

**Regulation & Inspection Scottish Registered Social Landlord Statistics 2006/07**
**Table P2i - KPI Summary Table: LHO Performance**

RSL Name	total stock	Average re-let time			Not low demand lets						Low demand lets							
		all lets	not low demand	low demand	total relets	less 2 weeks	2-4 weeks	5-8 weeks	9-16 weeks	more 16 weeks	total relets	less 2 weeks	2-4 weeks	5-8 weeks	9-16 weeks	17-32 weeks	33-52 weeks	more 52 weeks
sub-total by association type	(units)	(days)	(days)	(days)	(lets)	(%)	(%)	(%)	(%)	(%)	(lets)	(%)	(%)	(%)	(%)	(%)	(%)	(%)
Ardenglen HA LHO	900	286	31	31	-	42	28.6	42.9	14.3	11.9	2.4	0	-	-	-	-	-	-
Argyle LHO	907	626	217	281	23	53	11.3	9.4	26.4	26.4	26.4	17	11.8	70.6	17.6	0.0	0.0	0.0
Balmore LHO	918	1,306	48	47	89	129	14.0	38.8	19.4	17.8	10.1	3	0.0	0.0	0.0	66.7	33.3	0.0
Blairtummock LHO	901	181	44	44	0	8	12.5	12.5	37.5	37.5	0.0	0	-	-	-	-	-	-
Burnbank/Cromwell/Dundas LHO	922	790	50	50	0	63	12.7	41.3	27.0	14.3	4.8	0	-	-	-	-	-	-
Cardonald Triangle LHO	928	516	42	42	-	62	9.7	37.1	22.6	24.2	6.5	0	-	-	-	-	-	-
Cathcart HA LHO	904	288	50	50	-	29	3.4	37.9	24.1	27.6	6.9	0	-	-	-	-	-	-
Cernach HA LHO	905	536	121	92	189	23	0.0	34.8	21.7	34.8	8.7	10	0.0	0.0	10.0	50.0	30.0	0.0
Cross View LHO	919	311	100	54	124	8	0.0	12.5	50.0	37.5	0.0	16	12.5	0.0	12.5	25.0	37.5	6.3
Gardeen H Co-op LHO	906	90	27	0	27	0	-	-	-	-	-	8	12.5	62.5	12.5	12.5	0.0	0.0
Glen Oaks Darnley LHO	909	333	27	27	-	36	5.6	69.4	25.0	0.0	0.0	0	-	-	-	-	-	-
Govanhill HA LHO	911	600	53	53	-	60	6.7	18.3	35.0	31.7	8.3	0	-	-	-	-	-	-
Halfway LHO	927	443	11	11	15	26	3.8	23.1	7.7	15.4	50.0	27	0.0	29.6	18.5	33.3	14.8	3.7
Hamiltonhill LHO	923	807	85	28	93	8	25.0	50.0	12.5	12.5	0.0	75	10.7	38.7	21.3	16.0	5.3	4.0
Holmbyre LHO	929	156	33	27	39	6	16.7	0.0	66.7	16.7	0.0	12	16.7	50.0	25.0	8.3	0.0	0.0
Hyndland LHO	908	129	37	37	-	7	28.6	28.6	14.3	28.6	0.0	0	-	-	-	-	-	-
Maryhill LHO	913	2,350	143	117	165	118	8.5	12.7	26.3	24.6	28.0	138	4.3	28.3	17.4	24.6	15.2	3.6
Merrylee LHO	912	134	52	52	-	7	0.0	28.6	42.9	14.3	14.3	0	-	-	-	-	-	-
Milnbank HA LHO	914	888	46	46	-	87	17.2	46.0	18.4	11.5	6.9	0	-	-	-	-	-	-
New Gorbals HA LHO	915	2,711	37	32	41	81	18.5	54.3	11.1	12.3	3.7	121	21.5	38.8	19.0	11.6	8.3	0.8
North Glasgow LHO	916	1,112	46	36	76	70	20.0	32.9	25.7	20.0	1.4	28	3.6	10.7	39.3	21.4	21.4	3.6
North Pollok LHO	910	621	36	36	0	31	35.5	45.2	6.5	3.2	9.7	0	-	-	-	-	-	-
Pineview H Co-op LHO	920	293	29	21	33	2	50.0	50.0	0.0	0.0	0.0	5	20.0	20.0	60.0	0.0	0.0	0.0
