

**VFM Monitoring Table**  
(Economy, Efficiency, Effectiveness)

COST - Economy				
	2022/23		2021/22	
Average Weekly Rent	Melville	Scottish Average	Melville	Scottish Average
1 Apartment	N/A	78.26	N/A	75.92
2 Apartment	80.65	83.46	78.51	81.32
3 Apartment	86.57	86.28	84.95	84.18
4 Apartment	91.19	93.96	89.41	91.48
5 Apartment (plus)	99.98	103.72	98.02	100.74
Efficiency				
Amount of rent collected in the year as %	100.38	99.03	101.38	99.3
Gross rent arrears as % of rent due	2.60	6.86	2.43	6.34
% rent lost due to being void	0.22	1.40	0.21	1.43
% Average rent increase to be applied next year	2.00	5.14	2.0	2.98
% of properties that became vacant in the year	4.59	7.42	5.06	7.76
Average time to re-let a home in days	17.08	55.61	13.34	51.57
Scottish Housing Quality Standard met %	86.34	79.02	80.74	74.57
Emergency repair completion (hrs)	1.86	4.17	2.67	4.16
Non-Emergency repair completion (days)	7.56	8.68	6.42	8.87
Reactive repairs right first time as %	90.76	87.80	88.0	88.27
% anti-social behaviour cases resolved	98.36	94.21	97.25	94.67
Average days taken to complete adaptations	23.92	46.83	21.58	54.35
Number of times gas safety not met	0	1,032	2	3,029
% of new tenancies sustained for more than a year existing tenancies	100	94.48	94.74	90.75
SATISFACTION - Effectiveness				
% satisfied with overall service	88.12	86.70	88.12	87.74
% feel landlord good at keeping them informed about services and outcomes	96.25	89.68	96.25	91.15
% satisfied with opportunities to participate	97.81	85.86	97.81	86.81
% tenants that feel their rent represents good value for money	83.12	81.79	83.12	82.51
% of tenants satisfied with repairs or maintenance during the year	89.61	88.02	80.15	88.01
% tenants satisfied with management of the neighbourhood	90.00	84.30	90.00	85.09
% Tenants satisfied with the quality of their home	87.81	84.16	87.81	85.44

Amber      Monitor

Red        Action