



Hillhead Housing Association 2000

Max Scotto

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Performance Analysis Visit 2024/25
September 2025

- **Tenant Satisfaction** - Based on **70 new surveys**, tenant satisfaction has remained relatively stable.
 - Slight improvements noted in **Overall Satisfaction (I1)**, **Communication (I2)**, **Quality of Home (I7)**, **Neighbourhood Management (I13)** and **Value for Money (I25)**.
 - Declines observed in: **Keeping Tenants Informed (I2)**, **Opportunities to Participate (I5)**, **Repairs and Maintenance (I12)** and **Factoring (I29)**.
- **Repairs and Maintenance** performance shows divergence:
 - **Emergency repairs (I8)** are being completed faster by LAs 3.79 hours (4.29 last year); but slightly slower for RSLs 4.01 hours (3.59 last year).
 - **Non-emergency repairs (I9)** show marginal deterioration: RSLs 8.35 days; LAs 10.10 days.
 - **Right First Time (I10)**: slight reduction for RSLs from 88.09% to 87.11%; increase for LAs from 88.76% to 89.22%.

● **Housing Quality**

- **SHQS Compliance (I6)**: Continued improvement - LAs 82.90%; RSLs 91.89%.
- **ESSH Compliance (C10)**: High levels maintained - RSLs 95.86%; LAs 89.40%.
- **Gas Safety (I11)**: Further improvement; failures nearly eliminated.

● **Access to Housing**

- **Indicators (I14, I16, I17)** marginal decrease in turnover for RSLs.
- **Sustained tenancies**: stable for both RSLs and LAs above 91%
- Slight increase in **Lets to homeless applicants (C2)**:
 - RSLs 41.97% (39.09% last year); LAs 50.43% (49.03% last year).
- **Abandonments and evictions**: unchanged; both RSLs and LAs below 1%.

● Rent Increases and Arrears

- **Rent Collection (I26):** Improved across the board; SHN average at 100.15%.
- **Current Arrears (I27):** RSLs 2.69%; LAs 5.20%.
- **Former Tenant Arrears:** Rising for LAs 3.40%; marginally decreasing for RSLs 1.37%.
- **Rent Increases (C5):** overall decrease for RSLs 4.40% (6.16% last year); increase for LAs 6.17% (5.75% last year).

● Void Management

- **Re-let Times (I30):** slight rise - RSLs 40.39 days; LAs 78.11 days.
- **Void Rent Loss (I18):** decreasing - RSLs 0.91%; LAs 1.68%.

● Complaints Handling

- **Complaints per 100 homes (I13):** gradual decrease; SHN average at 6.40 (6.57 last year).
- **Stage 1 Response Time:** RSLs 3.89 days; LAs: 8.02 days.
- **Stage 2 Response Time:** RSLs 17.62 days; LAs: 27.09 days.
- LAs exceed **SPSO targets** (5 days for Stage 1, 20 days for Stage 2).

Ardenglen Housing Association

Atrium Homes

Cadder Housing Association

Calvay Housing Association

Cassiltoun Housing Association

Easthall Park Housing Association

Forth Housing Association

Glen Housing Association

Hillhead Housing Association 2000

Larkfield Housing Association

North View Housing Association

Pineview Housing Association

Rosehill Housing Co-operative



Tenant Satisfaction

Satisfaction Survey Method

Survey Date:

Number of tenants surveyed:

Survey Method:

