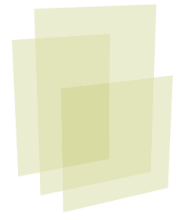


Quality and Efficiency Forum

Sharing Good Practice



KNOWES
HOUSING ASSOCIATION

Annual Statistical Review

2023/24

June 2024

Introduction

This is the 17th annual statistical review (ASR) report provided for members of the RSL Quality and Efficiency Forum (QEF). The QEF comprises of members drawn from the RSL sector in Scotland and meets on a quarterly basis to discuss statistical, processes and best practice benchmarking. The group also discusses topical issues and invites guest speakers to present on key matters.

This report contains some comparative information based on a number of Charter Indicators and Contextual Indicators gathered by the Scottish Housing Regulator (SHR) in the Annual Return on the Charter (ARC). The information has been extracted from (i) the SHR's website and (ii) the 2023/24 ARCs which members provided to the Scottish Housing Regulator.

Appendix 1 shows all the information used in the body of the report for ease of reference.

The report is divided into the following sections:

1. Landlord profile
2. Satisfaction
3. Housing quality and maintenance
4. Neighbourhood and community
5. Getting good value from rents and services charges
6. Rent arrears
7. Source of lets and tenancy sustainment
8. Complaints
9. Legal action
10. Staff turnover and sickness levels
11. Value for Money Scorecard

The following should be borne in mind:

- We have attempted to provide useful comparative information rather than produce large volumes of information that may not be particularly meaningful. As a result, not all Indicators are included.
- Members will need to carry out additional individual analysis which takes account of their specific operating context. The report provides baseline information, but individual performance depends on other factors such as historical results/trends, performance against internal targets, operating context, and any other factors that may impact upon Charter/Contextual Indicators and other KPIs. Where most relevant, some trend information has been provided.

- Data / performance stated is as at March 2024 unless otherwise stated. However, it should be noted that the SHR is not due to publish the 2023/24 ARC results until late summer/autumn 2024, so *national medians* relate to the 2022/23 returns.

QST Quest
For the Quality & Efficiency Forum
June 2024

1. QEF members' profiles

1.1 Total number of properties

1.1.1 Knowes Housing Association owns 1,055 self-contained lettable stock and provided factoring services to 562 owners. It operates within the West Dunbartonshire local authority area.

1.1.2 The group's members are noted below, with information on self-contained stock numbers [taken from ARC indicator 17.1]:

FIGURE 1.1 – NUMBER OF LETTABLE SELF-CONTAINED STOCK IN OWNERSHIP

RSL	Number of Units
Ardenglen Housing Association	982
Bridgewater Housing Association	847
Cernach Housing Association	875
Cordale Housing Association	506
Dalmuir Park Housing Association	670
Drumchapel Housing Co-operative	479
Dunbritton Housing Association	969
East Kilbride Housing Association	613
Forgewood Housing Co-operative	215
Fyne Homes	1,578
Garrion Peoples Housing Co-operative	252
Glasgow West Housing Association	1,489
Govan Housing Association	1,636
Knowes Housing Association	1,055
Linthouse Housing Association	1,282
Melville Housing Association	2,085
New Gorbals Housing Association	2,456
Oak Tree Housing Association	1,840
Tollcross Housing Association	2,287
Whiteinch & Scotstoun Housing Association	1,299

1.2 Rents (Indicator 26)

1.2.1 For Knowes the total rent collected in 2023/24 was £4,760,884, against £4,759,753 that was due.

1.2.2 Further detail on rent collected is detailed at 5.2 of this report.

1.3 Average Rent Increases (Indicator C5)

1.3.1 Figure 1.2 shows the average rent increases applied by current group members from 2020/21 to 2024/25.

FIGURE 1.2 – AVERAGE RENT INCREASES 2020/21 TO 2024/25

	2020/21	2021/22	2022/23	2023/24	2024/25
Ardenglen	2.00%	1.50%	3.90%	6.00%	6.00%
Bridgewater	2.00%	0.00%	3.00%	5.50%	6.00%
Cernach	1.70%	0.00%	3.10%	5.00%	4.60%
Cordale	2.70%	0.50%	3.10%	5.00%	7.70%
Dalmuir Park	2.50%	2.00%	3.90%	5.00%	5.90%
Drumchapel	1.50%	0.00%	2.10%	5.55%	5.60%
Dunbritton	1.50%	0.50%	4.20%	5.00%	6.00%
East Kilbride	2.40%	1.50%	3.10%	5.00%	6.50%
Forgewood	2.50%	1.70%	3.10%	5.00%	5.00%
Fyne Homes	2.43%	0.00%	3.60%	5.00%	5.00%
Garrion	2.50%	1.70%	3.10%	5.00%	5.00%
Glasgow West	2.20%	1.50%	3.96%	3.75%	6.70%
Govan	3.00%	2.00%	3.50%	5.00%	6.25%
Knowes	1.70%	0.00%	2.90%	4.90%	5.60%
Linthouse	3.10%	1.50%	3.70%	5.00%	6.00%
Melville	1.50%	1.00%	2.00%	2.00%	7.00%
New Gorbals	2.20%	0.00%	3.80%	7.00%	6.70%
Oak Tree	2.80%	1.00%	3.00%	6.00%	6.10%
Tollcross	2.40%	0.00%	3.60%	5.00%	6.50%
W'inch & S'toun	0.00%	0.00%	1.90%	3.00%	5.50%
Average	2.13%	0.82%	3.23%	4.94%	5.98%

1.3.2 The overall rent increase for current QEF members in 2024/25 ranged from 4.60% to 7.70%; the average was 5.98%.

1.3.3 The overall rent increase the year before ranged from 2.00% to 7.00%; the average was 4.94%.

2. Resident satisfaction

2.1 To reflect the focus on measuring resident satisfaction, the ARC increased the number of Indicators in this area (in comparison to the former APSR). This section provides members' results in relation to each of these.

2.2 Figures 2.1 to 2.8 show the proportion of tenants satisfied with various aspects of Knowes service; Figure 2.8 shows the proportion of owners satisfied with the factoring service [where applicable]. For ease of reference, the specific Indicators for Figures 2.1 to 2.8 are:

- Figure 2.1 – percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
- Figure 2.2 – percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)
- Figure 2.3 – percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes (Indicator 5)
- Figure 2.4 – percentage of tenants satisfied with the quality of their home (Indicator 7)
- Figure 2.5 – percentage of tenants who have had repairs or maintenance carried out in the last twelve months satisfied with the repairs and maintenance service (Indicator 12)
- Figure 2.6 – percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 13)
- Figure 2.7 – percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
- Figure 2.8 – percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