Pollokshields LHO	926	514	42	37	48	22	13.6	36.4	31.8	18.2	0.0	30	20.0	26.7	23.3	16.7	13.3	0.0
Provanhall LHO	921	196	15	15	0	20	45.0	35.0	20.0	0.0	0.0	0	-	-	-	-	-	-
Red Road Balornock LHO	917	2,017	66	36	74	32	21.9	25.0	43.8	9.4	0.0	158	41.1	23.4	22.2	6.3	1.3	0.6
Rogerfield LHO	902	272	69	29	73	2	0.0	50.0	50.0	0.0	0.0	26	11.5	15.4	26.9	19.2	26.9	0.0
Shettleston HA LHO	925	811	42	50	33	44	4.5	29.5	34.1	25.0	6.8	39	12.8	59.0	17.9	5.1	2.6	2.6
South Maryhill LHO	924	1,146	170	91	228	77	10.4	23.4	16.9	16.9	32.5	107	7.5	18.7	13.1	15.9	15.0	12.1
Stepforward LHO	903	389	56	52	60	24	4.2	29.2	37.5	25.0	4.2	32	9.4	18.8	21.9	40.6	9.4	0.0
Tollcross LHO	930	1,684	83	44	115	84	15.5	38.1	28.6	11.9	6.0	100	10.0	28.0	12.0	22.0	15.0	5.0
Wellhouse Tenants Direct LHO	931	451	39	21	50	18	44.4	33.3	11.1	11.1	0.0	29	34.5	34.5	13.8	10.3	0.0	0.0
Whiteinch & Scotstoun HA LHO	932	328	58	58	-	33	9.1	30.3	24.2	21.2	15.2	0	-	-	-	-	-	-
Yorkhill HA LHO	933	155	50	50	0	14	7.1	28.6	35.7	21.4	7.1	0	-	-	-	-	-	-
<b>Community control HA</b>	<b>23,470</b>	<b>77</b>	<b>61</b>	<b>100</b>	<b>1,326</b>	<b>14.0</b>	<b>33.5</b>	<b>23.7</b>	<b>18.0</b>	<b>10.9</b>	<b>981</b>	<b>16.2</b>	<b>29.2</b>	<b>18.9</b>	<b>16.8</b>	<b>10.5</b>	<b>3.3</b>	<b>5.2</b>
Cairnbrook Housing Association Ltd	336	815	33	23	41	32	43.8	21.9	31.3	3.1	0.0	60	33.3	36.7	11.7	13.3	3.3	1.7
Castlemilk Tenants Housing Association Ltd	332	1,934	20	20	0	145	31.7	49.7	15.9	2.1	0.7	0	-	-	-	-	-	-
Castle Stuart Housing Association Ltd.	344	535	36	36	-	44	29.5	34.1	18.2	9.1	9.1	0	-	-	-	-	-	-
Clydeside Tenants Partnership	340	2,542	193	77	290	122	8.2	17.2	24.6	32.8	17.2	144	8.3	10.4	11.1	24.3	15.3	8.3
Clydeview Housing Partnership	350	3,343	92	67	127	135	8.1	25.2	23.7	27.4	15.6	95	4.2	17.9	27.4	31.6	8.4	1.1
Compass LHO Ltd	337	3,996	67	65	69	127	9.4	17.3	25.2	36.2	11.8	223	12.6	21.1	26.0	27.4	10.8	0.9
East End Community Homes	355	1,624	52	41	63	76	25.0	34.2	17.1	18.4	5.3	78	12.8	25.6	20.5	26.9	12.8	0.0
For All Cranhill Tenants Ltd.	351	1,149	26	23	31	61	41.0	37.7	9.8	9.8	1.6	49	18.4	40.8	26.5	10.2	4.1	0.0
Garscadden & Speirs Housing Organisation Ltd	358	384	97	54	156	19	15.8	36.8	26.3	15.8	5.3	15	26.7	40.0	13.3	6.7	0.0	0.0
Great Western Tenant Partnership Ltd	331	2,531	44	44	0	164	16.5	40.2	19.5	15.2	8.5	0	-	-	-	-	-	-

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**Table P2i - KPI Summary Table: LHO Performance**

