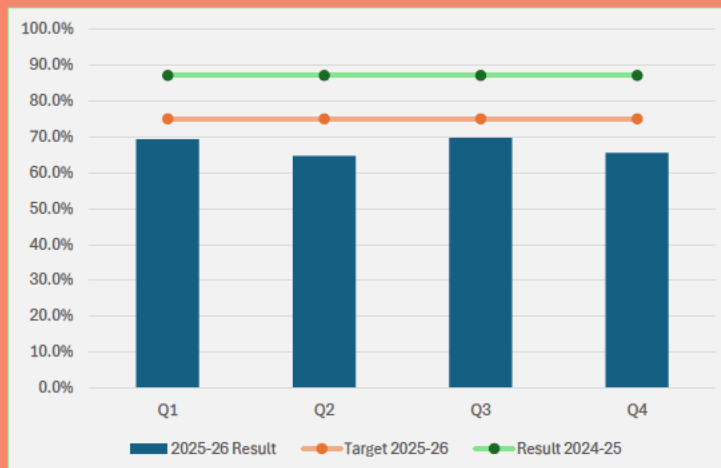
Latest repair satisfaction (SMS survey) (Transaction)



60.7%

% of tenants who feel that the rent for their property represents good value for money

ARC 1 - % of tenants satisfied with the overall service provided by their landlord

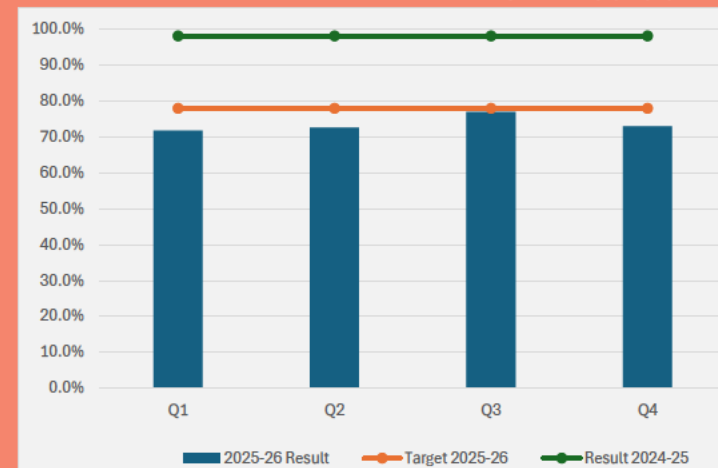


Commentary :

2024-25 Result is Research Resouce figure reported in ARC for 2025-2027, quarterly figures are pulled from [redacted] dashboard and are 3-month rolling figures

Overall Satisfaction has decreased 4.2% from 69.7% in Q3 to 65.5% in Q4. Over the course of the year results have consistently remained between 64% and 70%

ARC 2 - % of tenants who feel their landlord is good at keeping them informed about their services and decisions

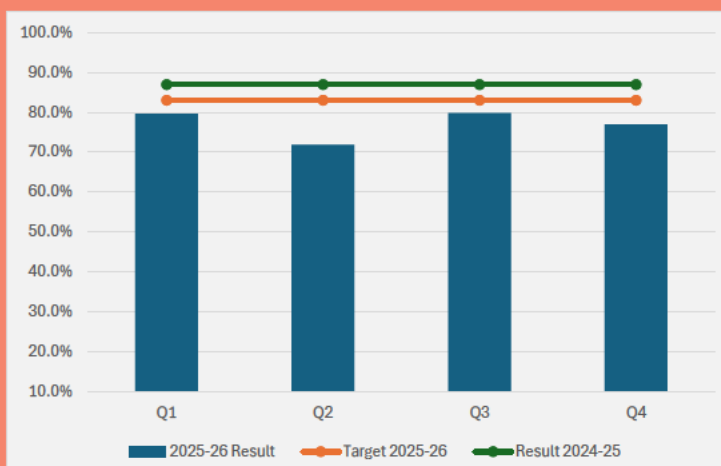


Commentary :

2024-25 Result is Research Resouce figure reported in ARC for 2025-2027, quarterly figures are pulled from [redacted] dashboard and are 3-month rolling figures

Keeping tenants informed about services and decisions has dropped to 73% however remains within 5% of our target.