2.3 The remainder of this section contains graphs with group members' results.

FIGURE 2.1 – SATISFACTION WITH THE OVERALL SERVICE

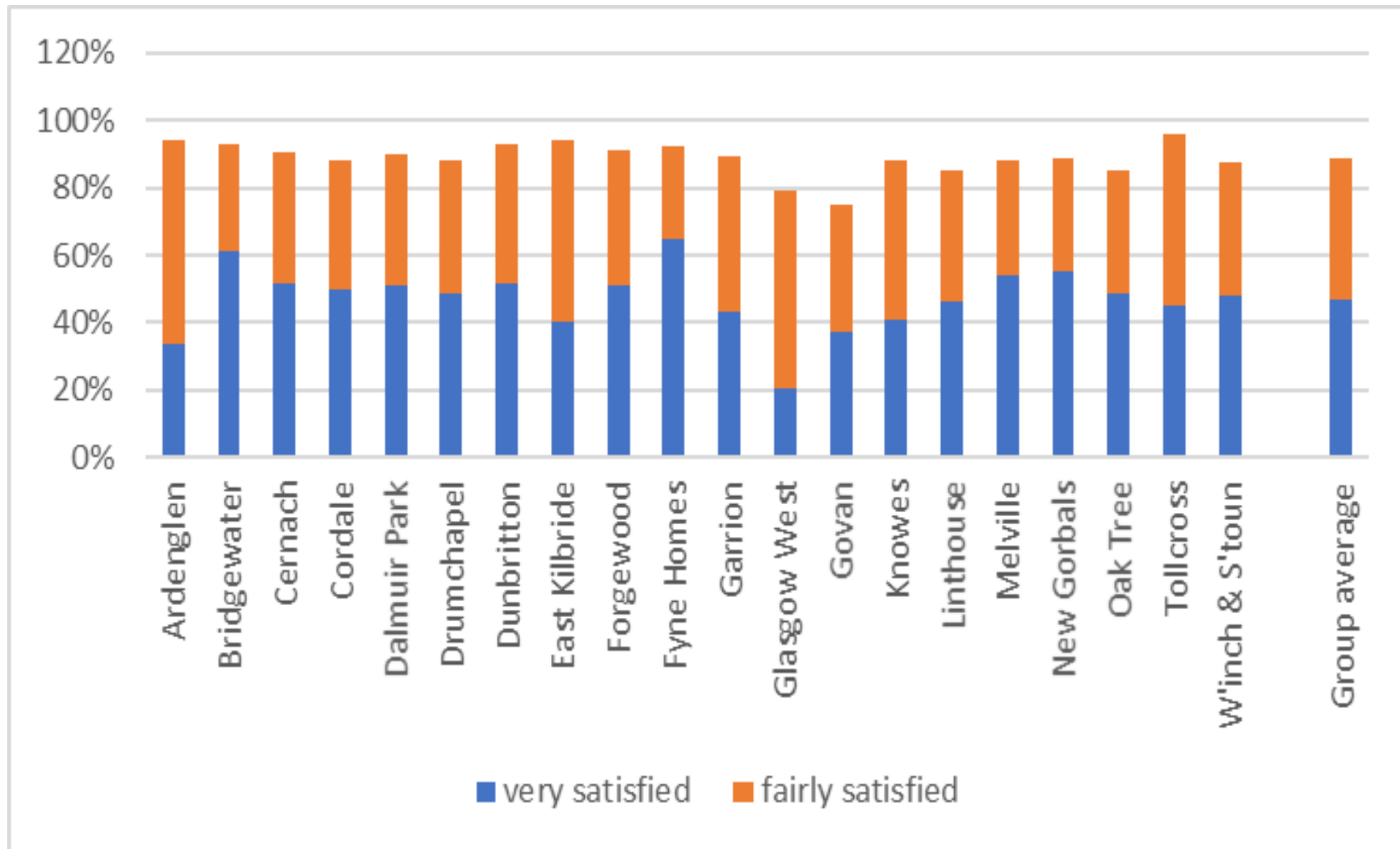


FIGURE 2.2 – HOW GOOD THE LANDLORD IS AT KEEPING TENANTS INFORMED OF ITS SERVICES AND DECISIONS

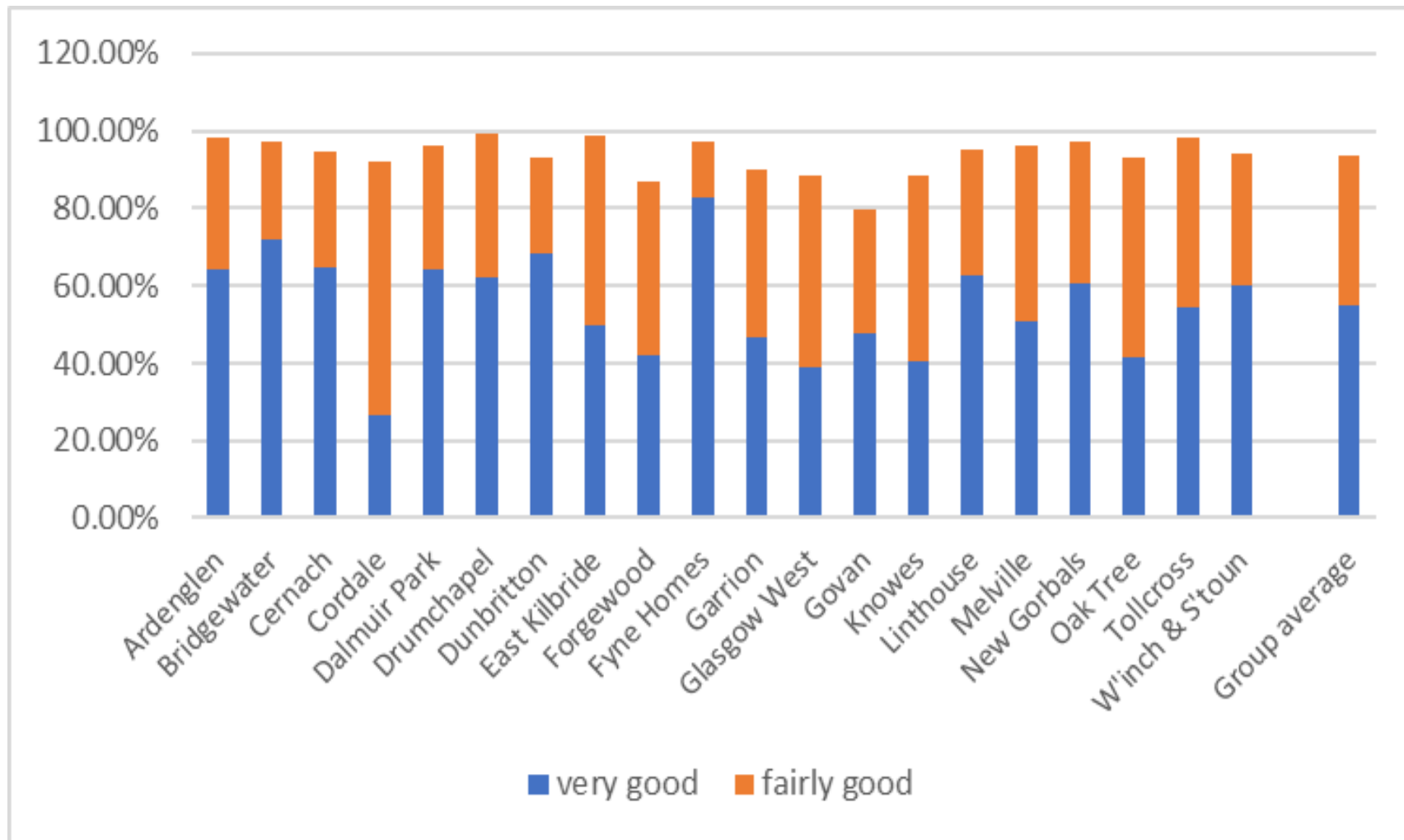


FIGURE 2.3 – SATISFACTION WITH THE OPPORTUNITIES TO PARTICIPATE IN THE DECISION MAKING PROCESS

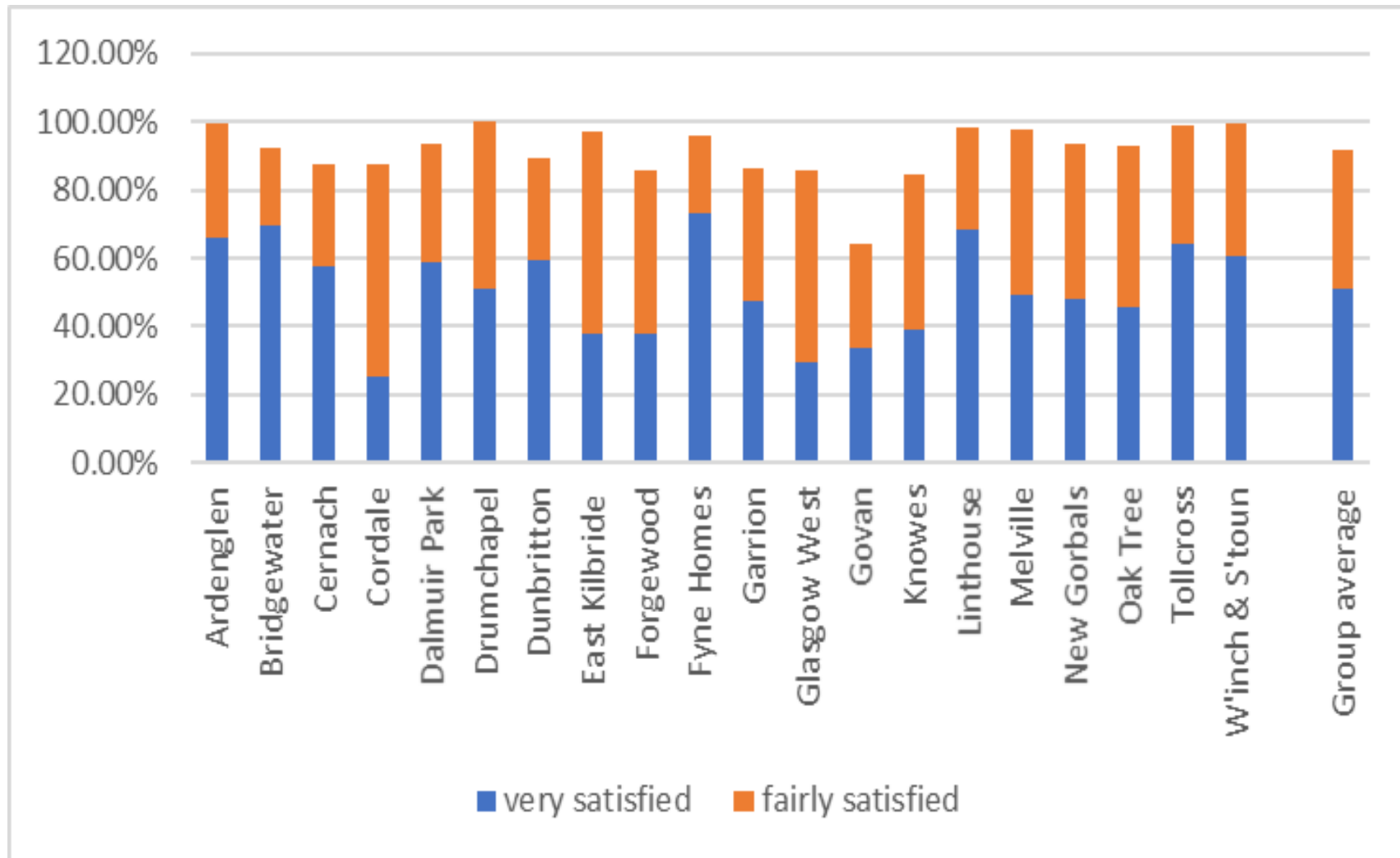


FIGURE 2.4 – TENANTS SATISFIED WITH THE QUALITY OF THEIR HOME

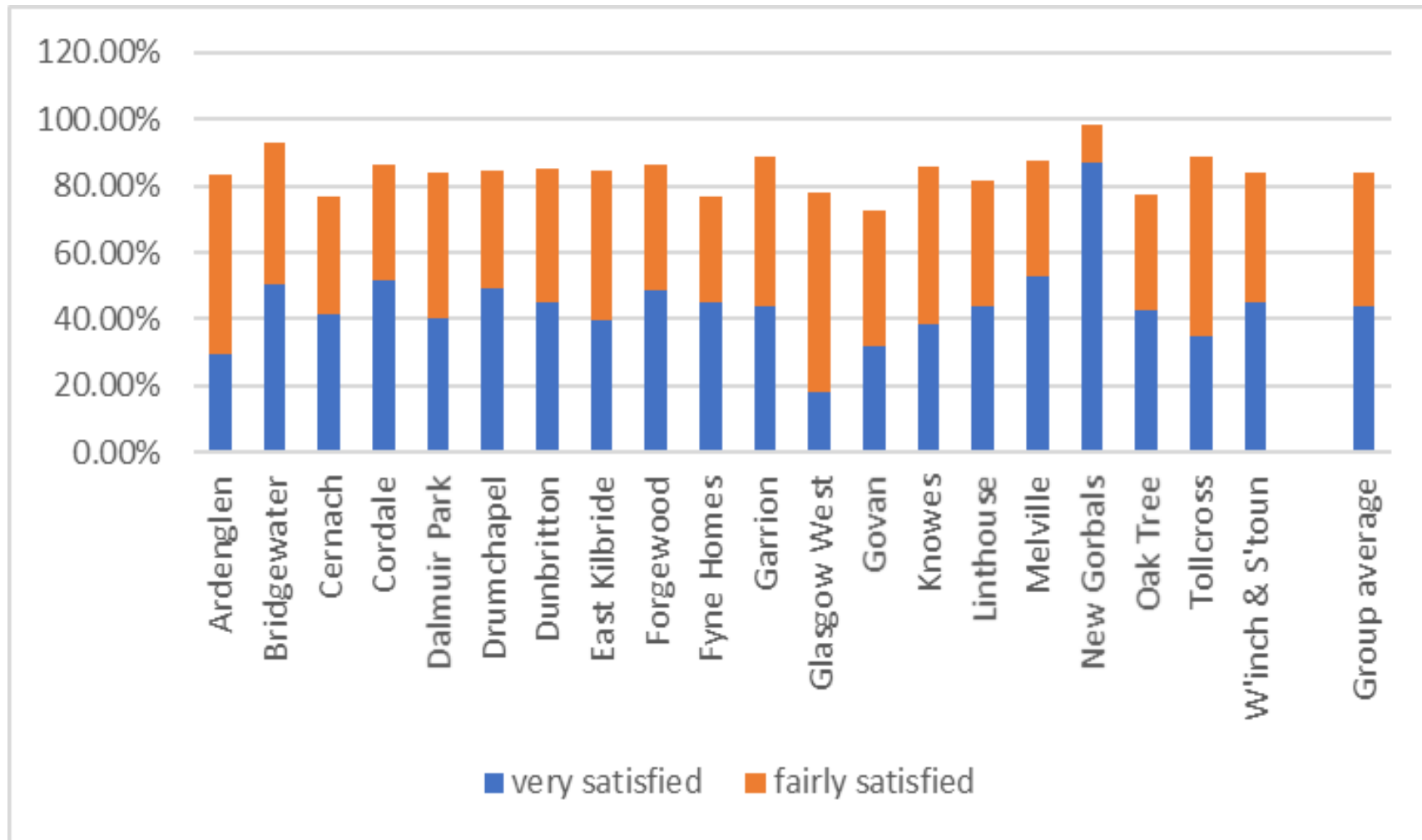


FIGURE 2.5 – TENANTS SATISFIED WITH THE REACTIVE REPAIRS SERVICE IN THE LAST TWELVE MONTHS

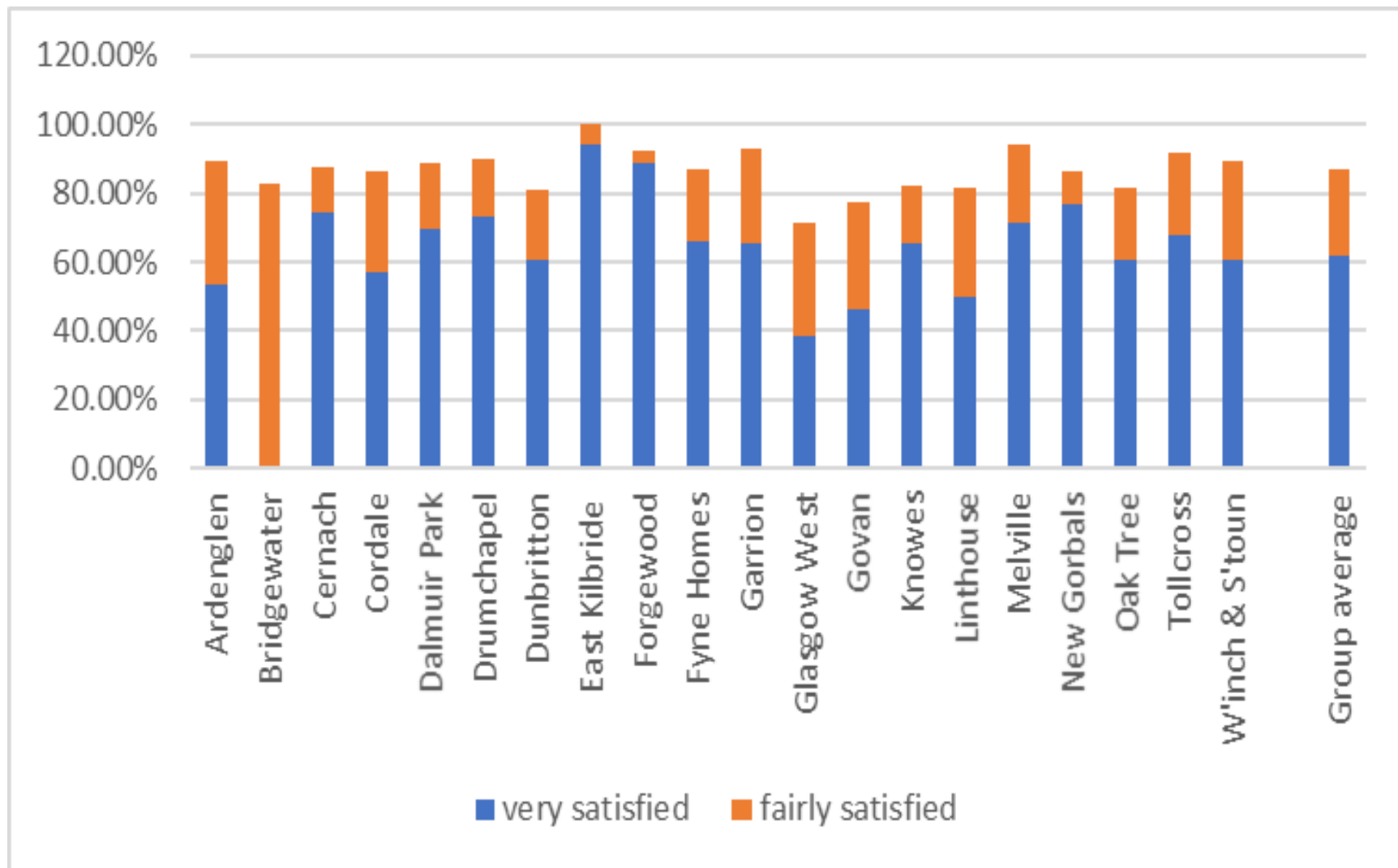