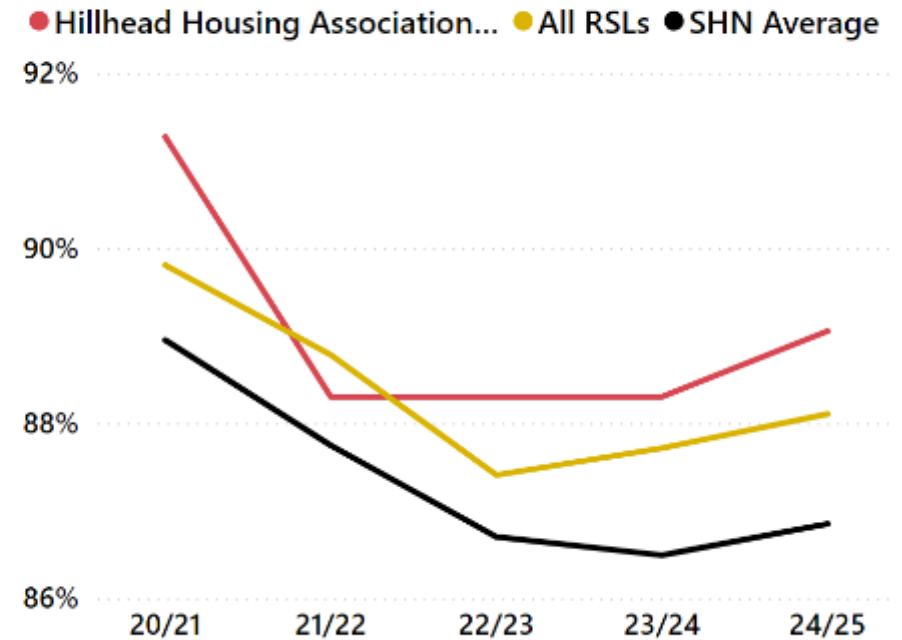
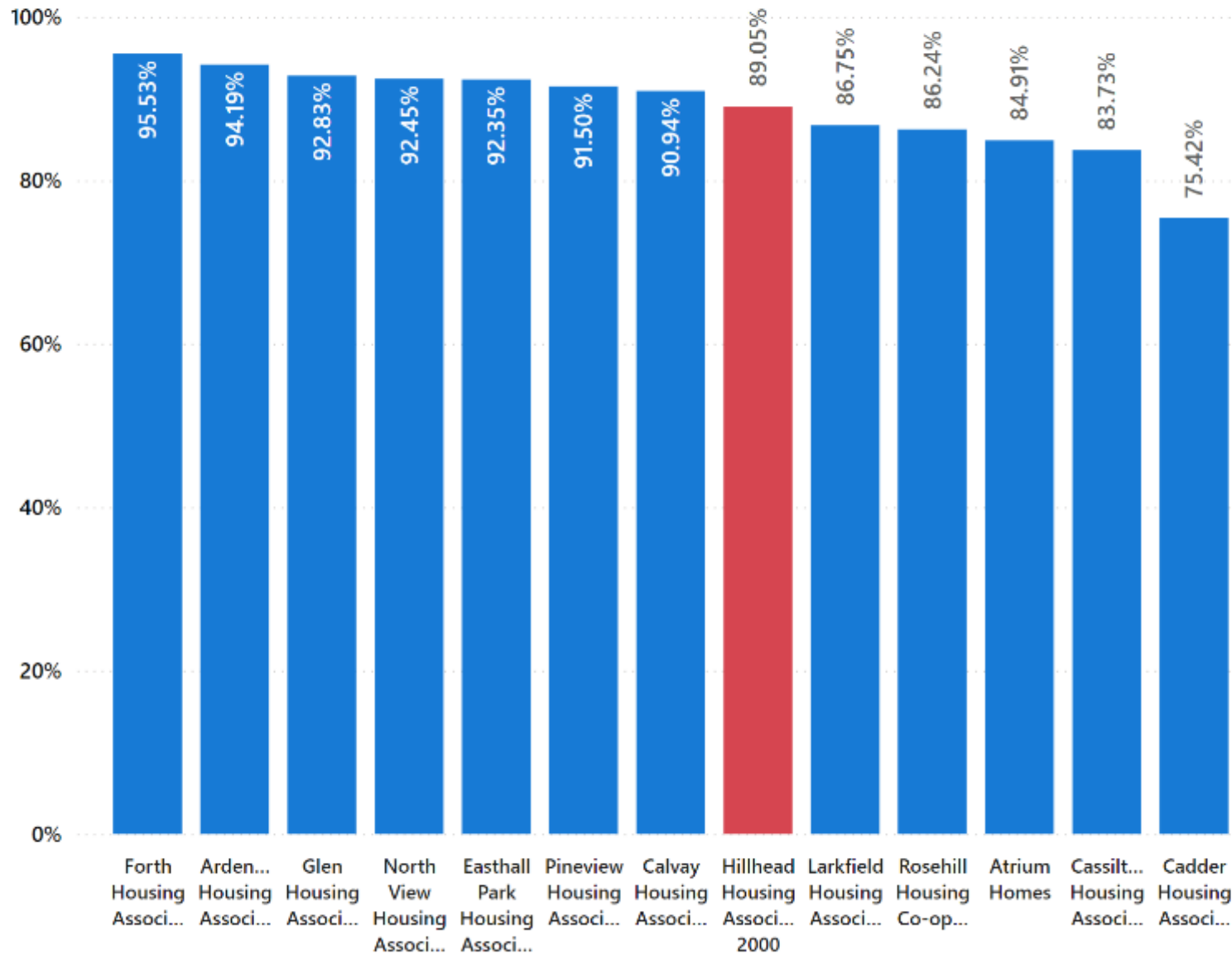
September 2024

