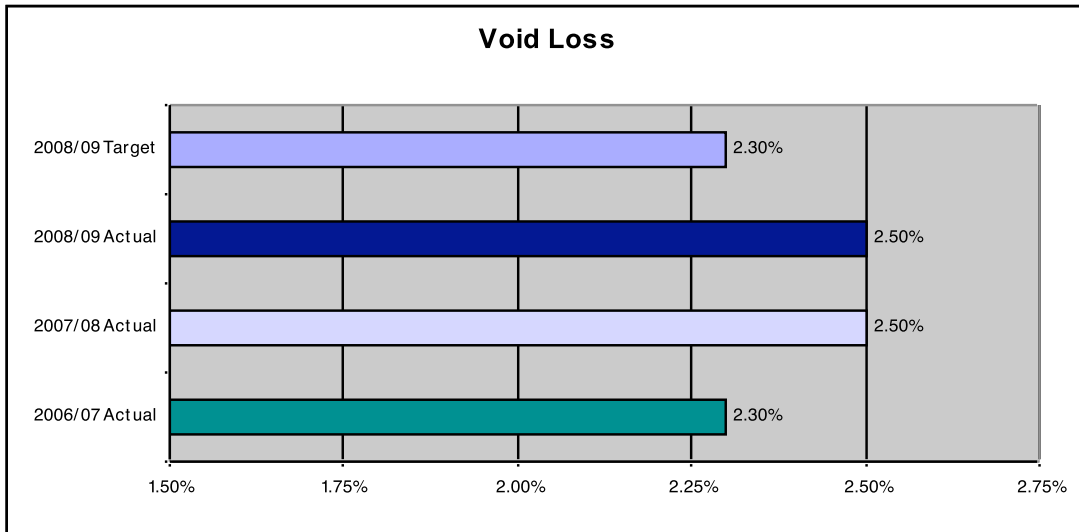




Trust Performance Information 2008-2009

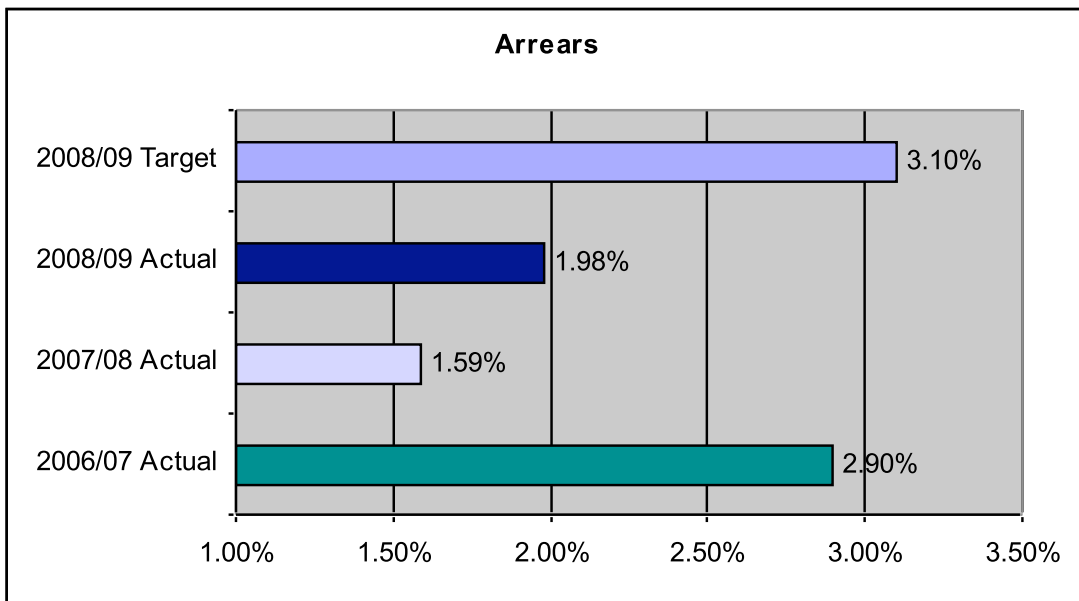
Throughout the year we keep an eye on how we are performing against the targets which we set ourselves. This involves collecting information on a monthly basis. At the end of each financial year we report on our performance to the Scottish Housing Regulator (SHR) through a document called the 'Annual Performance & Statistical Return', or APSR for short. This information is pulled together by Communities Scotland for all Registered Social Landlords (RSLs) allowing us to measure our performance against that of others providing similar services to ours.