FIGURE 2.6 – TENANTS SATISFIED WITH THE MANAGEMENT OF THE NEIGHBOURHOOD IN WHICH THEY LIVE

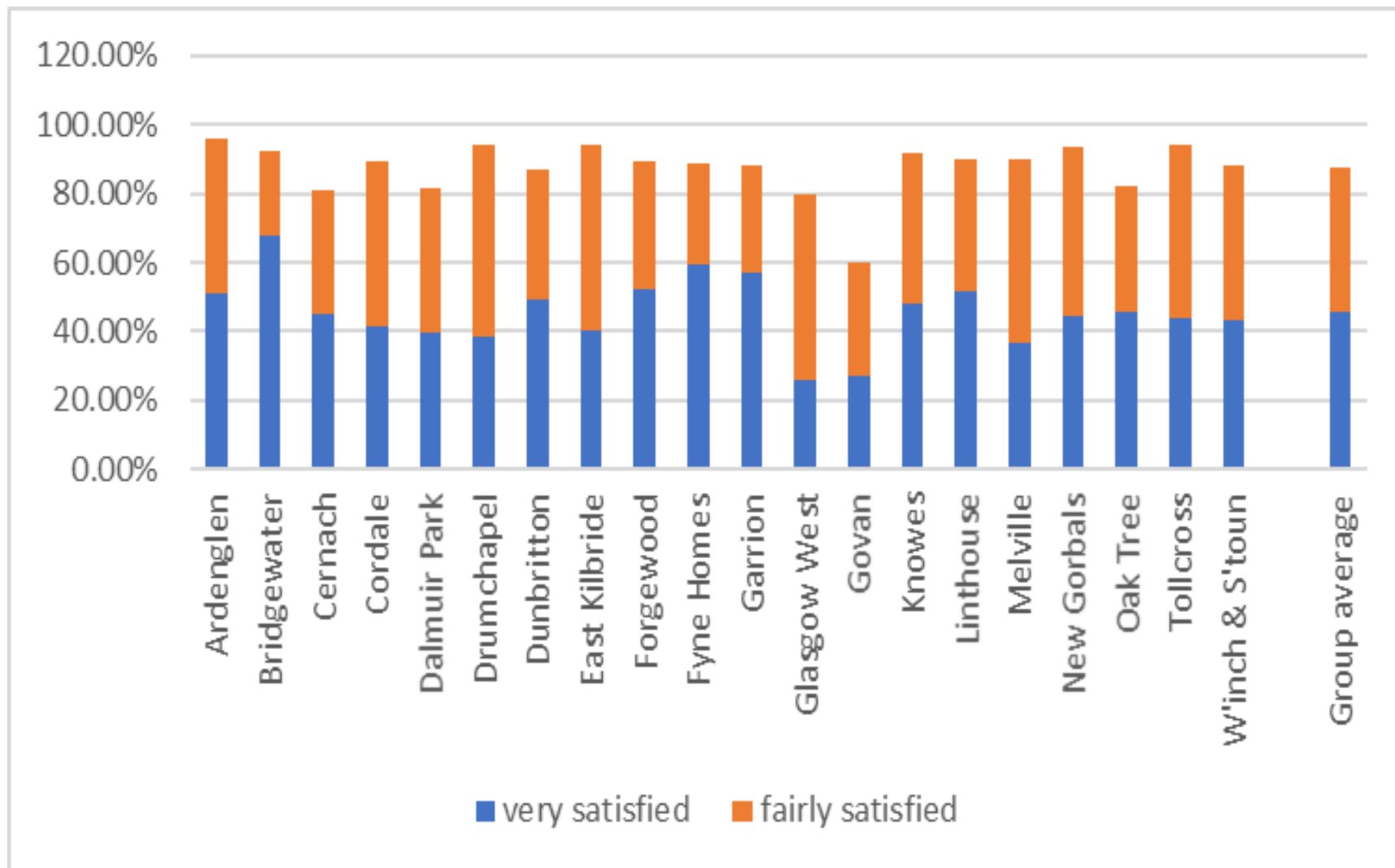


FIGURE 2.7 – PERCENTAGE OF TENANTS WHO FEEL THEIR RENT REPRESENTS VALUE FOR MONEY

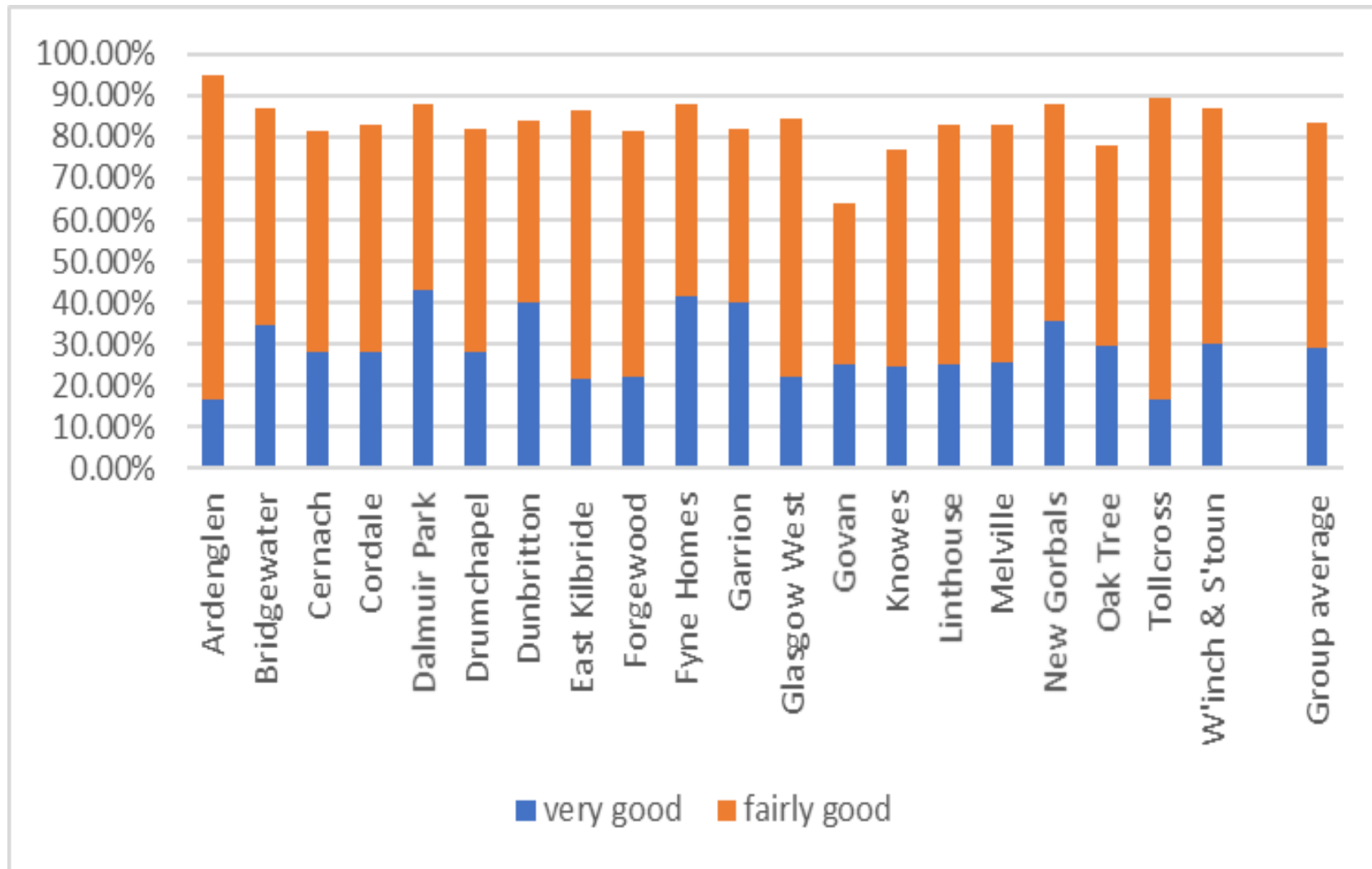
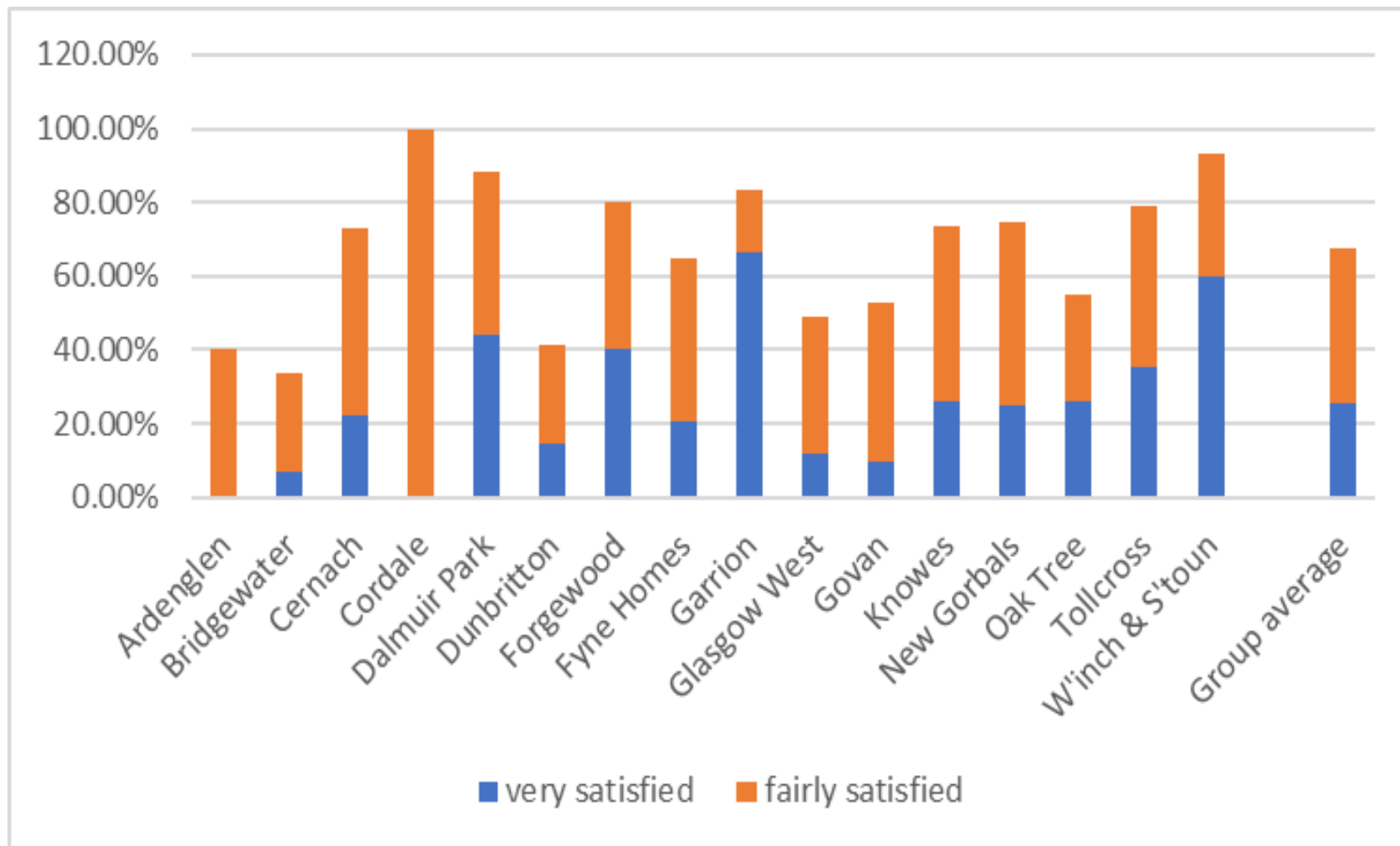


FIGURE 2.8 – PERCENTAGE OF FACTORED OWNERS SATISFIED WITH THE OVERALL SERVICE

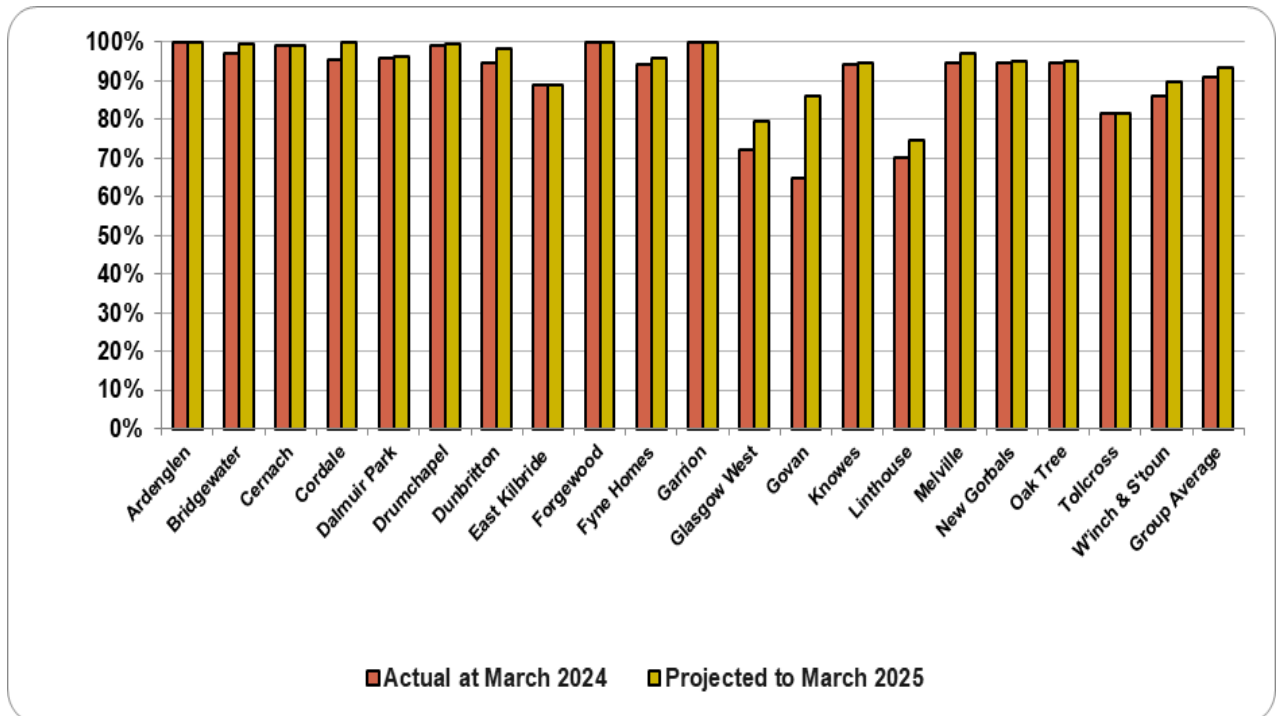


3. Housing quality and maintenance

3.1 Proportion of stock meeting Scottish Housing Quality Standard (Charter Indicator 6)

3.1.1 Figure 3.1 shows the percentage of properties currently meeting the SHQS and the projected figure for the next reporting year.

FIGURE 3.1 – PROPORTION OF STOCK MEETING THE SHQS.