RSL Name	total stock	Average re-let time			Not low demand lets						Low demand lets								
		all lets	not low demand	low demand	total relets	less 2 weeks	2-4 weeks	5-8 weeks	9-16 weeks	more 16 weeks	total relets	less 2 weeks	2-4 weeks	5-8 weeks	9-16 weeks	17-32 weeks	33-52 weeks	more 52 weeks	
sub-total by association type	(units)	(days)	(days)	(days)	(lets)	(%)	(%)	(%)	(%)	(%)	(lets)	(%)	(%)	(%)	(%)	(%)	(%)	(%)	
Kennishead Avenue Local Management (KALM)	354	699	81	35	91	1	0.0	0.0	100.0	0.0	0.0	122	1.6	13.1	23.0	41.8	16.4	3.3	0.8
Keystone Tenant Managed Homes Ltd.	342	2,651	68	68	0	136	7.4	26.5	25.0	24.3	16.9	0	-	-	-	-	-	-	-
Lambhill Housing Association Ltd	357	311	40	40	0	21	4.8	33.3	38.1	19.0	4.8	0	-	-	-	-	-	-	-
Levernwood HA Limited	338	199	39	28	40	1	0.0	0.0	0.0	100.0	0.0	17	23.5	23.5	11.8	41.2	0.0	0.0	0.0
Milton Community Homes Ltd.	341	1,895	39	45	33	123	12.2	39.8	24.4	16.3	7.3	86	14.0	59.3	18.6	2.3	4.7	1.2	0.0
Moriehall Housing Association Limited	353	387	66	47	69	2	0.0	50.0	0.0	50.0	0.0	17	23.5	17.6	0.0	41.2	11.8	5.9	0.0
Mosspark Housing Association Limited	339	1,609	115	77	223	93	2.2	19.4	21.5	39.8	17.2	34	0.0	5.9	20.6	26.5	29.4	2.9	14.7
New Shaws Housing Organisation Ltd	330	3,078	27	21	40	189	22.8	61.9	9.0	4.8	1.6	91	8.8	46.2	20.9	20.9	2.2	1.1	0.0
Orchard Grove Housing Association Limited	334	1,055	85	42	102	33	21.2	33.3	21.2	18.2	6.1	89	5.6	11.2	24.7	27.0	23.6	3.4	4.5
Parkview Local Housing Organisation Ltd.	349	1,376	104	112	33	90	17.8	32.2	17.8	11.1	21.1	10	20.0	20.0	40.0	20.0	0.0	0.0	0.0
Pollok Tenants Choice Ltd	352	1,605	26	28	19	81	34.6	53.1	8.6	2.5	1.2	17	41.2	35.3	17.6	5.9	0.0	0.0	0.0
Royston Corridor Homes Local Housing Organisation Ltd	335	2,227	48	38	54	100	12.0	49.0	21.0	14.0	4.0	238	10.5	42.4	20.6	17.2	4.2	3.4	1.7
South West Housing Association Limited	345	1,908	99	84	117	81	1.2	7.4	38.3	40.7	12.3	77	2.6	7.8	24.7	39.0	19.5	2.6	3.9
Summerston Acre Local Housing Organisation Ltd	356	685	38	38	-	44	18.2	36.4	27.3	11.4	6.8	0	-	-	-	-	-	-	-
Tenant Controlled Housing Ltd	329	2,471	28	28	-	185	14.1	51.9	24.3	9.2	0.5	0	-	-	-	-	-	-	-
Tenant Managed Homes (Drumchapel) Limited	328	1,871	100	86	135	160	10.0	17.5	24.4	27.5	20.6	66	1.5	15.2	25.8	40.9	7.6	4.5	4.5
Tower Homes LHO Ltd	347	1,712	42	42	43	148	23.0	31.1	20.9	18.2	6.8	21	23.8	23.8	23.8	19.0	9.5	0.0	0.0
