

VFM Monitoring Table
(Economy, Efficiency, Effectiveness)
Scottish Average 2020/21

COST - Economy				
Average Weekly Rent	Melville	Scottish Average	Melville	Scottish Average
	2020/21		2019/20	
1 Apartment	N/A	73.61	N/A	73.47
2 Apartment	77.91	79.48	76.76	78.05
3 Apartment	84.14	82.60	82.86	80.11
4 Apartment	88.45	89.81	87.02	87.09
5 Apartment (plus)	97.02	99.97	95.59	96.19
Average all Rents	86.67	83.70	85.31	81.47
Efficiency				
Amount of rent collected in the year as %	97.4	99.1	100.8	99.3
Gross rent arrears as % of rent due	2.56	6.1	3.77	5.8
% rent lost due to being void	0.2	1.4	0.1	0.9
% Average rent increase to be applied next year	1.0	1.2	1.5	2.5
% of properties that became vacant in the year	4.9	6.9	3.5	8.4
Average time to re-let a home in days	16.8	56.3	12.2	31.5
Scottish Housing Quality Standard Met %	97.4	94.4	97.1	91.0
Emergency Repair Completion (hrs)	1.6	4.2	1.3	3.6
Non-Emergency Repair Completion (days)	7.0	6.7	5.5	6.4
Reactive Repairs Right First Time as %	87.0	91.5	90.1	92.4
% anti-social behaviour cases resolved	99.6	94.4	99.3	94.1
Average days taken to complete adaptations (days)	17.6	58.0	17.7	41.5
Number of times gas safety not met	60	17,420	2	496
% of new tenancies sustained for more than a year	100	90.9	92.6	89.1
SATISFACTION - Effectiveness				
	Melville	Scottish Average	Melville	Scottish Average
	2020/21		2019/20	
% satisfied with overall service	89.1	88.9	89.1	89.2
% feel Landlord good at keeping them informed about services and outcomes	96.0	97.1	96.0	92.0
% satisfied with opportunities to participate	97.2	86.6	97.2	87.2
% tenants that feel their rent represents good value for money	78.82	82.8	78.82	83.6
% of tenants satisfied with repairs or maintenance during the year	81.6	90.1	91.0	91.4
% tenants satisfied with management of the neighbourhood	92.5	86.1	92.5	87.4
% Tenants Satisfied with the Quality of their Home	89.4	87.1	89.4	87.2

Amber Monitor
Red Action