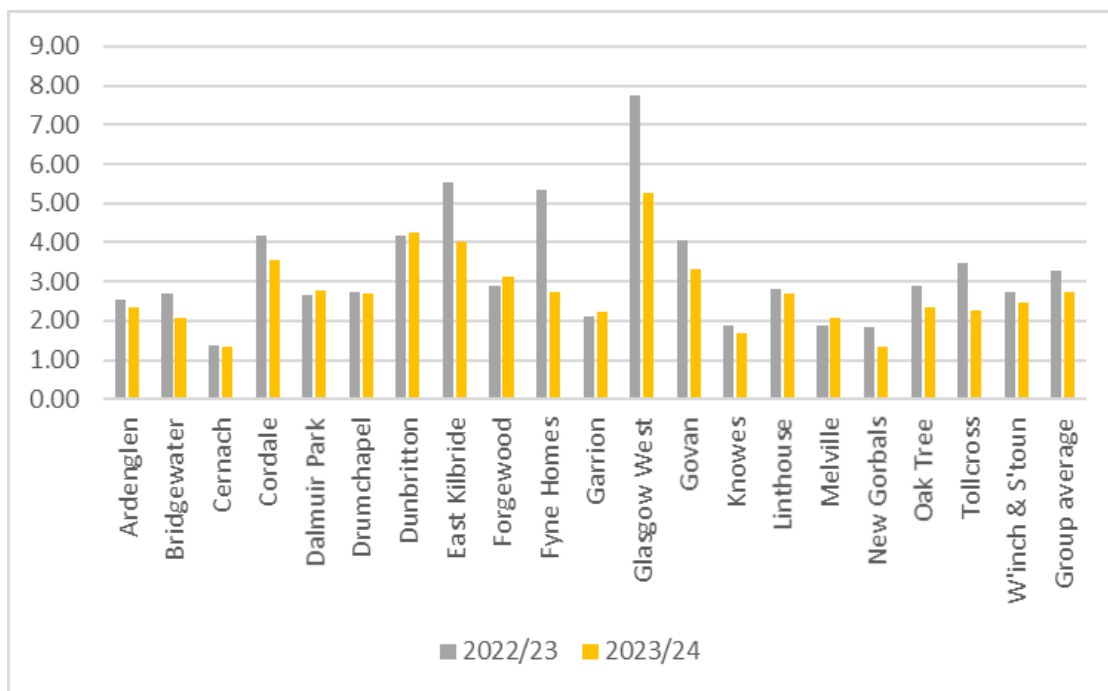
3.1.2 The group’s current average is 90.90% compliance, with this forecast to rise to 93.55% by March 2025.

3.1.3 SHQS compliance remains a key topic of discussion for the QEF.

3.2 Length of time to complete emergency repairs (Charter Indicator 8)

3.2.1 Figure 3.3 reports the average number of hours to complete emergency repairs.

FIGURE 3.3 – AVERAGE HOURS TO COMPLETE EMERGENCY REPAIRS



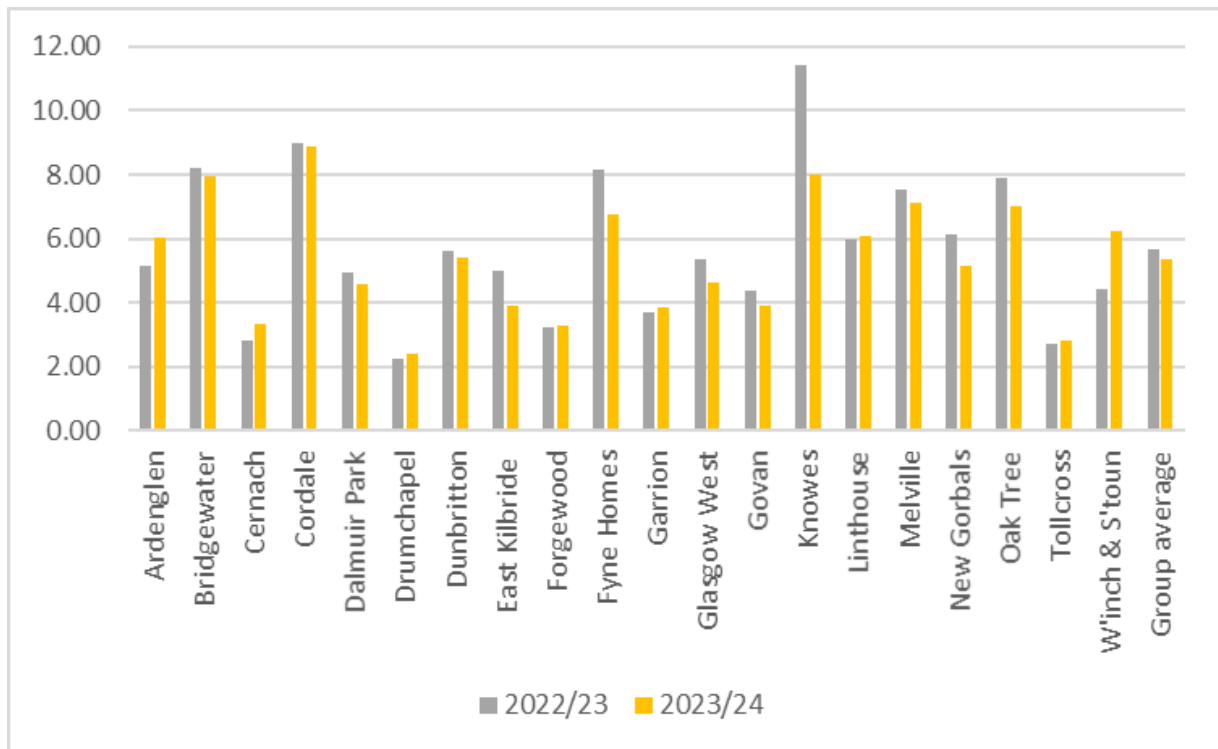
3.2.2 In 2022/23, current members took between 1.36 and 7.76 hours on average to complete emergency repairs - the overall QEF average being 3.28 hours.

3.2.3 In 2023/24, members took between 1.32 and 5.26 hours on average to complete emergency repairs – the overall QEF average being 2.73 hours. Knowes time was 1.67 hours.

3.3 Length of time to complete non-emergency repairs (Charter Indicators 9)

3.3.1 This section considers the length of time in days taken by landlords to complete non-emergency repairs.

FIGURE 3.4 – AVERAGE WORKING DAYS TO COMPLETE NON-EMERGENCY REPAIRS



3.3.2 In 2022/23, current members took between 2.25 and 11.42 days on average to complete non-emergency responsive repairs, the overall QEF average being 5.69 days.

3.3.3 In 2023/24, members took between 2.38 and 8.89 days, the overall QEF average being 5.36 days. Knowes took 8 days.

3.4 Proportion of repairs completed *right first time* (Charter Indicator 10)

3.4.1 To be reported as being completed right first time, a repair must be completed:

- In time; and

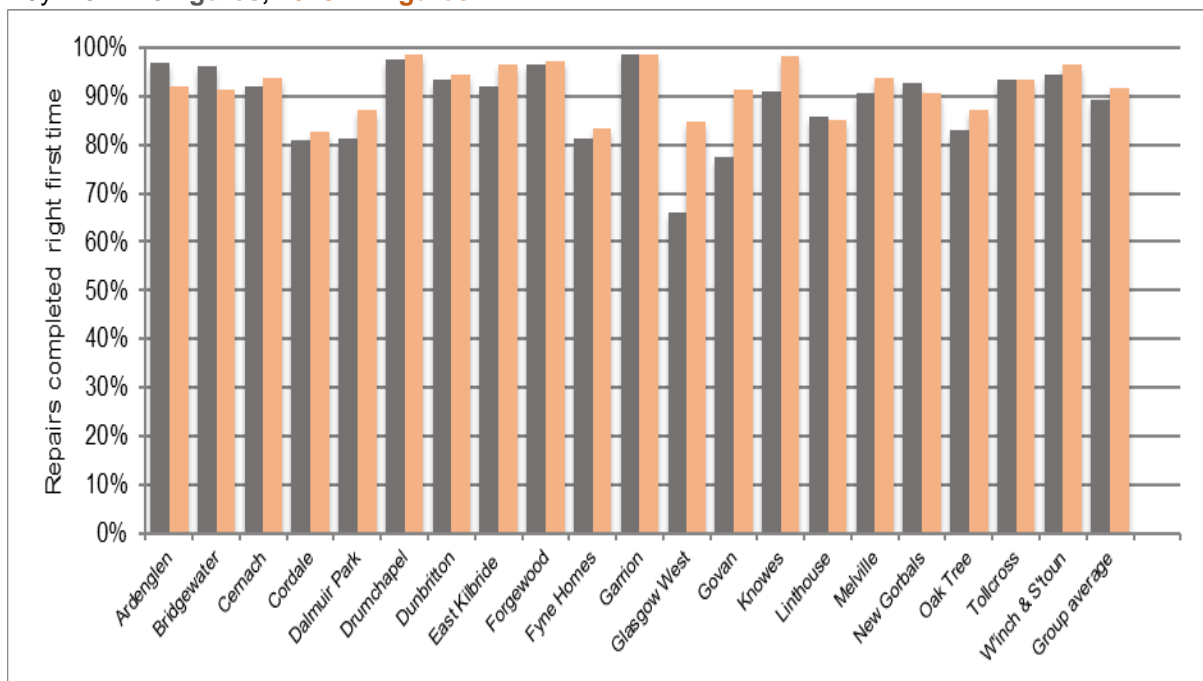
- Without the need to return to address the same repair within twelve months

Right first time applies to non-emergency responsive repairs but members should refer to some exceptions listed in the technical guidance published by the SHR.

3.4.2 Figure 3.6 shows that in 2023/24, members completed between 82.61% and 98.74% of their non-emergency repairs *right first time*. The group average was 91.82% and Knowles level was 98.07%.

FIGURE 3.6 – REPAIRS COMPLETED RIGHT FIRST TIME

Key: 2022-23 figures, 2023-24 figures



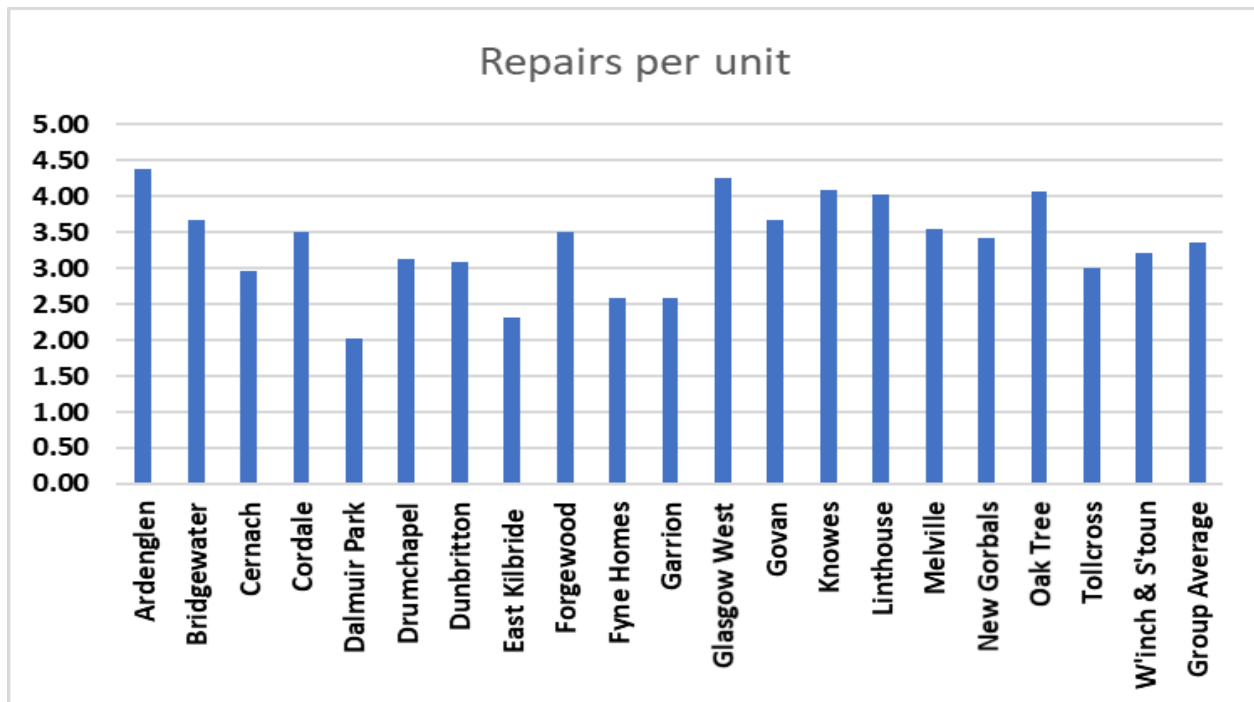
3.5 Average number of repairs per unit

3.5.1 Average repairs per unit is no longer reported via the ARC. Manual calculation was required to show repairs per unit - as noted below. Repairs include emergency and non-emergency figures.

3.5.2 Figure 3.7 below shows that members carried out an average of 2.01 to 4.37 repairs per unit - overall group average was 3.35 per unit. Knowles average was 4.09 repairs per unit.

- 3.5.3 Individual RSLs will have to take account of the type of stock they have and the level of void work carried out when using these figures to help analyse performance.
- 3.5.4 The number of repairs per unit tends to be lower for members whose stock is newer and conversely, members with older and/or a high proportion of non-traditional stock appear to carry out a higher proportion of repairs.

