Riverside Scotland Board KPI Report - 2026/27 - Q1

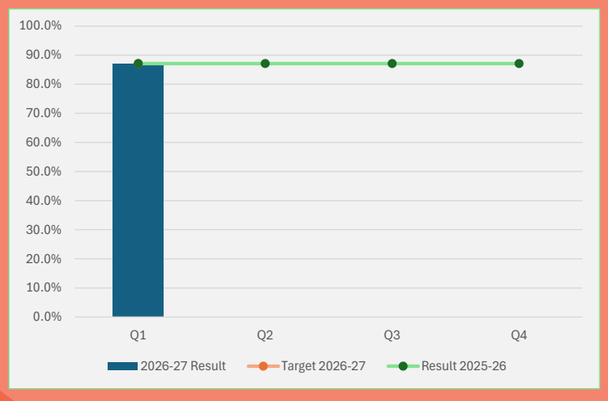
Riverside Scotland

Satisfaction

Major difference/decline (over 5% from target) | Minimal difference/decline (within 5% of target) | Meets or exceeds target

87.1%	98.2%	97.7%	91.8%	86.9%	77.6%	88.5%
% of tenants satisfied with the overall service provided by their landlord	% of tenants who feel their landlord is good at keeping them informed about their services and decisions	% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	% of existing tenants satisfied with the quality of their home	Latest repair satisfaction (SMS survey) (Transaction)	% 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 :

Overall Satisfaction at 87.1% as per Research Resources.

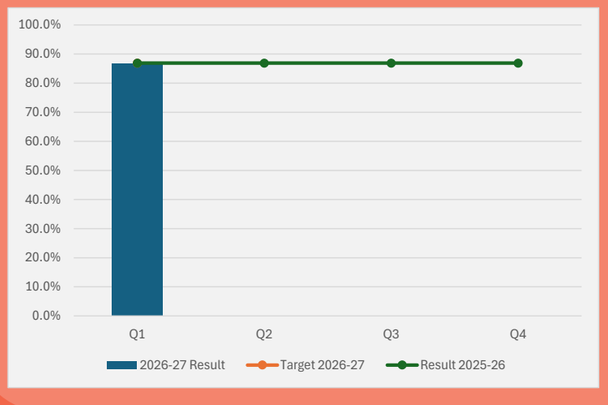
ARC 2 - % of tenants who feel their landlord is good at keeping them informed about their services and decisions



Commentary :

Informed about services and decisions at 98.2% as per Research Resources.

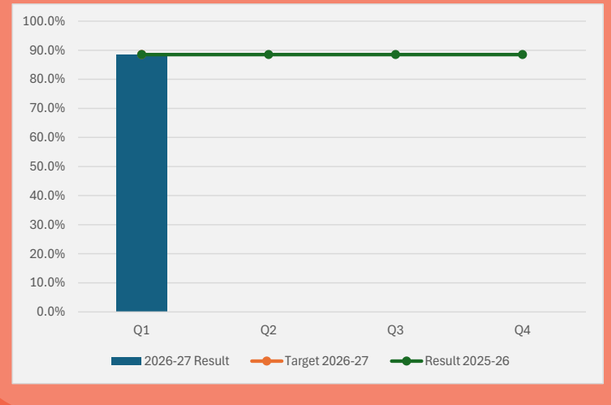
ARC 7 - % of existing tenants satisfied with the quality of their home



Commentary :

Quality of Home is at 88.5% as per Research Resources.

ARC 21 - % of tenants who feel that the rent for their property represents good value for money



Commentary :

Value for Money is 88.5% as per Research Resources.

