

	Customer service standards										Value for money			
	Overall satisfaction with service	Tenants feeling Informed	Tenants feeling Involved	Scottish Housing Quality Standard (SHQS) compliance	Emergency repairs (hours)	Non-emergency repairs (days)	Repairs Right first time	Repairs satisfaction	Anti-social behaviour	Tenants happy quality of home	Rent increase	Rent collected	Void rent loss	Re-let time (days)
Scottish average	89.19	91.98	87.21	87.33	3.64	6.43	93.26	91.33	94.11	87.15	2.49	99.3	0.92	31.8
Hjaltland Housing Association	95.62	98.54	91.48	100	2.86	6.14	92.95	89.78	100	87.59	2.17	102.47	0.34	11.26
Shetland Islands Council	79.48	78.68	59.77	99.59	2.29	11.2	84.06	94.82	100	73.51	2.39	99.17	1.92	55.96
Lochalsh & Skye Housing Association	97.83	95.59	87.07	99.86	2.9	3.9	95.87	92.74	81.25	93.48	2.7	99.57	0.15	8.07
Lochaber Housing Association	94.72	98.14	90.37	98.13	3.38	5.57	97.5	96.32	100	92.86	2.9	99.53	0.16	7.5
Orkney Islands Council	91.86	92.44	83.78	92.33	6.29	11.53	88.3	91.04	66.67	87.76	1.8	94.66	0.64	35.79
Orkney Housing Association	97.13	98.73	88.27	100	2.06	9.29	93.8	98.71	88.32	95.15	2.4	98.62	0.15	6.79
Pentland Housing Association	78.24	92.55	79.68	76.81	0.84	7.24	98.41	92.25	100	71.05	3.1	98.11	0.8	22.72
Rural Stirling Housing Association	89.74	94.02	91.03	96.01	2.64	5.75	87.3	93.4	98.44	91.45	2.4	100.93	0.21	11.79