475

Face-to-face

Overall Satisfaction

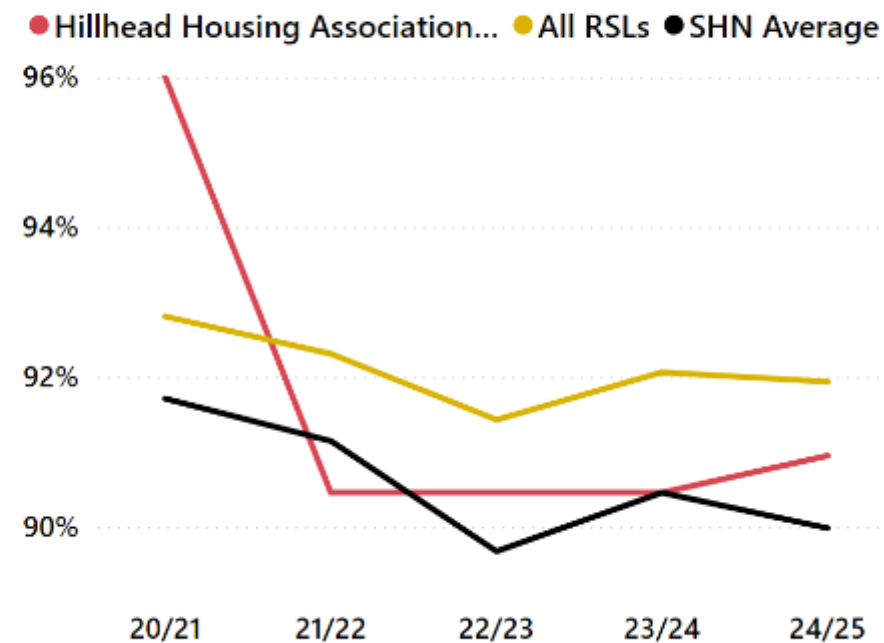
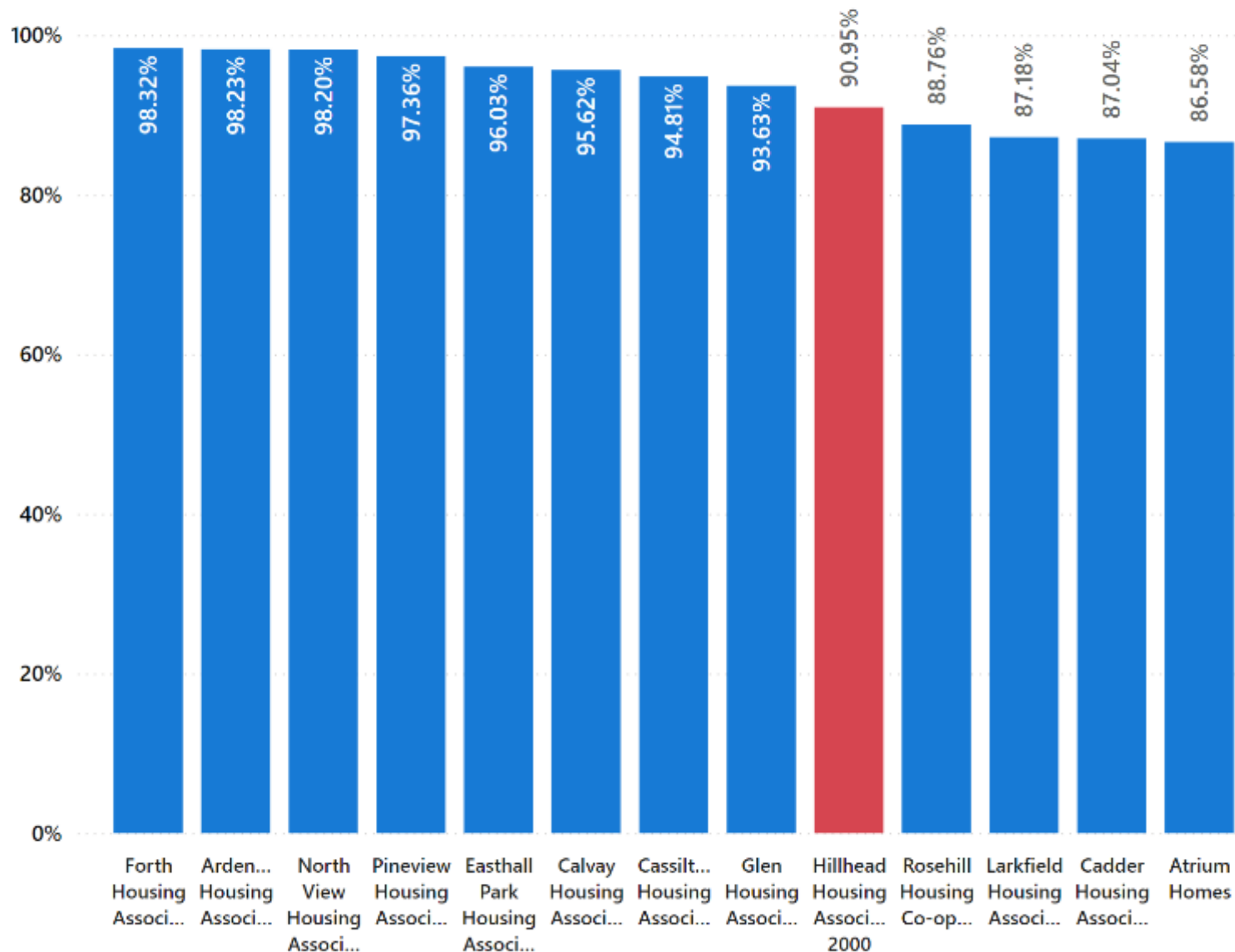
11 Percentage satisfied with overall service