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Riverside Scotland

Asset & Sustainability

No target | Major difference/decline (over 5% from target) | Minimal difference/decline (within 5% of target) | Meets or exceeds target

4.44 (4 Hr)

6.80 (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

1

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 - 5%

Structual Issues - 0%

Other - 0%

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

Condensation - 50.25 Days

Structural Issues - 18 Days

Other - 0 Days

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

0

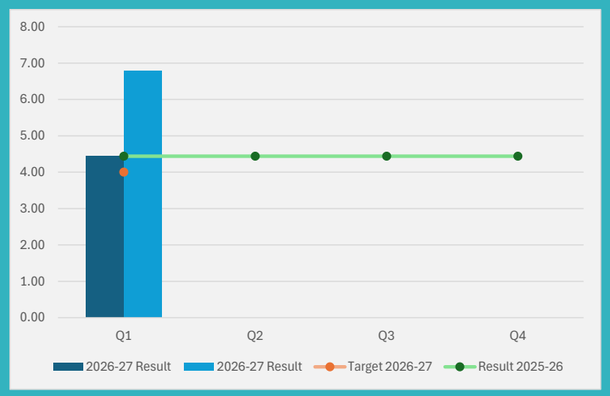
Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at year end

12 - end of year

3 - 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

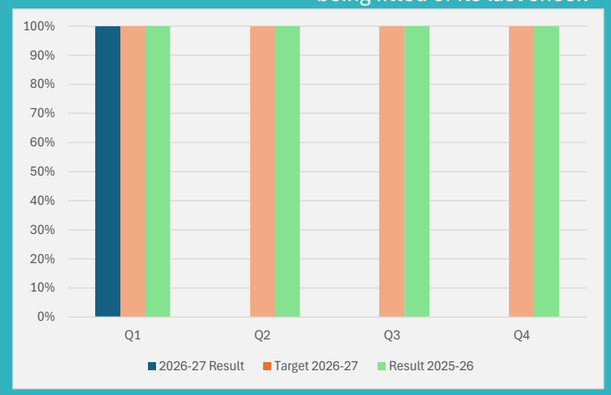
ARC 8 - Average length of time taken to complete emergency repairs (hours)



Commentary :

4 hour emergencies are averaging at 4.44 hours whereas the 12 hour emergencies are averaging 6.8 hours.

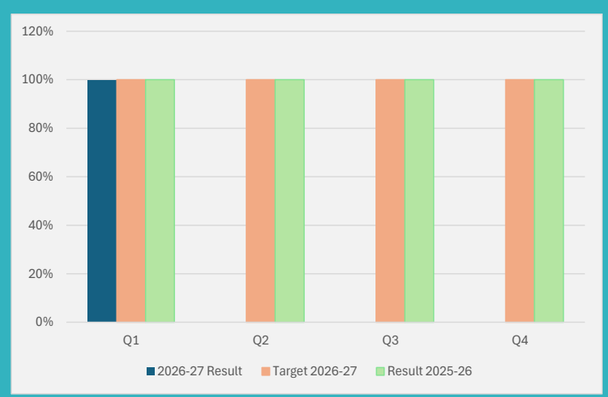
ARC 11 - Gas safety check compliance within 12 months of a gas appliance being fitted or its last check



Commentary :

Gas safety compliance remains 100% after our successful performance remaiining 100% alll through 25/26.

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



Commentary :

EICR remains at 100%.

Commentary :

Commentary :

Commentary :

Commentary :

Commentary :

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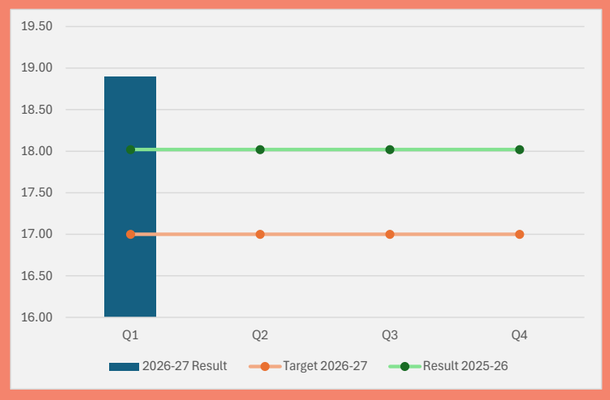
Riverside Scotland