ARC 7 - % of existing tenants satisfied with the quality of their home

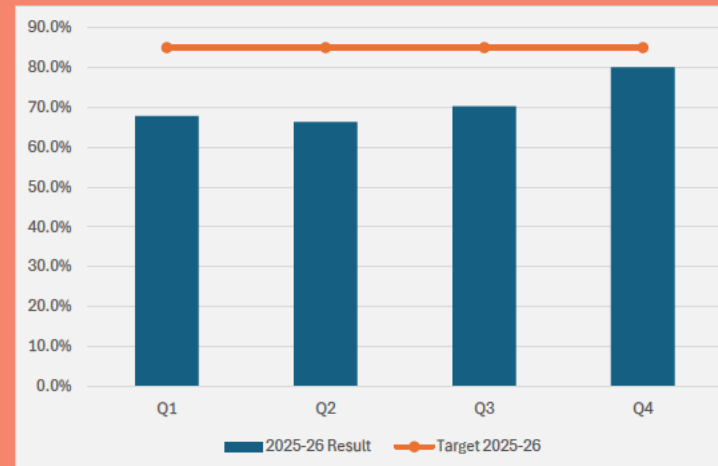


Commentary :

2024-25 Result is Research Resouce figure reported in ARC for 2025-2027, quarterly figures are pulled from [redacted] dashboard and are 3-month rolling figures

Q4 has seen a slight drop to 76.9%.

Latest Repair Satisfaction (SMS Survey) (Transaction)



Commentary :

The transactional Latest Repair Satisfaction has hit 80% in Q4. We have seen an increase of 13.7% from Q2 and are now within 5% of our target.

Riverside Scotland Board KPI Report - 2025/26 - Q4

Asset & Sustainability

No target

Major difference/decline (over 5% from target)

Minimal difference/decline (within 5% of target)

Meets or exceeds target

3.84 (4 Hr)

5.91 (12 Hr)

Average length of time taken to complete emergency repairs



(0) 100%

The number of times in the reporting year that you did not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or its last check



100%

Safe Electrical Systems - % of properties with valid EICR (Electrical Installation Condition Report) certificates



4

How many times in the reporting year did you not meet the requirement to complete an electrical safety 7 inspection within five years of the last EICR

Annual

Number of open cases of damp and/or mould at the year end

Condensation - 10%

Structural Issues - 11%

Other - 0%

% of cases of damp and/or mould resolved during the reporting year that were reopened by cause

Condensation - 31 Days

Structural Issues - 30 Days

Other - 13 Days

Average length of time taken to resolve cases of damp and/or mould by cause

0

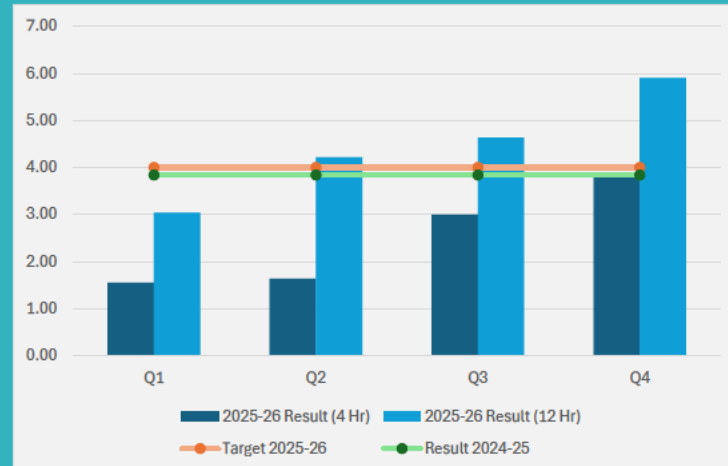
Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at year end

11 - end of year

2 - more than six months

Number of self-contained properties void at the year end and of those, the number that have been void for more than six months