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	88.30%	88.30%	89.05%
Peer Group 6 - Small stock transfer	86.90%	86.04%	85.83%
All RSLs	87.41%	87.71%	88.10%
SHN Average	86.70%	86.49%	86.85%

Kept Informed

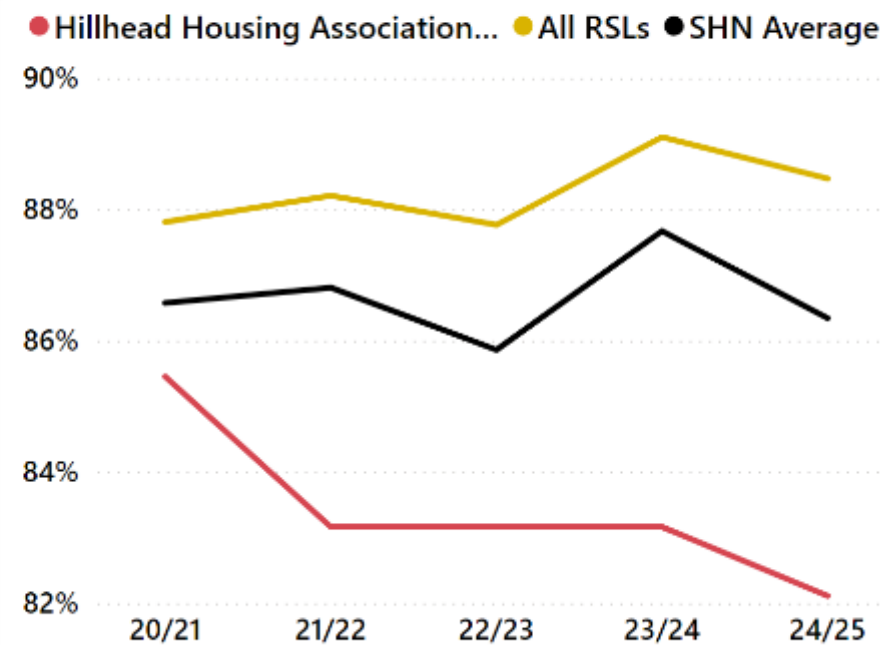
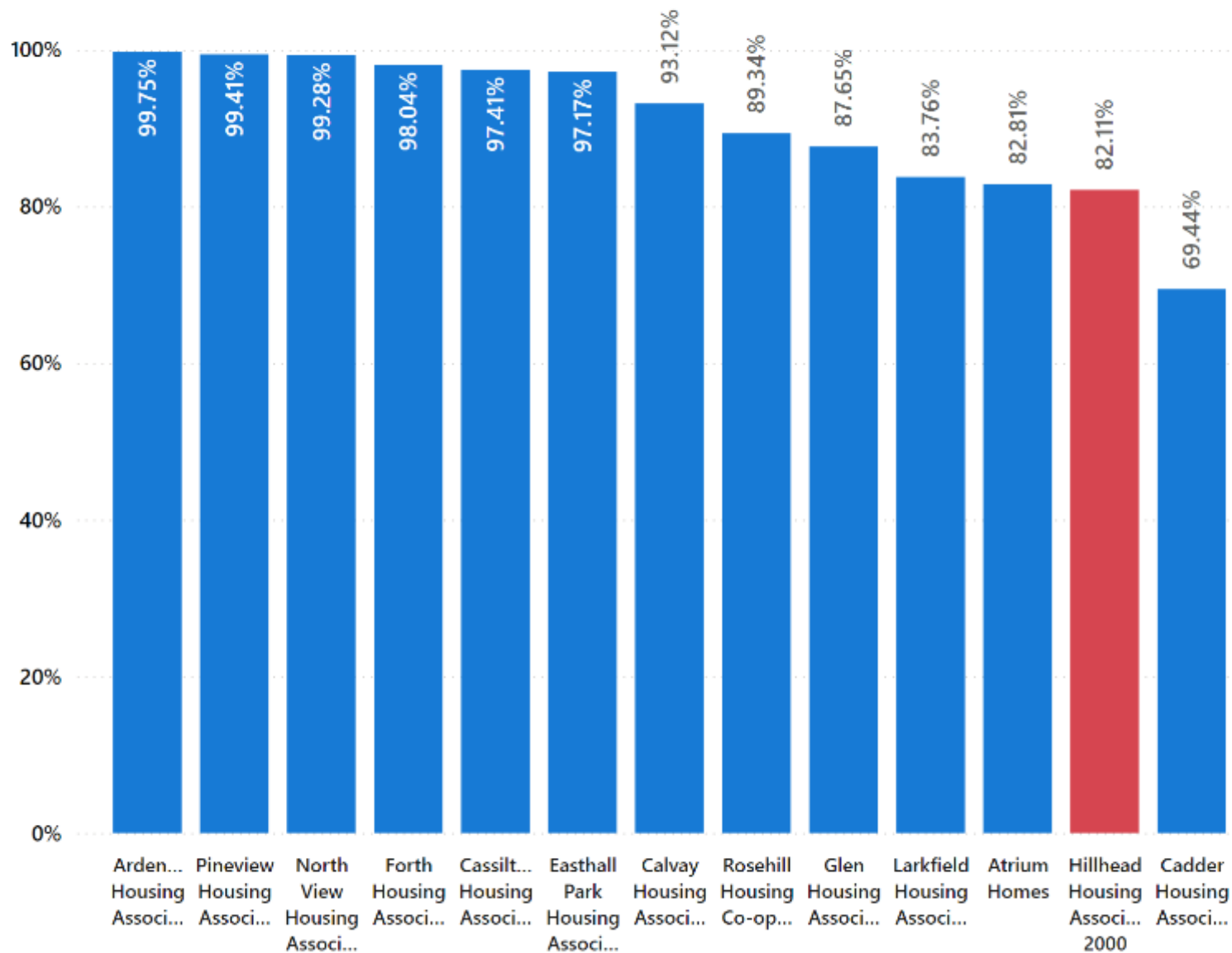
12 Percentage tenants who feel landlord is good at keeping them informed about services and decisions