In this article we have selected 4 areas on which we report our performance. These are 4 of the most important measures of our performance showing the % of our rent and service charge income we lose through houses being empty between lets (void loss), the percentage of rent and service charge income outstanding through arrears, the average time taken (in days) to let our properties after they become vacant and the % of repairs completed within our agreed timescales.



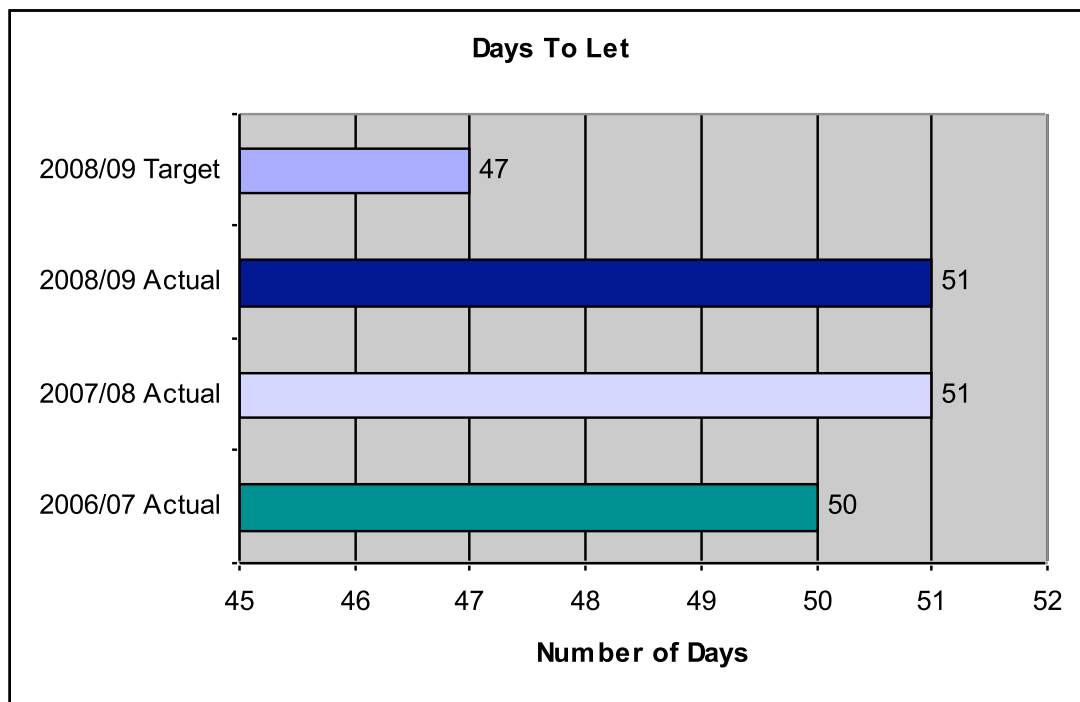
The above chart shows us the percentage of our total rent & service charge income lost through voids. This means the amount of money we lose out on, as a proportion of total income from rents and service charges, when these properties are unoccupied (void). The void loss is the income we would have received had the property been occupied.

The top two bars show that we didn't achieve our target of 2.30% coming in 0.20% over this. The lower the figure, the better we have performed.