Unity Homes Housing Association Ltd.	343	1,230	131	145	33	130	16.2	43.1	12.3	16.2	12.3	17	17.6	41.2	23.5	11.8	5.9	0.0	0.0
<b>Management Only</b>	<b>45,822</b>	<b>70</b>	<b>56</b>	<b>95</b>	<b>2,543</b>	<b>16.5</b>	<b>35.4</b>	<b>20.7</b>	<b>18.2</b>	<b>9.2</b>	<b>1,566</b>	<b>10.7</b>	<b>26.3</b>	<b>21.3</b>	<b>24.7</b>	<b>10.2</b>	<b>2.6</b>	<b>4.3</b>	
<b>Total</b>	<b>69,292</b>	<b>73</b>	<b>58</b>	<b>97</b>	<b>3,869</b>	<b>15.6</b>	<b>34.8</b>	<b>21.7</b>	<b>18.1</b>	<b>9.7</b>	<b>2,547</b>	<b>12.8</b>	<b>27.4</b>	<b>20.3</b>	<b>21.7</b>	<b>10.3</b>	<b>2.8</b>	<b>4.6</b>	
			▼	▼	▼		▲	▲	▼	▼		▲	▲	▲	▲	▼	▼	▼	▼
Top Performance Value	-	11	0	0	-	50.0	69.4	0.0	0.0	0.0	-	41.2	70.6	60.0	66.7	0.0	0.0	0.0	
2nd Quartile	-	37	30	28	-	21.9	41.3	16.9	11.1	0.0	-	20.0	38.8	24.7	27.4	2.2	0.0	0.0	
<b>Median</b>	<b>-</b>	<b>48</b>	<b>42</b>	<b>46</b>	<b>-</b>	<b>12.7</b>	<b>33.3</b>	<b>24.1</b>	<b>16.7</b>	<b>6.0</b>	<b>-</b>	<b>12.5</b>	<b>23.8</b>	<b>20.6</b>	<b>20.0</b>	<b>8.4</b>	<b>0.9</b>	<b>0.0</b>	
3rd Quartile	-	83	54	93	-	6.7	23.4	28.6	25.0	10.1	-	5.6	15.4	13.3	11.6	15.2	3.4	5.1	
Bottom Performance Value	-	217	281	290	-	0.0	0.0	100.0	100.0	50.0	-	0.0	0.0	0.0	0.0	37.5	12.1	22.2	

**Notes**

Please note that this information is based on data supplied by each RSL as at 31 March 2007. While every effort is made to check and validate data before a publication is made, any corrections made after **25th January 2008** will not be reflected in this issue.

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**Regulation & Inspection Scottish Registered Social Landlord Statistics 2006/07**

**Table P2ii - KPI Summary Table: LHO & CCHA/LHO Organisations**

RSL Name	Voids	All arrears (gross)		Current tenant arrears (net)		Tenants leaving in arrears			Arrears owed by former tenants			Emergency repairs			Urgent Repairs			Routine repairs			
		void loss	total rent arrears	total non-tech rent arrears	non-technical arrears	owing more 13 weeks' rent	as % tenants giving up tenancy	average debt owed as % average weekly rent	no. weeks' rent this represents	written off	collected during year	total	target time	repairs completed	completed on time	target time	repairs completed	completed on time	target time	repairs completed	completed on time
sub-total by association type	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(hrs)	(repairs)	(%)	(days)	(repairs)	(%)	(days)	(repairs)	(%)	