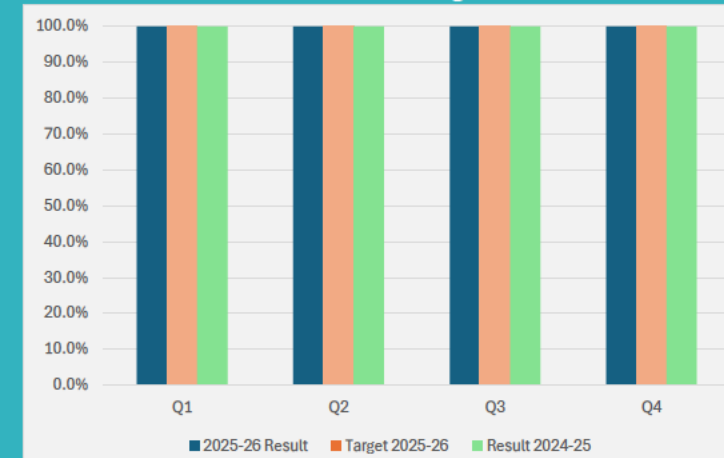
ARC 8 - Average length of time taken to complete emergency repairs (hours)



Commentary :

4 Hour emergency repairs continues to meet our target and mirrors our 2024/25 result. There has been a jump in time taken to complete 12 Hour emergency repairs which now stands at 5.91 Hours

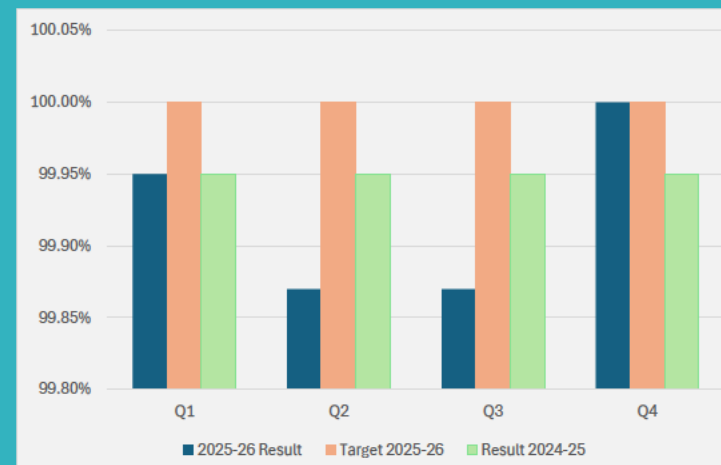
ARC 11 - Gas safety check compliance within 12 months of a gas appliance being fitted or its last check



Commentary :

Gas safety compliance remains 100%.

Safe Electrical Systems - % of properties with valid EICR (Electrical Installation Condition Report) certificates



Commentary :

EICR has successfully reached 100% in Q4.

Housing & Communities



Major difference/decline (over 5% from target)



Minimal difference/decline (within 5% of target)



Meets or exceeds target

5.2%

% of lettable homes that became vacant in the last year

18 Days

Average length of time taken (days) to re-let properties in the last year



38.33%

% of homeless lets as a percentage of overall lets

91.91%

% of new tenancies sustained for more than a year



94.23%

% of anti-social behaviour cases reported in the reporting year which were resolved

53.1%

Complaints Handling Satisfaction



3.1%

Gross rent arrears (all tenants) as a % of rent due in the last year (12 month rolling)

0.66%

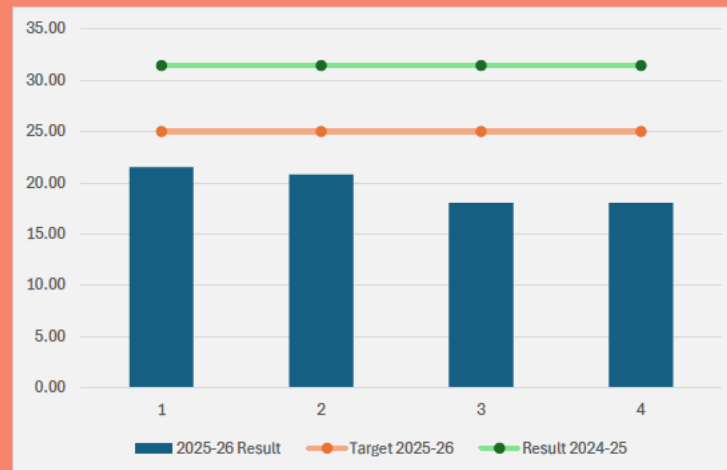
% of rent due lost through properties being empty during the quarter