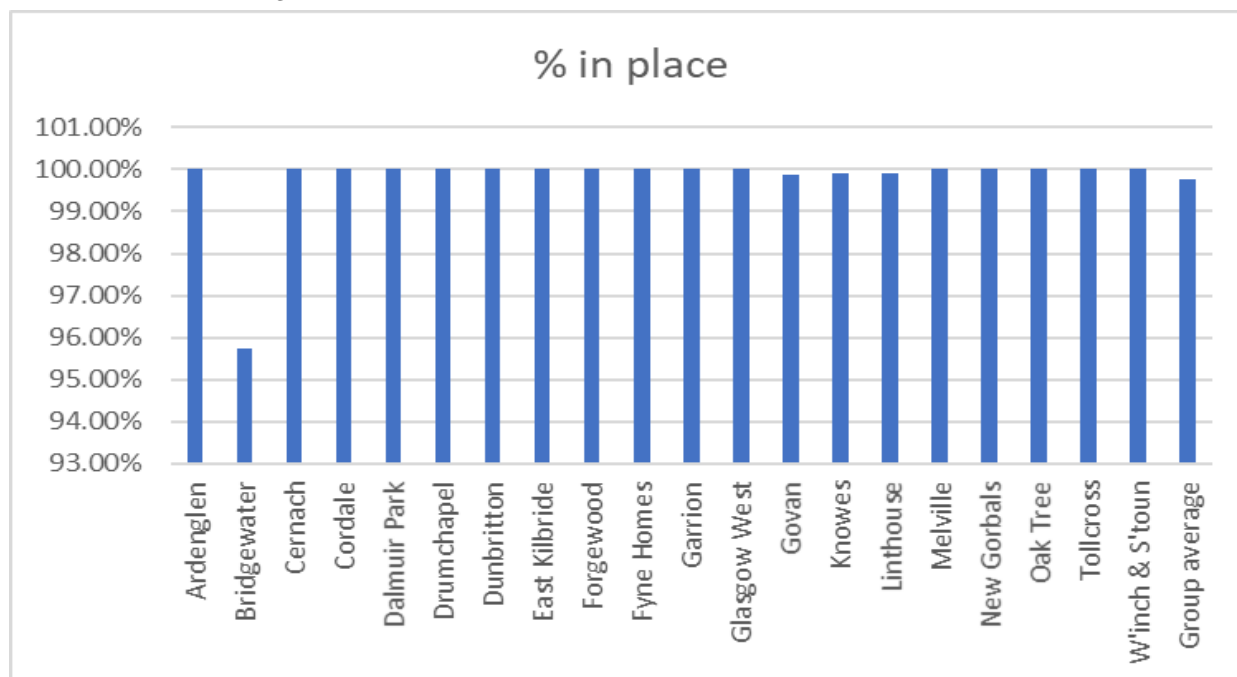
FIGURE 3.7 – AVERAGE NUMBER OF REPAIRS PER UNIT – 2023/24



3.6 Gas safety – statutory compliance (Charter Indicator 11)

- 3.6.1 Figure 3.8 shows the percentage of properties whose annual gas safety check was completed in compliance with statutory requirements. Results range from 95.75% to 100%. The group average was 99.77% of gas safety checks were carried out in time. Knowes compliance result was 99.91%.

FIGURE 3.8 – PROPORTION OF PROPERTIES WITH A GAS SAFETY CHECK AND RECORD COMPLETED BY ANNIVERSARY



4. Neighbourhood and community

4.1 Proportion of ASB cases resolved (Charter Indicator 15)

4.2.1 Figure 4.1 shows the percentage of anti-social behaviour cases resolved. When considering the proportion of cases unresolved at March 2024, it should be noted that these could include cases notified to landlords towards the end of March and subsequently resolved within target in early April.

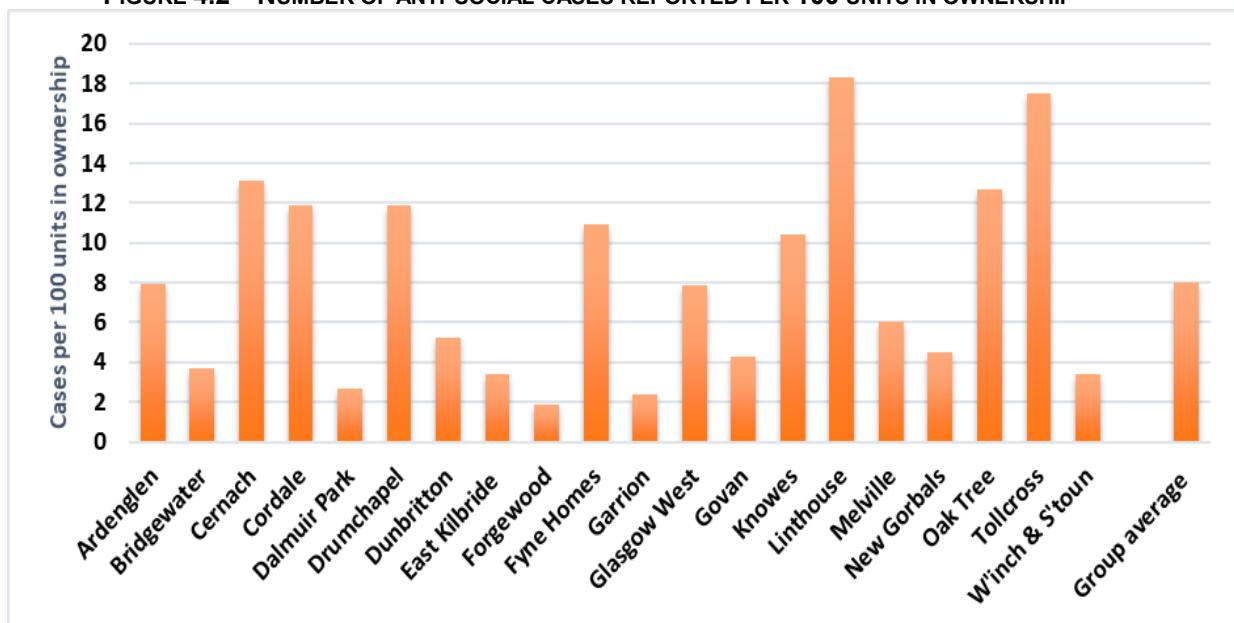
FIGURE 4.1 – PROPORTION OF ASB CASES RESOLVED BY 31 MARCH 2024

RSL	Resolved
Ardenglen	89.74%
Bridgewater	93.55%
Cernach	100.00%
Cordale	98.33%
Dalmuir Park	100.00%
Drumchapel	100.00%
Dunbritton	100.00%
East Kilbride	100.00%
Forgewood	100.00%
Fyne Homes	96.53%

RSL	Resolved
Garrion	100.00%
Glasgow West	100.00%
Govan	92.86%
Knowes	100.00%
Linthouse	99.57%
Melville	97.62%
New Gorbals	91.82%
Oak Tree	98.71%
Tollcross	96.26%
W'inch & S'toun	88.64%
AVERAGE	97.18%

4.2.3 In order to allow some comparison between group members of the number of anti-social cases reported, Figure 4.2 shows the number of cases received in the year per 100 units in ownership.

FIGURE 4.2 – NUMBER OF ANTI-SOCIAL CASES REPORTED PER 100 UNITS IN OWNERSHIP



4.2.4 The number of cases per 100 units in ownership ranged from 1.9 to 18.3, with the group average being 8 anti-social behaviour cases per 100 units. Knowes received 10.4 cases.

4.3 Evictions for anti-social behaviour (Charter Indicator 22.2.2)

4.3.1 Two members carried out evictions in 2023/24 that related to anti-social behaviour - as noted in Figure 4.3 below.

FIGURE 4.3 – PERCENTAGE OF EVICTIONS RELATED TO ANTI-SOCIAL BEHAVIOUR

Govan	5.88%
Oak Tree	45.45%

5. Good value from rents and service charges

5.1 Voids and days to re-let (Charter Indicators 18 and 30)

5.1.1 This section looks at void losses in relation to rental income and the average time taken by each RSL to re-let empty properties. Each of these indicators is important, but the days to re-let is perhaps a more meaningful indicator of efficiency as this shows how quickly an RSL is re-letting its properties whereas efficient re-letting performance can be skewed by a high turnover.

5.1.2 Figure 5.1 provides the total void loss for 2023/24 (general needs and supported) whilst Figure 5.2 provides trend information covering the last four years on days to re-let. It is acknowledged that long void periods relating to supported accommodation can sometimes skew the overall days to re-let figure, however the ARC does not separate mainstream and supported accommodation. Members with high levels of supported accommodation/ disproportionate supported accommodation losses will therefore have to take this into account when considering their ranking in relation to the rest of the group. Please note that the losses noted in Figure 5.1 relate to void losses on dwellings and excludes lockups.

FIGURE 5.1 – PERCENTAGE VOID LOSSES IN 2023/24

	% Void Losses
Ardenglen	0.38%
Bridgewater	0.71%
Cernach	0.20%
Cordale	1.12%
Dalmuir Park	0.65%
Drumchapel	0.12%
Dunbritton	0.08%
East Kilbride	0.12%
Forgewood	0.05%
Fyne Homes	1.19%
Garrion	0.17%
Glasgow West	0.56%
Govan	0.52%
Knowes	0.11%
Linthouse	0.44%
Melville	0.24%
New Gorbals	0.28%
Oak Tree	1.79%
Tollcross	0.59%
W'inch & S'toun	0.62%
Average	0.50%

5.1.3 The following is noted:

- Knowes rent loss due to voids equated to 0.11% of its annual rental income
- Its rank in the QEF group is 3rd (with 1st being lowest rent loss)
- The QEF average is 0.50% [0.64% last year]
- The Scottish median is 0.79%
- A void loss of 0.11% places Knowes in the top performance group – for Scotland - which covers a loss of 0.00% to 0.53% (stats are grouped into high, middle or low)

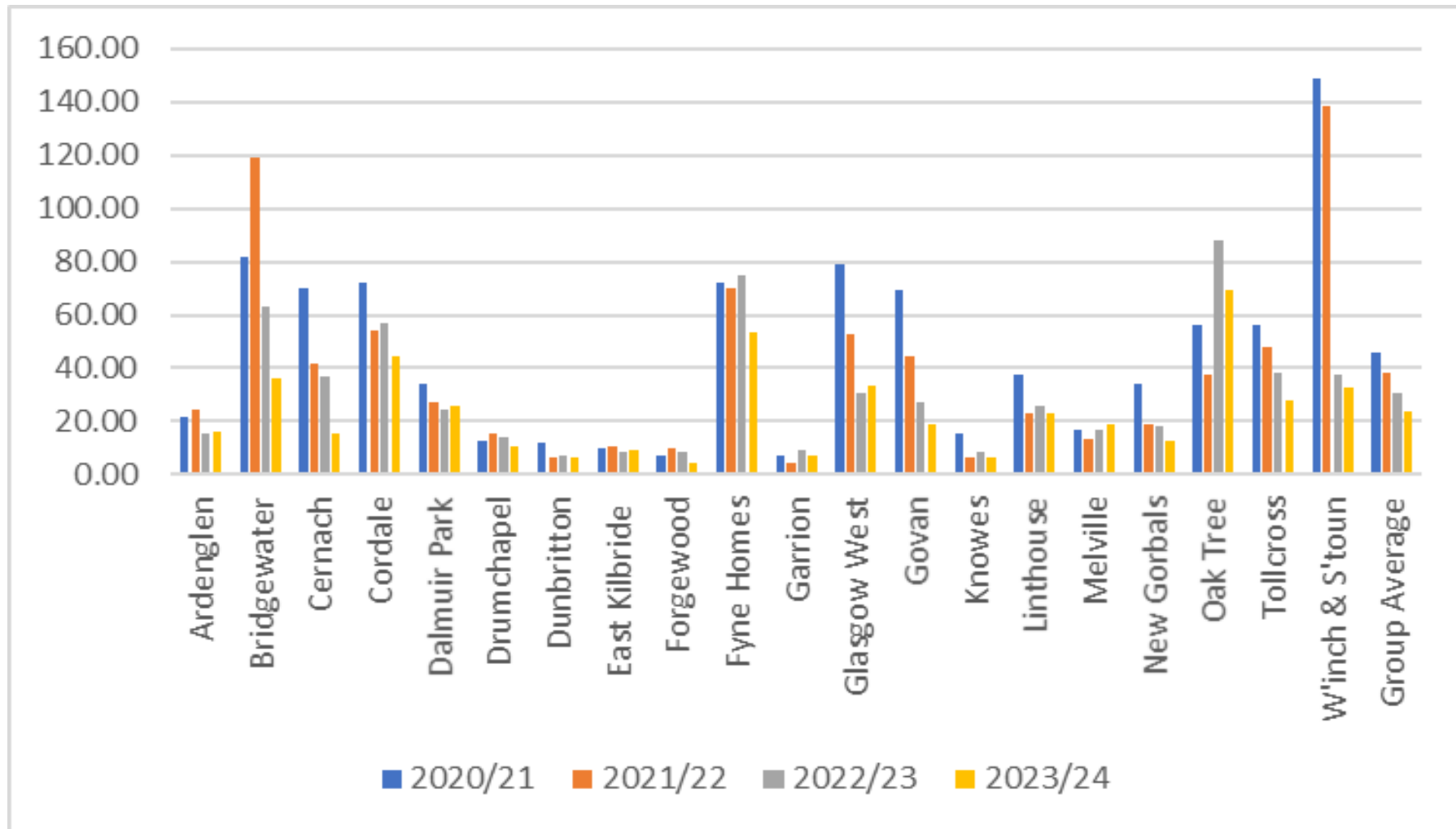
5.1.4 Figure 5.2 [over] shows the days taken to re-let empty properties. The following is noted:

- Knowes took an average of 6.25 days to re-let its empty properties
- Its rank in the group is 2nd (with 1st being the least number of days to re-let)
- The group average is 23.55 days
- The Scottish median is 31.94 days
- A re-let period of 6.25 days puts Knowes in the top performance group for Scotland which covers 3.39 to 24.1 days

5.1.5 As noted above, members should bear in mind when comparing days to re-let and void losses that some members will inevitably experience higher figures given the nature of their client group and/or areas of operation.

5.1.6 Similarly, some members operate a common housing register and/or choice-based lettings and this can lead to increases in re-let times.