Ardenglen HA LHO	900	1.1	6.9	6.7	12.0	8.0	67.5	1,119.0	11.2	32.8	9.5	42.4	24	118	95.8	10	319	90.9	30	8	100.0
Argyle LHO	907	0.9	7.6	7.4	15.9	4.7	61.7	1,360.0	13.6	41.4	11.1	52.4	24	219	97.3	10	773	93.5	30	1	100.0
Balmore LHO	918	1.2	6.0	5.8	18.2	4.4	61.2	1,012.0	10.1	36.2	25.1	61.3	24	563	93.3	10	1,746	94.6	30	88	94.3
Blairtummock LHO	901	0.5	8.7	8.6	22.6	7.2	72.7	3,423.0	34.2	4.8	7.3	12.1	24	49	98.0	10	177	97.2	30	2	100.0
Burnbank/Cromwell/Dundas LHO	922	0.7	2.9	2.9	7.5	1.1	43.1	606.0	6.1	45.8	35.6	81.4	24	326	95.7	10	852	95.1	30	0	-
Cardonald Triangle LHO	928	1.2	6.8	6.6	5.3	6.7	56.9	953.0	9.5	40.3	21.9	62.2	24	228	97.4	10	624	98.9	30	1	100.0
Cathcart HA LHO	904	1.0	5.3	4.6	8.5	7.2	42.4	1,232.0	12.3	53.2	22.5	75.6	6	111	100.0	2	0	-	15	1,006	96.4
Cernach HA LHO	905	7.4	8.0	7.9	26.3	10.6	58.1	859.0	8.6	41.4	27.1	68.5	24	221	99.1	7	622	98.7	30	1	100.0
Cross View LHO	919	2.7	8.8	8.4	12.1	9.1	54.7	843.0	8.4	23.3	46.8	70.1	24	91	96.7	10	228	91.7	30	0	-
Gardeen H Co-op LHO	906	0.7	15.1	15.0	24.6	12.8	63.6	1,892.0	18.9	29.0	9.0	38.0	24	46	100.0	10	116	96.6	30	0	-
Glen Oaks Darnley LHO	909	0.7	10.2	10.0	17.1	9.0	75.0	1,426.0	14.3	26.5	13.0	39.5	24	120	89.2	10	490	95.7	30	0	-
Govanhill HA LHO	911	1.3	2.8	2.7	6.6	12.7	43.2	525.0	5.3	36.8	46.1	82.8	24	192	97.4	10	605	95.7	30	10	100.0
Halfway LHO	927	4.8	13.9	13.1	27.7	9.7	63.6	2,225.0	22.3	23.9	13.7	37.6	24	474	96.6	10	494	97.8	30	0	-
Hamiltonhill LHO	923	13.8	10.1	10.1	13.2	2.6	63.1	1,644.0	16.4	30.3	10.7	41.0	24	261	96.6	10	685	94.3	30	0	-
Holmyre LHO	929	1.0	8.4	8.2	21.4	8.3	71.4	1,304.0	13.0	17.6	6.5	24.1	24	55	94.6	10	181	95.0	30	4	100.0
Hyndland LHO	908	1.4	1.9	1.9	2.8	0.8	33.3	1,320.0	13.2	10.0	66.1	76.1	24	624	100.0	10	85	96.5	30	0	-
Maryhill LHO	913	2.7	12.1	12.1	23.7	8.6	63.2	1,794.0	17.9	34.1	13.8	47.9	24	2,064	95.9	10	2,779	95.0	30	0	-
Merrylee LHO	912	0.6	3.6	3.5	9.9	3.0	27.3	782.0	7.8	5.3	17.1	22.4	24	104	97.1	10	149	93.3	30	0	-
Milnbank HA LHO	914	8.9	11.5	11.5	26.2	12.4	73.4	1,343.0	13.4	37.9	8.2	46.1	24	287	93.7	10	931	95.1	30	2	100.0
New Gorbals HA LHO	915	1.6	9.7	9.6	15.7	5.4	61.0	1,275.0	12.8	39.7	16.8	56.6	24	1,209	97.4	10	2,704	95.3	30	25	100.0
North Glasgow LHO	916	1.1	8.6	8.3	21.0	9.5	65.5	15.6	0.2	43.6	9.9	53.5	24	530	95.1	10	1,530	94.9	30	7	100.0
North Pollok LHO	910	2.2	13.4	13.2	34.8	9.7	53.8	1,807.0	18.1	35.8	12.2	48.0	24	222	94.6	10	898	97.1	30	0	-
Pineview H Co-op LHO	920	6.7	13.3	13.3	8.1	10.2	66.7	552.6	5.5	26.5	40.6	67.1	24	85	98.8	1	208	99.5	30	0	-