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	90.46%	90.46%	90.95%
Peer Group 6 - Small stock transfer	93.26%	92.51%	90.56%
All RSLs	91.43%	92.06%	91.94%
SHN Average	89.68%	90.46%	89.98%

Opportunities to Participate

15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision making

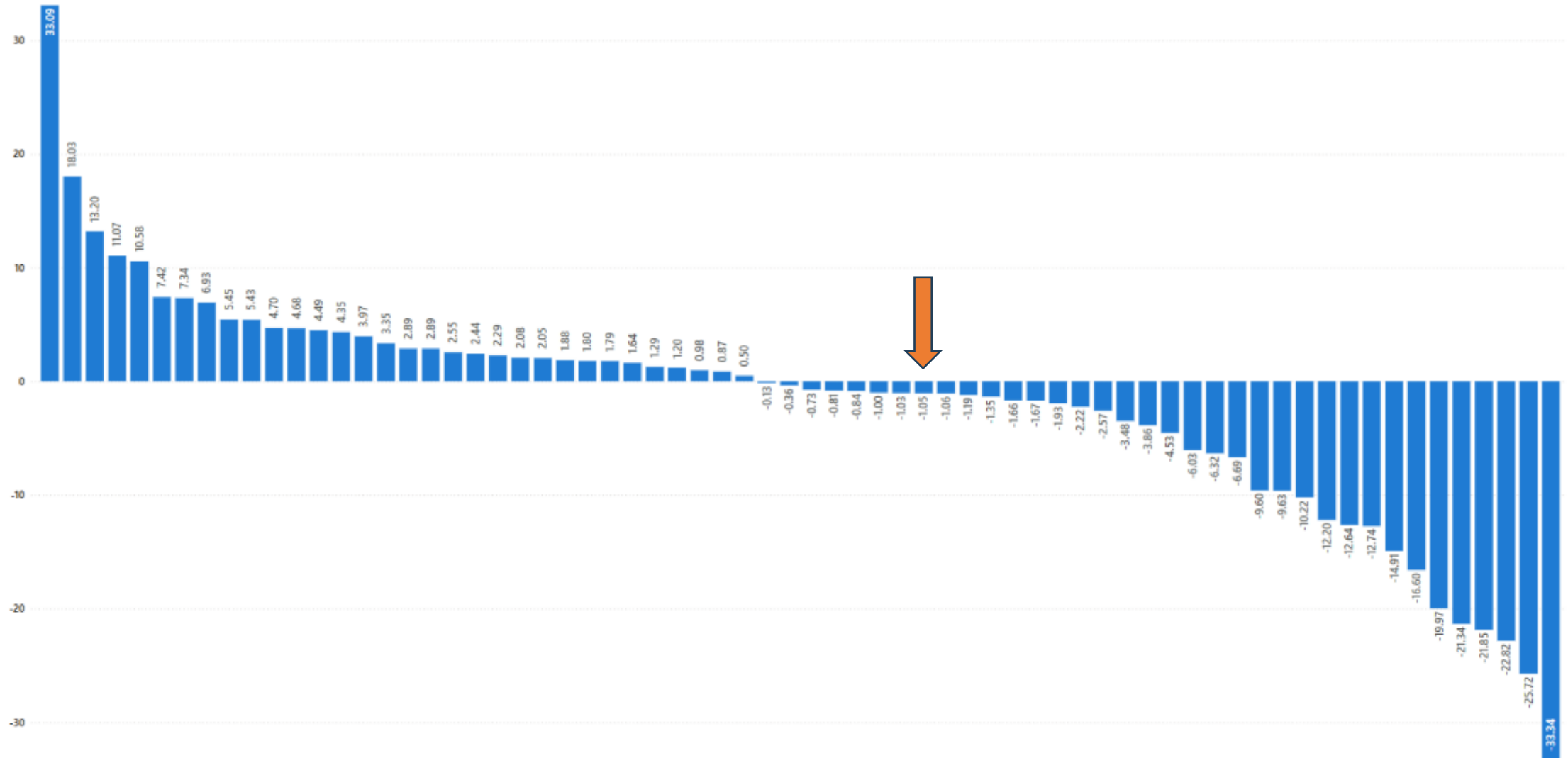


Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	83.16%	83.16%	82.11%
Peer Group 6 - Small stock transfer	95.22%	91.02%	88.24%
All RSLs	87.76%	89.10%	88.47%
SHN Average	85.86%	87.67%	86.34%

Opportunities to Participate

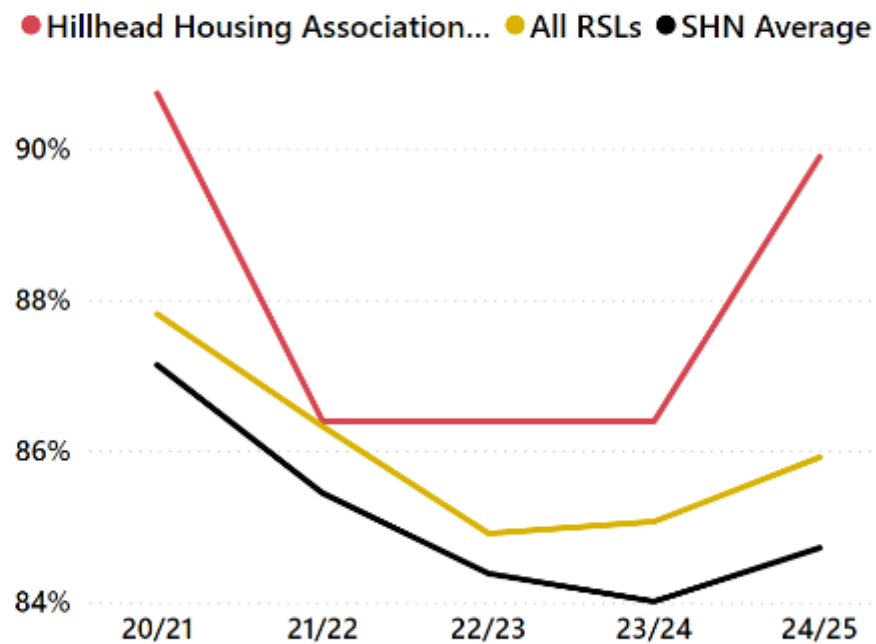
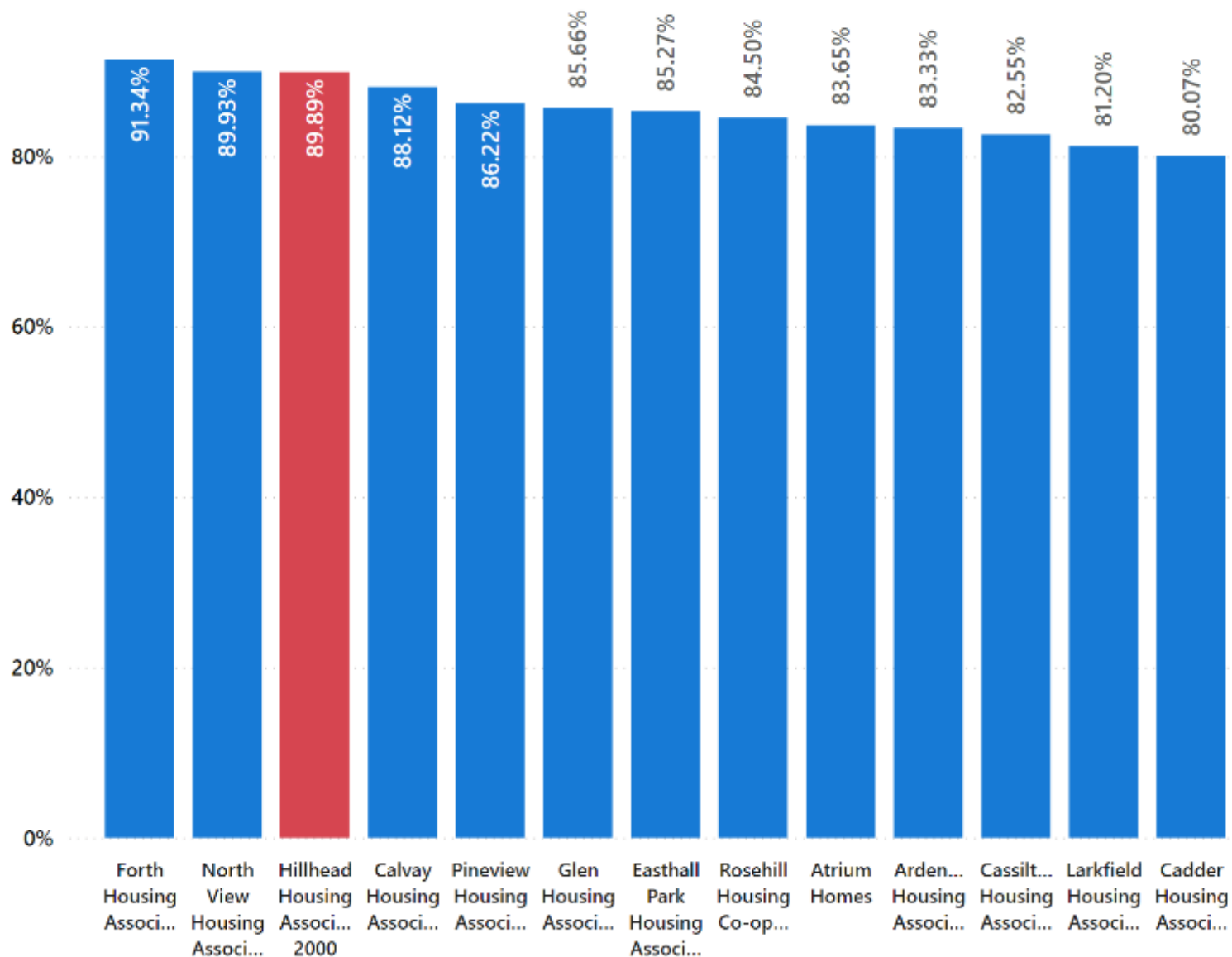
15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision making