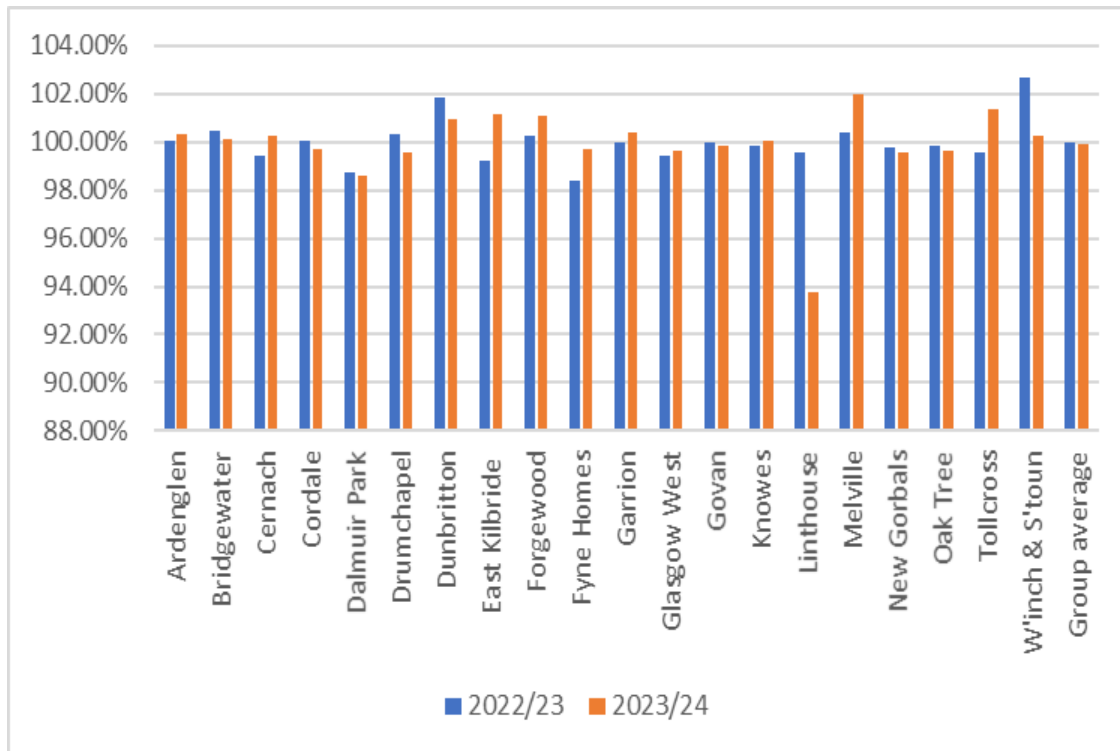
FIGURE 5.2 – DAYS TO RE-LET 2020/21 TO 2023/24



5.2 Rent collected as a percentage of total rent due (Charter Indicator 26)

5.2.1 Figure 5.3 provides details of the total rent collected in 2023/24 as a proportion of the total rent due.

FIGURE 5.3 – RENT COLLECTED AS A PROPORTION OF RENT DUE



5.2.2 Knowes collected 100.02% of rent due in 2023/24 compared to a current QEF group average of 99.91%.

Past QEF group averages:

- 100.00% collected in 2022/23
- 99.60% collected in 2021/22
- 99.75% collected in 2020/21

6. Rent Arrears

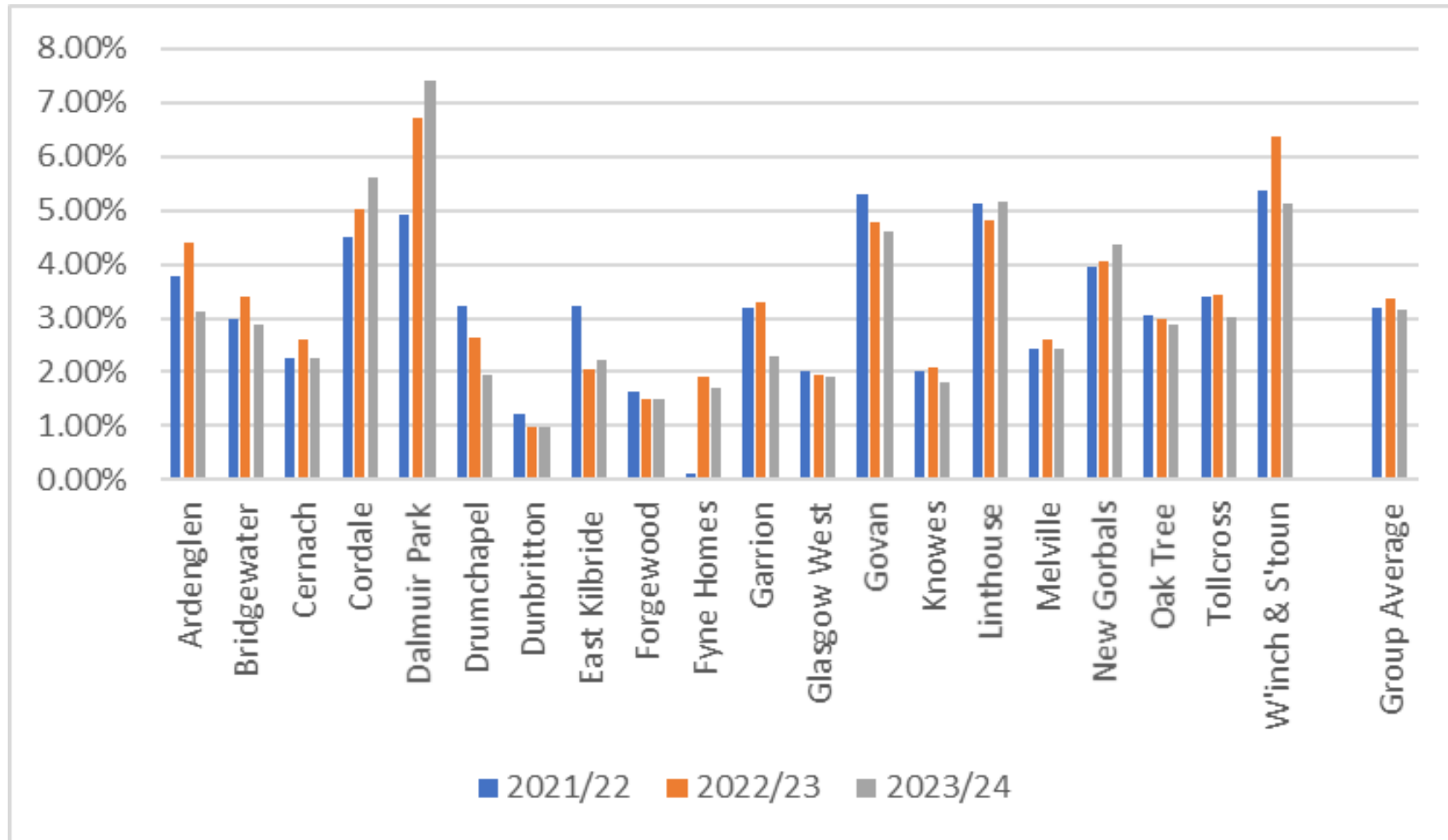
6.1 Gross rent arrears – all current tenant and former tenant amounts (Charter Indicator 27)

6.1.1 Figure 6.1 on the next page shows total gross rent arrears reported by the group at 31 March 2024 plus details of the previous years, in order to show trends. The following is noted:

- Knowes total gross rent arrears equated to 1.79% of its rental income
- Its rank in the group is 4th (with 1st having the lowest gross rent arrears)
- The QEF average is 3.16% (last year it was 3.38%)
- The Scottish median is 4.16%
- Gross arrears of 1.79% places Knowes in the top of the Scottish performance group which covers 0.00% to 3.15%

6.1.2 Yet again, the QEF average is better than the Scottish median.

FIGURE 6.1 – GROSS ARREARS AT 31 MARCH 2024



6.2 Former tenant arrears levels and amounts written-off (Indicator C7)

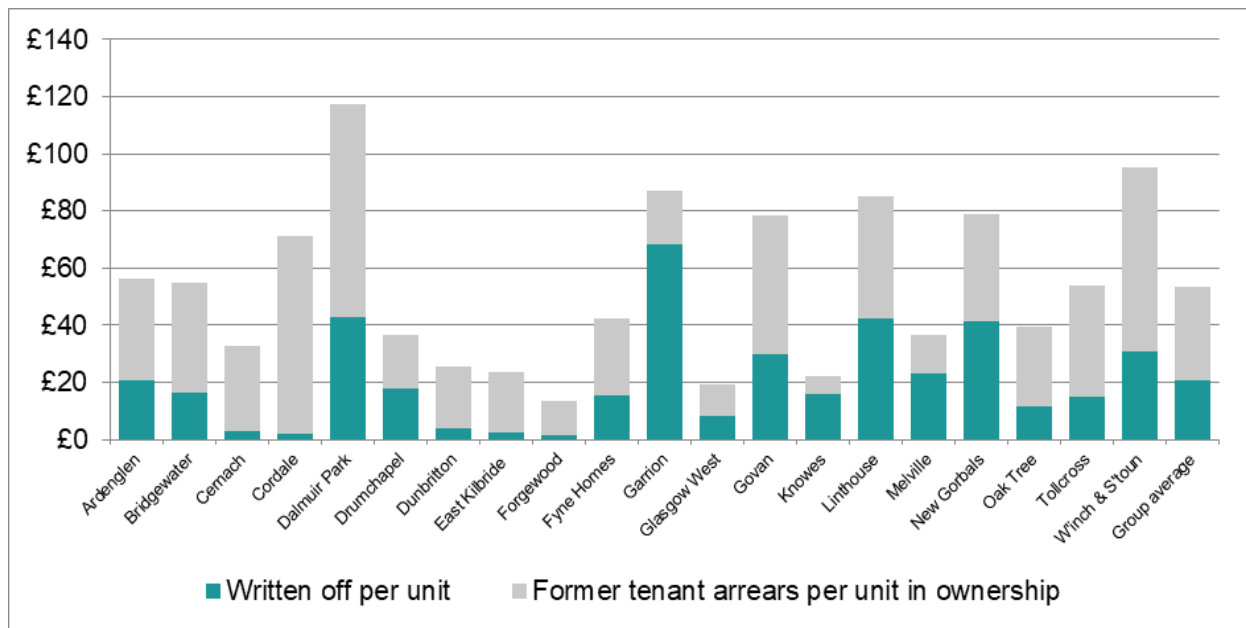
6.2.1 Figure 6.2 shows the level of former tenant rent arrears at 31 March 2024 and the amount written off during the year (shown as a percentage of the former tenant arrears level reported). It should be borne in mind that the calculation takes account of the cumulative former tenant rent arrears balances and not just those accrued in the last financial year.

FIGURE 6.2 – FORMER TENANT ARREARS AMOUNTS AND PROPORTION WRITTEN OFF

RSL	Amount of former tenant arrears at 31 March	Proportion written off (as a %age of total amount)
Ardenglen	55,360	36.84%
Bridgewater	46,260	29.63%
Cernach	28,444	8.88%
Cordale	36,141	2.94%
Dalmuir Park	78,772	36.47%
Drumchapel	17,625	48.79%
Dunbritton	24,641	15.52%
East Kilbride	14,551	9.54%
Forgewood	2,894	9.99%
Fyne Homes	66,891	35.84%
Garrion	21,897	78.67%
Glasgow West	28,696	43.27%
Govan	128,537	38.01%
Knowes	23,420	72.08%
Linthouse	108,953	50.05%
Melville	75,794	63.40%
New Gorbals	193,947	52.23%
Oak Tree	73,013	29.65%
Tollcross	122,816	27.98%
W'inch & S'toun	123,963	32.17%
Average	63,631	36.10%

6.2.2 In order to allow some comparison, Figure 6.3 below shows the amount of former tenant arrears per unit in ownership and of this, how much was written off in 2023/24. The amount shown in green represents the amount written off and the amount shown in grey is the amount carried forward into the current year.

FIGURE 6.3 – FORMER TENANT ARREARS PER UNIT AND AMOUNT WRITTEN OFF



6.2.3 The figure shows that Knowes total former tenant rent arrears level equates to £16.00 written off per unit, compared to a group average of £20.62 written off.

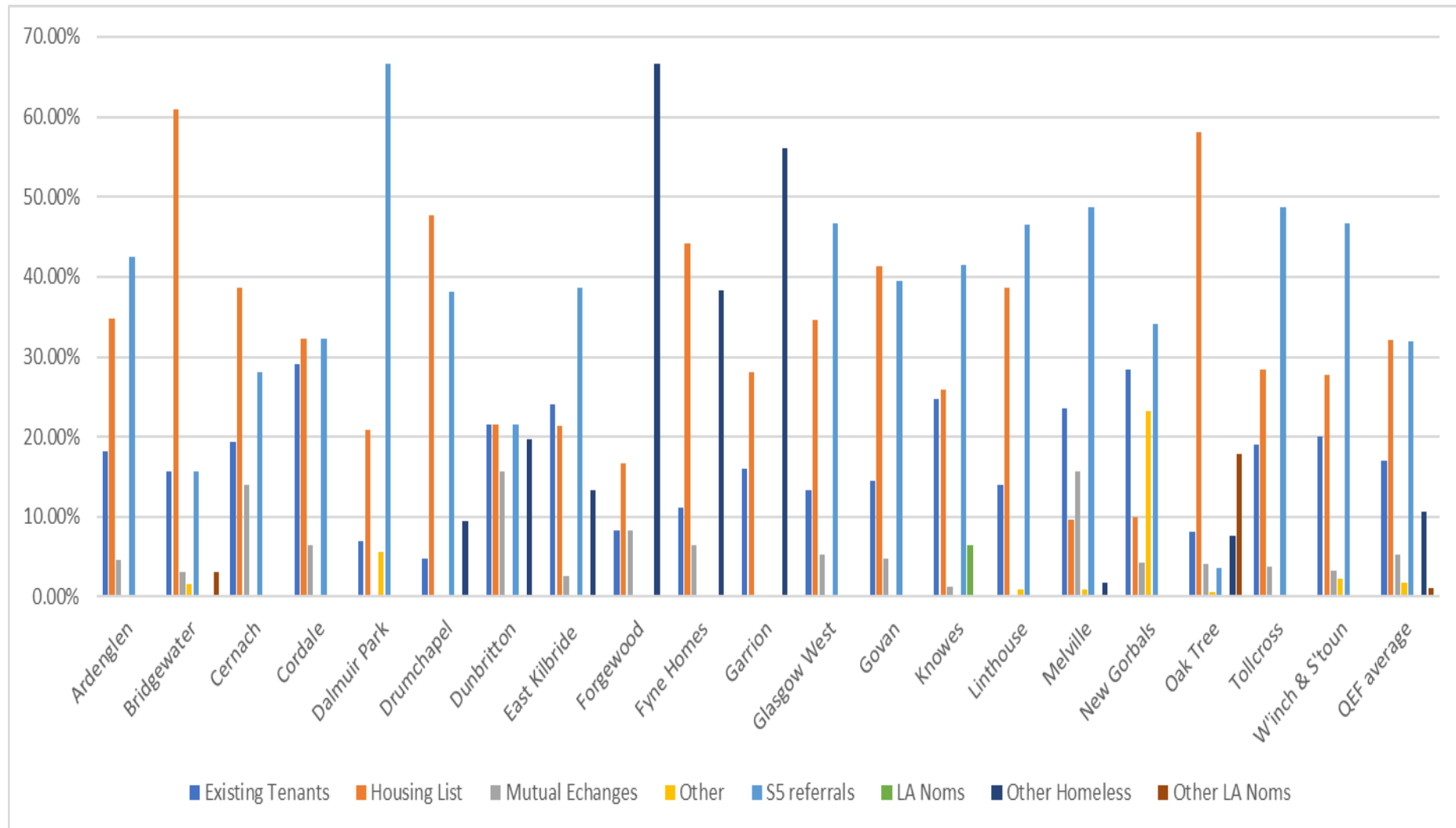
6.2.4 The Association wrote off a total of 72.08% of its former tenant arrears, compared to a group average of 36.10%.