Pollokshields LHO	926	1.2	8.3	8.1	16.2	6.6	64.9	1,388.0	13.7	31.3	16.3	47.6	24	321	95.3	10	577	97.9	30	0	-
Provanhall LHO	921	0.4	8.5	8.4	21.7	10.2	79.2	1,146.0	11.5	25.1	21.1	46.2	-	62	93.6	-	-	-	-	-	-
Red Road Balornock LHO	917	7.7	6.2	4.1	8.8	6.7	31.0	1,062.0	10.6	-	-	-	24	985	97.4	10	2,438	96.0	30	10	100.0
Rogerfield LHO	902	4.5	14.6	14.4	39.2	12.9	82.1	2,117.0	21.2	25.0	8.9	33.9	24	86	97.7	10	399	97.2	30	0	-
Shettleston HA LHO	925	1.0	6.5	6.4	11.3	4.9	53.0	1,010.0	10.1	35.8	34.6	70.4	24	306	94.8	10	997	96.0	30	0	-
South Maryhill LHO	924	5.9	11.3	11.3	20.0	7.4	62.0	1,608.0	16.1	34.2	18.1	52.3	24	1,281	95.4	10	1,838	94.7	30	0	-
Stepforward LHO	903	1.8	12.7	12.4	30.5	13.6	61.1	1,471.0	14.7	41.9	11.9	53.8	24	191	95.8	10	427	97.9	30	4	100.0
Tollcross LHO	930	2.2	8.2	7.8	13.7	6.0	60.7	1,208.0	12.1	40.2	16.9	57.1	24	652	95.4	10	2,082	94.7	30	0	-
Wellhouse Tenants Direct LHO	931	2.9	14.0	13.5	65.8	10.0	61.9	1,109.0	11.1	36.0	26.0	62.0	24	190	97.4	1	680	97.1	30	1	100.0
Whiteinch & Scotstoun HA LHO	932	1.4	10.1	10.0	18.1	8.3	68.0	830.0	8.3	50.6	0.0	50.6	24	144	99.3	10	422	98.6	30	2	100.0
Yorkhill HA LHO	933	1.0	4.4	3.9	7.9	4.3	50.0	441.0	4.4	-	-	-	24	56	100.0	10	117	91.5	30	0	-
<b>Community control HA</b>		<b>3.1</b>	<b>8.9</b>	<b>8.6</b>	<b>16.9</b>	<b>7.8</b>	<b>59.3</b>	<b>1,255.4</b>	<b>12.6</b>	<b>32.4</b>	<b>20.1</b>	<b>52.5</b>	<b>23</b>	<b>12,473</b>	<b>96.3</b>	<b>9</b>	<b>27,173</b>	<b>95.6</b>	<b>30</b>	<b>1,172</b>	<b>96.5</b>
Cairnbrook Housing Association Ltd	336	1.5	7.9	7.9	19.5	9.2	52.3	1,188.0	11.9	44.2	25.2	69.4	24	515	98.5	10	266	98.9	30	3	100.0
Castlemilk Tenants Housing Association Ltd	332	0.4	2.3	2.3	4.3	1.3	44.8	414.0	4.1	37.7	48.2	86.0	24	823	94.9	10	2,313	95.4	30	67	95.5
Castle Stuart Housing Association Ltd.	344	0.5	5.0	4.9	10.8	7.1	55.8	480.0	4.8	66.3	15.1	81.4	24	260	98.5	10	137	96.4	30	9	100.0
Clydeside Tenants Partnership	340	4.0	11.1	11.1	20.4	19.0	70.7	1,373.0	13.7	34.7	13.4	48.1	24	2,033	96.3	10	4,343	98.0	30	15	100.0
Clydeview Housing Partnership	350	3.5	8.7	8.7	20.6	8.5	53.7	1,378.0	13.8	34.2	22.7	56.9	24	1,223	97.8	10	3,655	98.9	30	1	100.0
Compass LHO Ltd	337	3.1	11.3	11.3	15.6	7.0	42.0	1,559.0	15.6	42.8	14.9	57.7	24	2,105	95.3	10	4,416	95.4	30	24	87.5
East End Community Homes	355	3.5	5.0	5.0	13.5	3.2	52.8	907.0	9.1	35.5	23.2	58.7	24	1,067	93.3	10	1,988	94.2	30	1	100.0