£195,927

Factoring arrears £

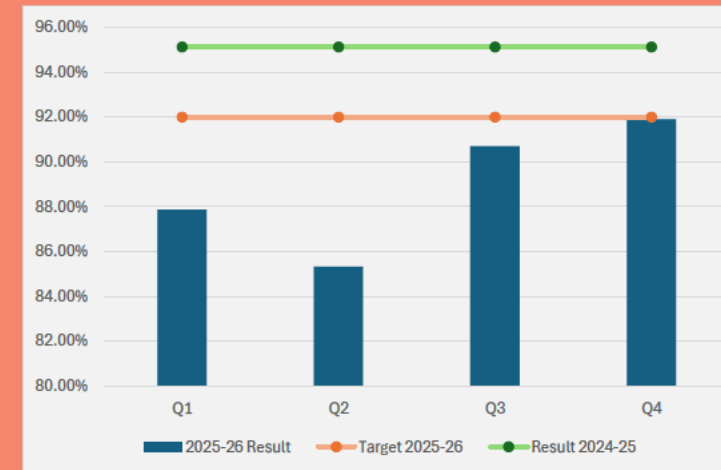
ARC 26 - Average length of time taken to re-let properties in the last year



Commentary :

Average time to re-let properties remains at 18 days.

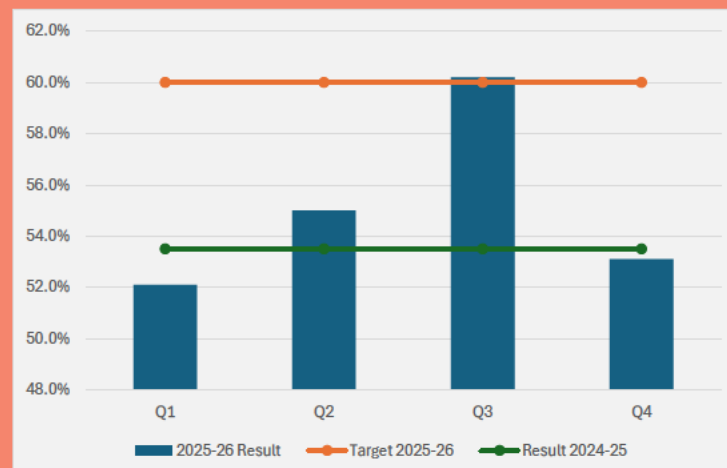
ARC 15 - % of new tenancies sustained for more than a year



Commentary :

Tenancy sustained has increased to 91.91% in Q4 - 0.09% away from hitting our target.

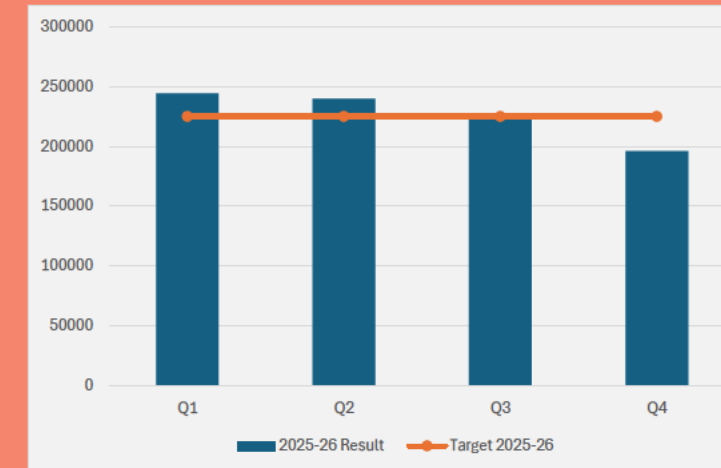
Complaints Handling Satisfaction



Commentary :

There has been a drop in complaints handling satisfaction from 60.2% to 53.1%

Gross Value in £s of factoring arrears owed



Commentary :

Factoring arrears owed has dropped to £195,927 which is our strongest position this year.