Housing & Communities

No Target | Major difference/decline (over 5% from target) | Minimal difference/decline (within 5% of target) | Meets or exceeds target

1.48%	18.9 Days	27.78%	88.89%	75%	61.3%	2.68%	0.62%	£186,564
% of lettable homes that became vacant in the last year	Average length of time taken (days) to re-let properties in the last year	% of homeless lets as a percentage of overall lets	% of new tenancies sustained for more than a year	% of anti-social behaviour cases reported in the reporting year which were resolved	Complaints Handling Satisfaction	Gross rent arrears (all tenants) as a % of rent due in the last year (12 month rolling)	% of rent due lost through properties being empty during the quarter	Factoring arrears £

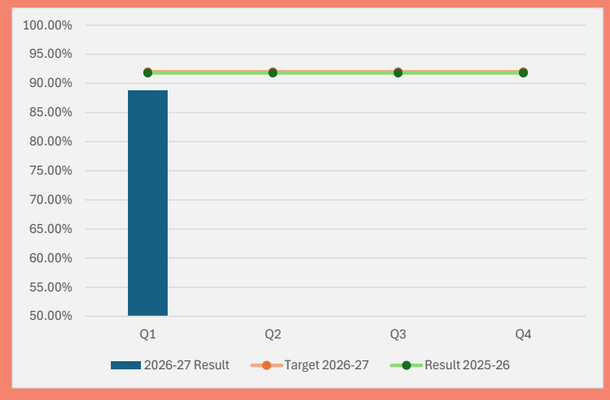
ARC 26 - Average length of time taken to re-let properties in the last year



Commentary :

Re-lets showing a slight increase in average length of time at 18.9 days.

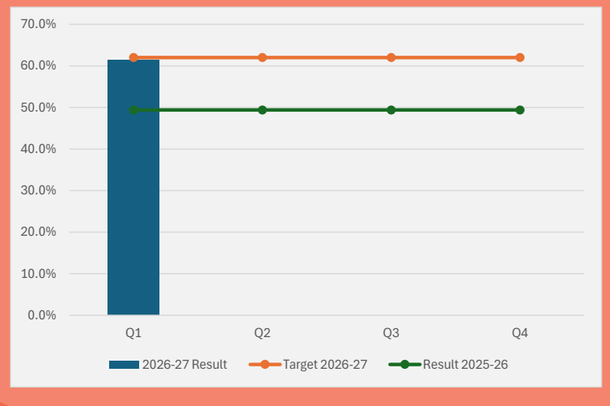
ARC 15 - % of new tenancies sustained for more than a year



Commentary :

Tenancies sustained is slightly lower than our target with 88.89 % for Q1.

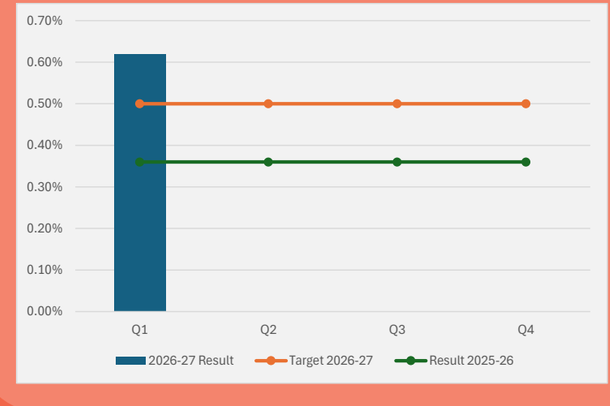
Complaints Handling Satisfaction



Commentary :

Complaints Handling Satisfaction of 61.3% is above last years' result and closing in on our target of 62%.

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



Commentary :

Slight decline in performance at 0.62%.