For All Cranhill Tenants Ltd.	351	0.7	5.8	5.8	11.1	4.4	60.0	806.0	8.1	42.0	17.3	59.3	24	436	96.8	10	1,568	97.1	30	7	100.0
Garscadden & Speirs Housing Organisation Ltd	358	0.1	1.1	1.0	0.8	14.3	54.3	709.0	7.1	56.3	24.6	80.8	24	142	100.0	1	526	99.1	30	4	100.0
Great Western Tenant Partnership Ltd	331	4.1	5.7	5.5	11.2	5.0	46.5	1,137.0	11.4	42.9	21.3	64.2	24	880	98.5	10	3,253	97.8	30	0	-
Kennishead Avenue Local Management (KALM)	354	4.3	12.9	12.9	15.1	5.4	66.7	1,238.0	12.4	35.3	5.1	40.4	24	770	94.0	10	1,164	96.1	30	0	-
Keystone Tenant Managed Homes Ltd.	342	5.9	4.0	4.0	10.9	4.0	40.5	1,063.0	10.6	43.6	18.8	62.4	24	1,021	91.1	10	686	95.9	30	1	100.0
Lambhill Housing Association Ltd	357	1.2	5.0	4.8	15.8	5.8	34.2	1,199.0	12.0	20.3	47.3	67.6	24	144	93.8	10	432	93.8	30	17	88.2
Levernwood HA Limited	338	2.1	8.6	8.4	16.7	8.0	59.3	775.0	7.8	42.4	7.0	49.3	24	84	98.8	10	228	97.4	30	0	-
Milton Community Homes Ltd.	341	1.2	7.5	7.2	16.2	7.8	59.6	1,000.0	10.0	36.8	20.4	57.1	24	935	95.7	10	3,269	94.1	30	139	100.0
Moriehall Housing Association Limited	353	3.5	7.1	6.9	14.8	7.3	50.9	1,028.0	10.3	40.0	41.0	81.0	24	135	97.8	10	460	96.5	30	6	100.0
Mosspark Housing Association Limited	339	2.1	4.6	4.6	12.7	3.6	47.6	1,097.0	11.0	40.1	25.9	66.0	24	786	96.3	10	2,064	97.6	30	0	-
New Shaws Housing Organisation Ltd	330	0.7	7.2	7.2	12.3	8.0	46.9	1,100.0	11.0	39.6	22.1	61.8	24	2,042	96.9	10	3,817	95.0	30	17	94.1

RSL Name	void loss	All arrears (gross)		Current tenant arrears (net)		Tenants leaving in arrears			Arrears owed by former tenants			Emergency repairs			Urgent Repairs			Routine repairs			
		total rent arrears	total non-tech rent arrears	non-technical arrears	owing more 13 weeks' rent	as % tenants giving up tenancy	average debt owed as % average weekly rent	no. weeks' rent this represents	written off	collected during year	total	target time	repairs completed	completed on time	target time	repairs completed	completed on time	target time	repairs completed	completed on time	
sub-total by association type	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(hrs)	(repairs)	(%)	(days)	(repairs)	(%)	(days)	(repairs)	(%)	
Orchard Grove Housing Association Limited	334	2.6	10.8	10.5	17.7	6.8	70.2	1,569.0	15.7	37.0	8.0	45.0	24	519	98.5	10	1,222	95.5	30	17	94.1
Parkview Local Housing Organisation Ltd.	349	1.6	5.4	5.4	15.1	4.0	45.1	835.0	8.4	38.2	43.6	81.7	24	470	95.5	10	1,510	97.7	30	0	-