The above chart shows our performance on arrears. This is arrears as a percentage of our gross rental debit. This means overdue amounts of rent owed to the Association by tenants directly, or by local councils through housing benefit, as a proportion of all rent due.

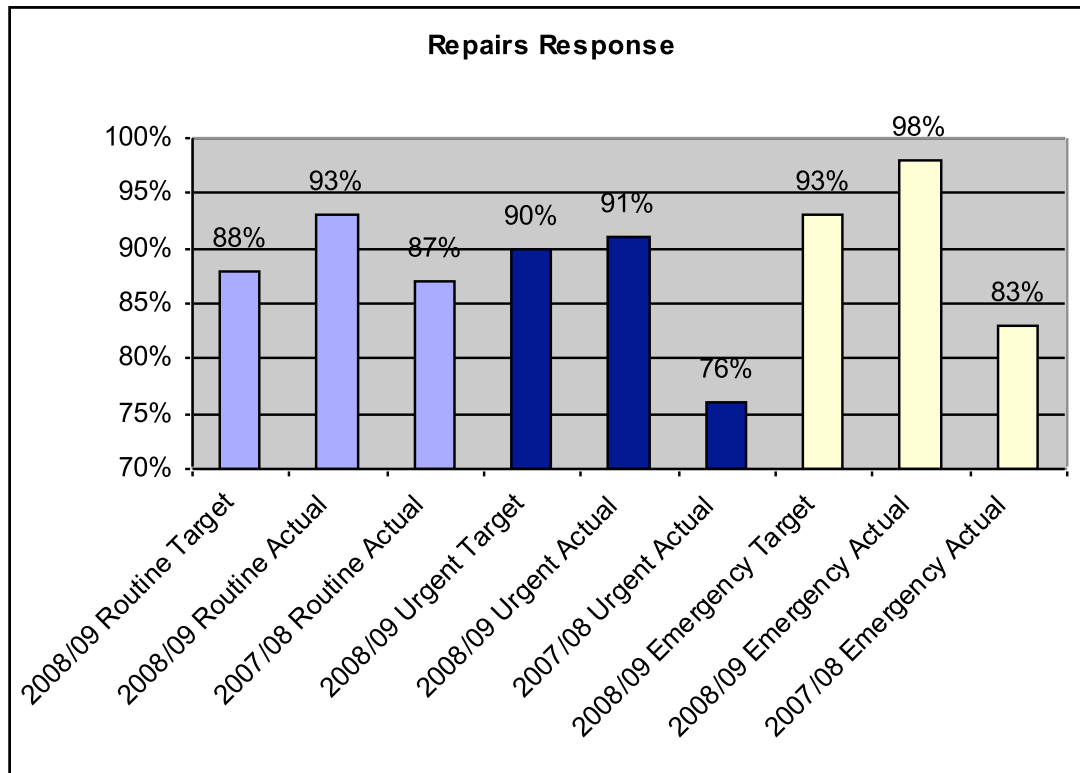
The top two bars show that we achieved our target, coming in 1.12% under the 3.10% target. As with void losses, the lower the figure the better our performance at collecting rent & service charges.



The above chart shows our average days taken to let a property. This is a total taken across all of our stock for a whole year.

To measure this, the total time that properties are left empty between tenancies is added up and this figure is divided by the total number of properties that became vacant over the year. This gives us an average number of days to let.

The top two bars show our target for 2008/09 was 47 days and our actual figure was 51 days, 4 days over our target. This doesn't mean that all of our properties took 50 days to let. Some took a lot less than this but those that were not as popular took longer to let.



The above chart shows our performance on completing repairs on time.

We have three categories of repair, each with a different timescale – routine, urgent and emergency.

- For routine repairs we have 20 days to respond,
- For urgent repairs we have 3 days to respond, and
- For emergency repairs we have 6 hours to respond.

The chart shows that we performed below target for the year on routine, urgent and emergency repairs. In this chart the higher the % the better we have performed.