7. Source of lets and tenancy sustainment

7.1 Source of lets (Indicator C2)

7.1.1 Figure 7.1 on the next page shows the proportion of lets in each source category as outlined in Contextual Indicator C2 – existing tenants, those assessed as homeless by the local authority (both Section 5 referrals and non-Section 5 statutory homeless), housing list applicants, local authority nominations, and “other”.

FIGURE 7.1 – PROPORTION OF LETS BY SOURCE



7.1.2 The figures above are primarily for information rather than to assess performance, and there is therefore no further analysis, apart from the column on the right-hand side of the table showing QEF averages. Some members may find the data useful when agreeing lettings quotas (where these are still used) or discussing the degree to which they are contributing to the alleviation of homelessness.

7.1.3 When comparing their outturn statistics with those reported by others, members must bear in mind that local circumstances will have a bearing on the figures – for example, whether the local authority continues to have its own housing stock.

7.1.4 It is also the case that not all lets to homeless people (some of whom may be statutorily homeless) are recorded in the Section 5 category. Some members, for example, may re-house homeless households through a CHR or Housing Options as direct applicants which represents the best route, at the time, for the applicant. As noted, the table is for information rather than to assess performance, as the number of different routes into housing and types of list being operated by RSLs makes performance comparison difficult.

7.2 Tenancy sustainment (Charter Indicator 16)

7.2.1 This Indicator measures the number of tenancies let that lasted at least twelve months. Figure 7.2 shows sustainment figures reported in the 2023/24 ARC and the percentages reported in the previous ARCs for comparative purposes. The figure shows overall sustainment levels (i.e. for lets via all sources); a breakdown of sustainment by source is shown in Table 7.2(b) in Appendix 1.

TABLE 7.2 – TENANCY SUSTAINMENT

RSL	%age of tenancies beginning in 2019-20 sustaining for >12 mths	%age of tenancies beginning in 2020-21 sustaining for >12 mths	%age of tenancies beginning in 2021-22 sustaining for >12 mths	%age of tenancies beginning in 2023-24 sustaining for >12 mths
Ardenglen	94.44%	96.72%	93.15%	91.94%
Bridgewater	84.93%	97.92%	93.18%	94.37%
Cernach	98.18%	95.35%	100.00%	85.96%
Cordale	100.00%	83.33%	87.50%	96.00%
Dalmuir Park	96.39%	89.29%	95.31%	88.24%
Drumchapel	94.12%	90.63%	84.62%	97.44%

RSL	%age of tenancies beginning in 2019-20 sustaining for >12 mths	%age of tenancies beginning in 2020-21 sustaining for >12 mths	%age of tenancies beginning in 2021-22 sustaining for >12 mths	%age of tenancies beginning in 2023-24 sustaining for >12 mths
Dunbritton	98.11%	92.73%	100.00%	89.13%
East Kilbride	100.00%	95.83%	100.00%	91.67%
Forgewood	93.33%	88.89%	84.62%	90.91%
Fyne Homes	86.09%	88.28%	88.39%	79.79%
Garrion	88.89%	76.19%	94.74%	85.71%
Glasgow West	94.38%	93.44%	92.24%	94.85%
Govan	83.48%	85.43%	86.46%	90.73%
Knowes	87.95%	91.04%	94.12%	95.95%
Linthouse	90.61%	92.08%	89.47%	97.39%
Melville	94.52%	97.37%	96.58%	96.12%
New Gorbals	94.19%	94.44%	94.77%	93.13%
Oak Tree	90.27%	89.60%	93.25%	93.57%
Tollcross	92.82%	90.42%	93.94%	95.17%
W'inch & S'toun	95.83%	97.62%	92.47%	96.43%
Average	92.93%	91.33%	92.74%	92.23%

7.2.3 The latest sustainment levels ranged from 79.79% to 97.44%, with the average being 92.23% – please note that the average for this and other years shown in the appendix is the straight average.

7.2.4 When measuring performance on tenancy sustainment, it is critical that members take account of the fact that the figures include tenancies that may not have ended because the tenant was having difficulties sustaining them. It is impossible to know from the ARC figures alone how many tenants had, for example, left to take up employment in another area or given up their tenancy to buy a property. Some sustainment figures could therefore be higher if adjusted to take account of this – individual RSLs will be more aware of these factors when looking at their own performance.

8. Complaints

8.1 This section contains information on the number of customer complaints received in 2023-24 and the number responded to in full within SPSO timescales. The information is further divided into Stage 1 and Stage 2 complaints. There is no longer a requirement to report on the number upheld within the ARC.

8.2 Complaints received & responded to (Charter Indicators 3 and 4)

8.2.1 Figures 8.1 shows the average number of Stage 1 and Stage 2 complaints received per 100 units of ownership.

Knowes received:

- Stage 1 – 1.80 complaints (group average 5.97) and
- Stage 2 – 0.85 complaints (group average 0.82)

per 100 units.

8.2.2 Figure 8.2 shows the actual number of complaints received for Stage 1 and Stage 2 complaints, broken down into:

- Number of complaints received in reporting year
- Number of complaints carried over from previous year
- Number of complaints responded to in full
- Percentage responded to in full
- Average number days to respond in full

FIGURE 8.1 – COMPLAINTS RECEIVED PER 100 UNITS IN OWNERSHIP

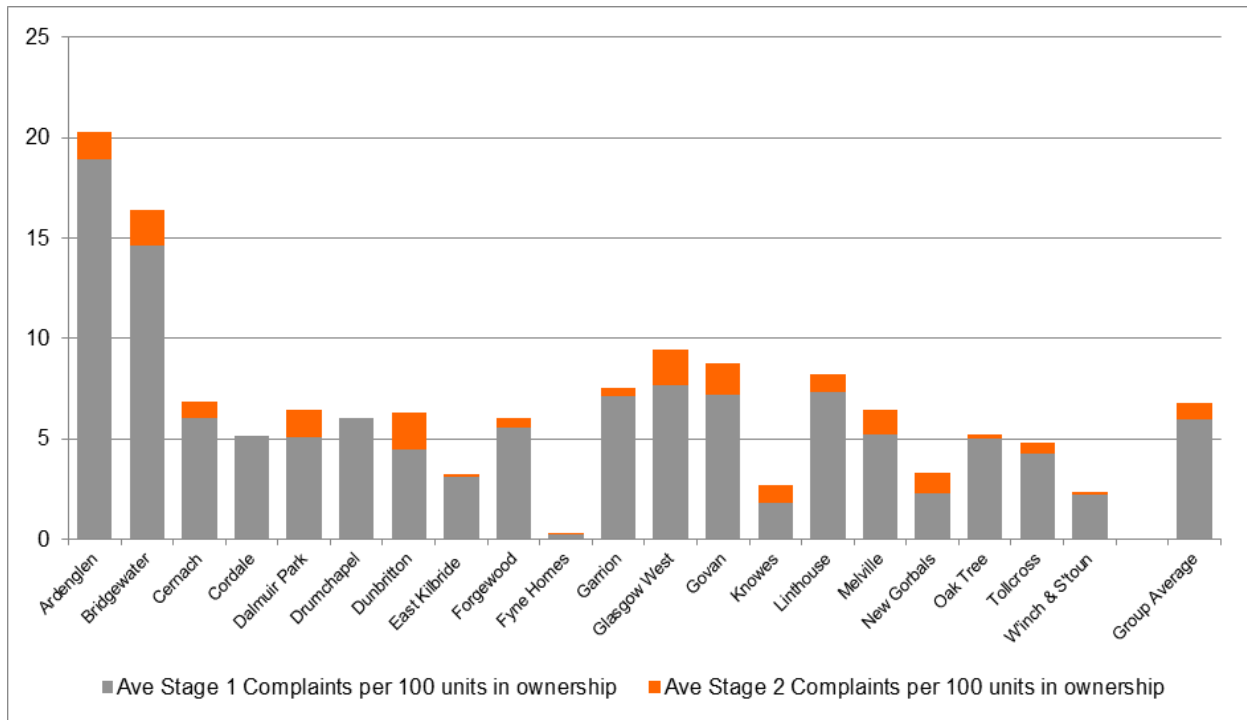


FIGURE 8.2 – COMPLAINTS MADE, RESPONDED TO - STAGE 1

RSL	Number received	Number carried over	% responded to in full	Average number of days to respond in full
Ardenglen	186	2	98.94%	3.38
Bridgewater	124	3	97.64%	4.83
Cernach	53	0	100.00%	3.77
Cordale	26	0	100.00%	3.19
Dalmuir Park	34	0	94.12%	4.19
Drumchapel	29	1	100.00%	2.57
Dunbritton	43	0	100.00%	2.05
East Kilbride	19	0	100.00%	2.05
Forgewood	12	0	100.00%	1.17
Fyne Homes	4	0	100.00%	3.50
Garrion	18	0	100.00%	0.72
Glasgow West	114	0	100.00%	2.99
Govan	118	2	97.50%	4.53
Knowes	19	0	94.74%	4.00
Linthouse	94	1	100.00%	3.45
Melville	108	1	100.00%	3.23
New Gorbals	56	1	91.23%	3.65

RSL	Number received	Number carried over	% responded to in full	Average number of days to respond in full
Oak Tree	92	2	98.94%	5.18
Tollcross	97	0	100.00%	2.78
W'inch & S'toun	29	1	100.00%	5.50
AVERAGE	64	1	98.66%	3.34

FIGURE 8.3 – COMPLAINTS MADE, RESPONDED TO - STAGE 2

RSL	Number received	Number carried over	% responded to in full	Average number of days to respond in full
Ardenglen	13	0	100.00%	18.31
Bridgewater	15	2	94.12%	14.12
Cernach	7	0	100.00%	9.14
Cordale	0	0		
Dalmuir Park	9	0	100.00%	17.00
Drumchapel	0	0		
Dunbritton	18	0	100.00%	7.83
East Kilbride	1	0	100.00%	2.00
Forgewood	1	0	100.00%	3.00
Fyne Homes	1	0	100.00%	11.00
Garrion	1	0	100.00%	5.00
Glasgow West	27	4	90.32%	19.11
Govan	25	5	100.00%	21.60
Knowes	9	0	100.00%	5.56
Linthouse	11	1	100.00%	14.25
Melville	26	0	100.00%	10.92
New Gorbals	25	6	83.87%	18.08
Oak Tree	4	0	75.00%	14.67
Tollcross	13	0	76.92%	20.40
W'inch & S'toun	1	0	100.00%	26.00
AVERAGE	10	1	95.57%	13.22

9. Legal action and recoveries

9.1 Legal action and recoveries (Charter Indicator 22)

9.1.2 Figure 9.1 shows the total number of Notices served, Court Actions initiated, Decrees granted and where evictions have taken place during 2023-24. Figure 9.2 (over) shows the reasons for properties being recovered.