Pollok Tenants Choice Ltd	352	2.0	11.0	10.9	31.2	9.0	51.2	1,420.0	14.2	24.7	25.3	50.1	24	752	93.1	10	986	99.5	30	0	-
Royston Corridor Homes Local Housing Organisation Ltd	335	1.7	7.1	7.1	12.1	5.6	59.1	1,169.0	11.7	45.5	15.0	60.5	24	1,365	96.2	10	3,245	95.8	30	32	96.9
South West Housing Association Limited	345	2.5	9.6	9.6	23.5	7.7	53.0	1,082.0	10.8	47.0	14.0	61.0	24	1,513	96.1	10	528	99.6	30	0	-
Summerston Acre Local Housing Organisation Ltd	356	0.8	6.8	6.8	4.9	36.1	44.0	753.0	7.5	52.1	19.4	71.5	24	204	96.1	10	205	92.7	30	32	81.3
Tenant Controlled Housing Ltd	329	0.5	4.6	4.6	15.4	3.4	51.0	1,060.0	10.6	-	-	-	24	752	93.9	10	2,891	94.4	30	0	-
Tenant Managed Homes (Drumchapel) Limited	328	5.2	8.2	8.2	19.3	8.8	62.4	1,237.0	12.4	43.8	12.4	56.2	24	777	98.1	10	2,608	97.8	30	0	-
Tower Homes LHO Ltd	347	2.2	7.5	7.5	15.4	8.6	52.7	710.0	7.1	38.0	26.0	64.0	24	715	95.1	10	2,155	97.2	30	16	100.0
Unity Homes Housing Association Ltd.	343	1.2	8.6	8.6	5.4	16.5	55.4	1,336.0	13.4	37.3	25.3	62.6	24	649	96.6	10	1,994	96.3	30	25	100.0
<b>Management Only</b>		<b>2.4</b>	<b>6.9</b>	<b>6.9</b>	<b>11.3</b>	<b>8.4</b>	<b>53.0</b>	<b>1,057.9</b>	<b>10.6</b>	<b>40.7</b>	<b>22.3</b>	<b>63.0</b>	<b>24</b>	<b>23,117</b>	<b>95.9</b>	<b>10</b>	<b>51,929</b>	<b>96.5</b>	<b>30</b>	<b>433</b>	<b>96.1</b>
<b>Total</b>		<b>2.6</b>	<b>7.5</b>	<b>7.4</b>	<b>12.8</b>	<b>8.1</b>	<b>56.4</b>	<b>1,166.2</b>	<b>11.7</b>	<b>36.2</b>	<b>21.1</b>	<b>57.3</b>	<b>24</b>	<b>35,590</b>	<b>96.0</b>	<b>9</b>	<b>79,102</b>	<b>96.1</b>	<b>30</b>	<b>1,605</b>	<b>96.4</b>
Top Performance Value	▼	▼	▼	▼	▼	▼	▼	▼	▼	-	-	-	-	-	-	▼	▲	▲	▼	▲	
2nd Quartile	1.0	5.7	5.4	11.1	5.1	50.2	847.0	8.5	-	-	-	-	10	-	97.7	30	-	100.0			
<b>Median</b>	<b>1.6</b>	<b>8.1</b>	<b>7.9</b>	<b>15.5</b>	<b>7.6</b>	<b>57.5</b>	<b>1,128.0</b>	<b>11.3</b>	<b>37.3</b>	<b>18.1</b>	<b>57.7</b>	<b>24.0</b>	<b>381.0</b>	<b>96.5</b>	<b>10</b>	<b>-</b>	<b>96.1</b>	<b>30</b>	<b>-</b>	<b>100.0</b>	
3rd Quartile	3.4	10.2	10.1	20.6	9.4	63.5	1,366.0	13.7	-	-	-	-	10	-	95.0	30	-	98.5			
Bottom Performance Value	13.8	15.1	15.0	65.8	36.1	82.1	3,423.0	34.2	-	-	-	-	10	-	90.9	30	-	81.3			

#### Notes

Please note that this information is based on data supplied by each RSL as at 31 March 2007. While every effort is made to check and validate data before a publication is made, any corrections made after **25th January 2008** will not be reflected in this issue.

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