



	<ul style="list-style-type: none"> <li>Work on the budgets needed for energy efficiency works, taking account of duplication of items already included</li> </ul>	September 2025	
<b>6</b>	<b>Property and Neighbourhood improvements</b> <ul style="list-style-type: none"> <li>Complete all the anticipated property investment programme that is included in the 2025/26 budget.</li> <li>Complete the Neighbourhood Improvements work identified in the 2025/26 budget.</li> </ul>	March 2026  March 2026	
<b>7</b>	<b>Community Projects</b> <ul style="list-style-type: none"> <li>Work towards the aims set out in the Community Action Plan.</li> <li>Continue with collaborative projects delivered with partners.</li> </ul>	Ongoing  Ongoing	

## KPI targets for 2025/26

KPI	Prospect Actual 2023/24	Scottish average 2023/24	Prospect Target 2024/25	Prospect Target 2025/26
Total rent arrears	5.8%	6.7%	5%	4.9%
Current rent arrears	5.5%	N/A	4.8%	4.7%
Homeless lets	71%	N/A	70%	70%
Void turnaround	35 days	56 days	25 days	25 days
Feedback average response time stage 1	1.5 days	5.1 days	5 days	5 days
Feedback average response time stage 2	30 days	17.5 days	20 days	20 days
Percentage of Emergency repairs complete on time	100%	N/A	99% within 6 hours	99% within 6 hours
Percentage of urgent repairs completed on time	97.1%	N/A	99% within 3 days	97% within 3 days
Percentage of routine repairs completed on time	98.6%	N/A	96% within 10 days	97% within 10 days
Emergency repairs average response time	2.1 hours	4 hours	2 hours	2 hours
Non-emergency average response time	3.9 days	9 days	4.5 days	4.5 days
Percentage of repairs classified as right first time	96.7%	88.4%	97%	97%
Percentage satisfied/very satisfied with last repair	97.4%	87.3%	96%	96%
Percentage of gas checks carried out on time	100%	N/A	100%	100%
Percentage of electric checks carried out on time	100%	N/A	100%	100%