FIGURE 9.1 – LEGAL ACTIONS IN 2023-24

RSL	Court Actions initiated	Total number of properties recovered
Ardenglen	4	1
Bridgewater	1	0
Cernach	11	0
Cordale	5	0
Dalmuir Park	1	1
Drumchapel	1	0
Dunbritton	2	1
East Kilbride	6	1
Forgewood	1	0
Fyne Homes	4	0
Garrion	1	0
Glasgow West	13	6
Govan	17	1
Knowes	18	1
Linthouse	5	1
Melville	5	3
New Gorbals	1	3
Oak Tree	11	8
Tollcross	11	2
W'inch & S'toun	8	3
Average	6	2

FIGURE 9.2 – REASONS FOR EVICTIONS IN 2023-24

RSL	Rent arrears	ASB	Other
Ardenglen	1	0	0
Bridgewater	0	0	0
Cernach	0	0	0
Cordale	0	0	0
Dalmuir Park	1	0	0
Drumchapel	0	0	0
Dunbritton	1	0	0

RSL	Rent arrears	ASB	Other
East Kilbride	1	0	0
Forgewood	0	0	0
Fyne Homes	0	0	0
Garrion	0	0	0
Glasgow West	4	0	2
Govan	0	1	0
Knowes	1	0	0
Linthouse	1	0	0
Melville	3	0	0
New Gorbals	3	0	0
Oak Tree	2	5	1
Tollcross	2	0	0
W'inch & S'toun	3	0	0
Average	1	0	0

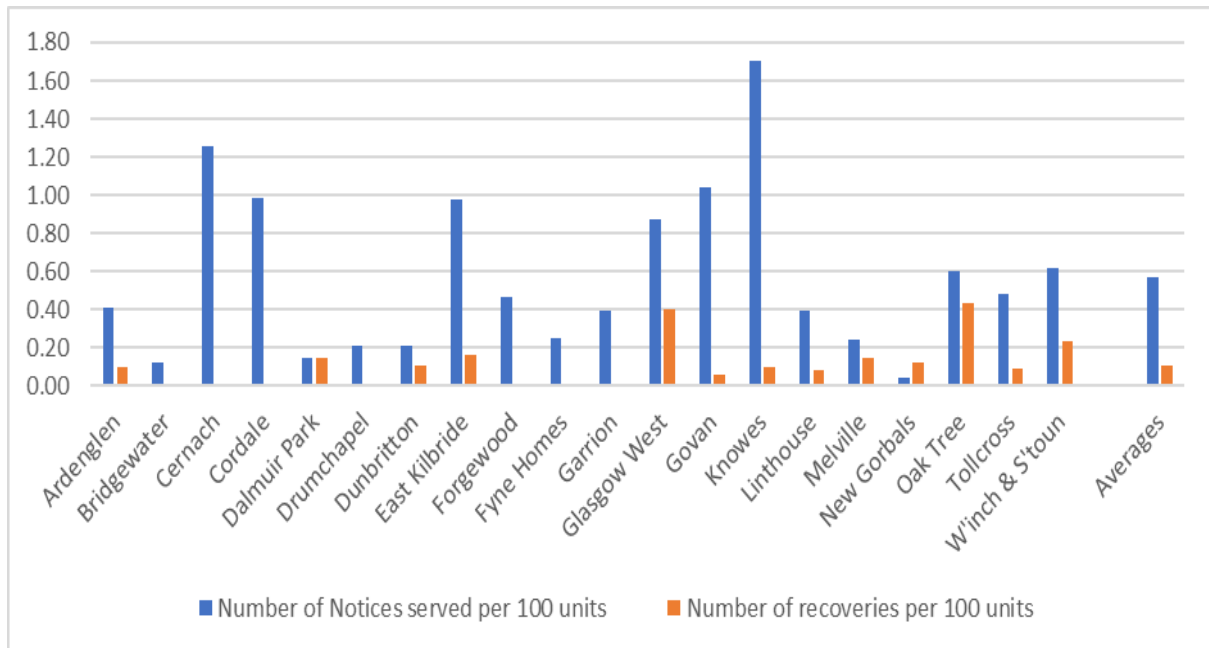
9.1.3 In order to allow comparisons between landlords, Figure 9.3 (over page) shows the number of Notices served per 100 units in ownership and the number of Evictions carried out.

Knowes per 100 units in ownership:

- served 1.71 Notices and
- carried out 0.09 Evictions

compared to group averages of 0.57 Notices and 0.11 Evictions.

FIGURE 9.3 – NOTICES AND EVICTIONS PER 100 UNITS IN OWNERSHIP



9.2 Abandonments (Indicator C4)

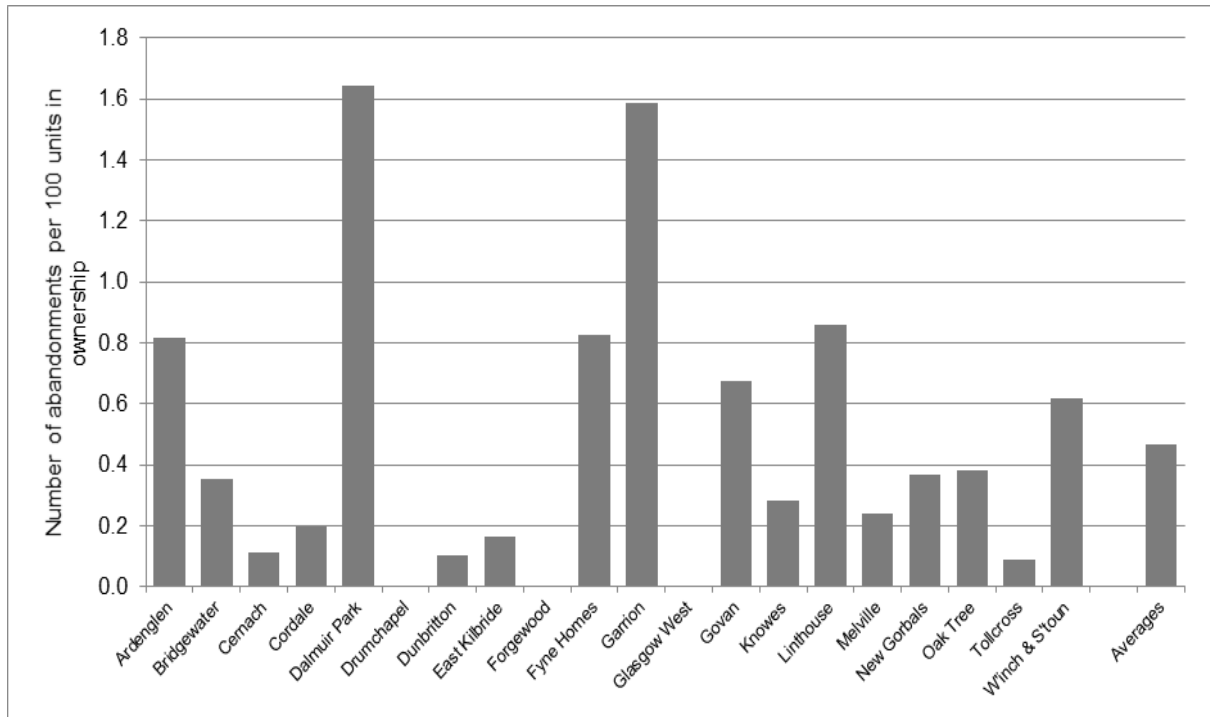
9.2.1 Figure 9.4 (over page) provides details of the number of abandonments per 100 units in ownership. Knowes level is:

- 0.28 per 100 units

compared to the group average of 0.47 per 100.

Details of the number of abandonments for each member are contained in Appendix 1.

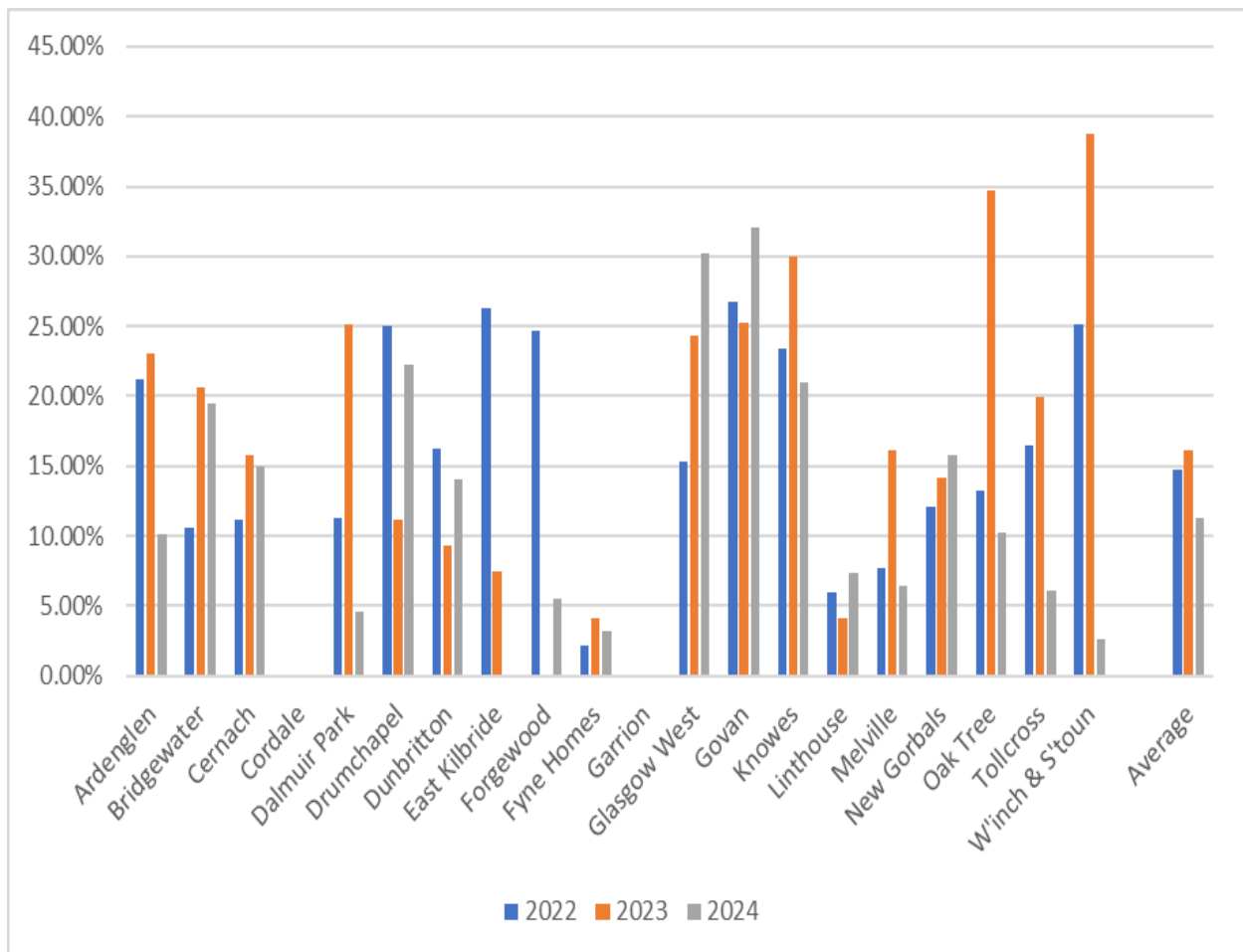
FIGURE 9.4 – ABANDONMENTS PER 100 UNITS IN OWNERSHIP



10. Staff turnover and sickness levels

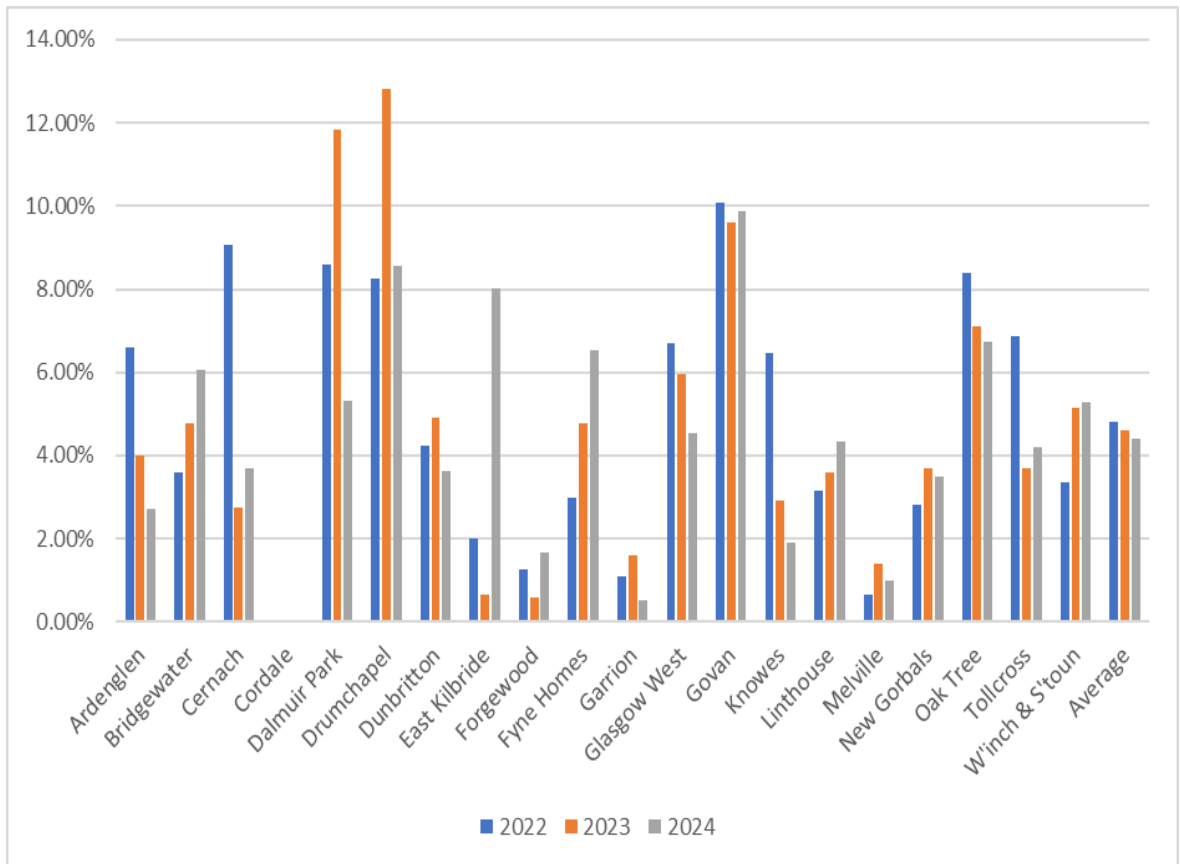
10.1 Staff turnover (Indicator C1)

10.1.1 Figure 10.1 below shows overall staff turnover in 2021-22 and 2023-24.



10.2 Days lost to sickness (Indicator C1)

10.2.1 Figure 10.2 below provides details of the levels for each group member in 2021-22 and 2023-24.



10.2.2 The national figures will allow for broader comparisons to be carried out when these are published in the autumn of 2024.

11. Value for Money Scorecard

11.1 The Value for Money Scorecard below shows Knowes performance in relation to key performance / value for money indicators.

Indicator	Knowes Performance	Scottish Median	Knowes Performance – Top, Middle or Lower
Rent collected Indicator 26	100.02%	99.64%	Top
Former tenant arrears write-off Indicator C7	72.08%	31.80%	Lower
Gross Rent arrears Indicator 27	1.79%	4.16%	Top
Void Loss Indicator 18	0.11%	0.79%	Top
Average Re-let Time Indicator 30	6.25 days	31.94 days	Top
Rent – Value for money Indicator 25	77.00%	81.88%	Lower
Repairs – Right First Time Indicator 10	98.07%	91.09%	Top
Satisfaction – repairs Indicator 12	82.08%	88.18%	Lower
Days lost through staff sickness Indicator C1	1.90%	4.74%	Top