Change from previous survey



Quality of Home (All Tenants)

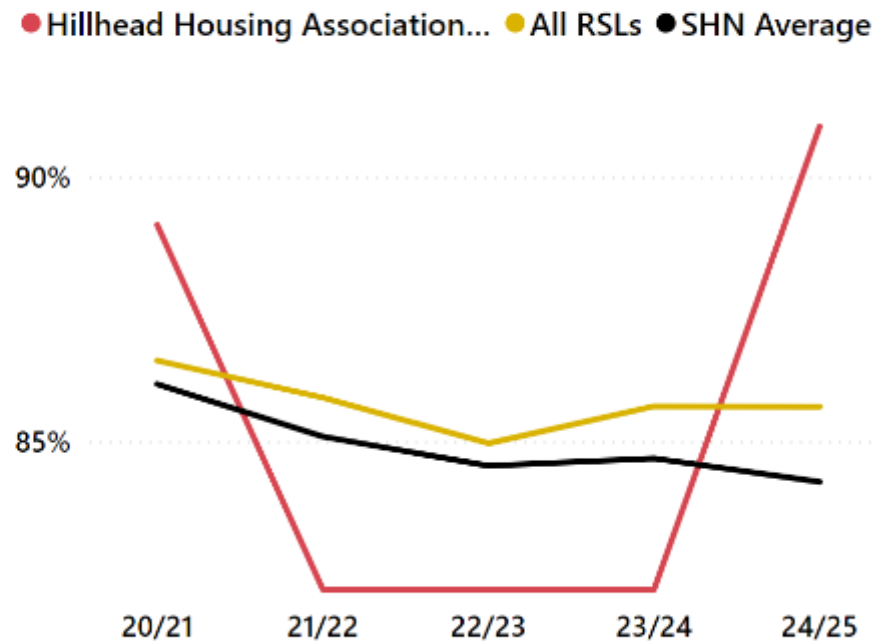
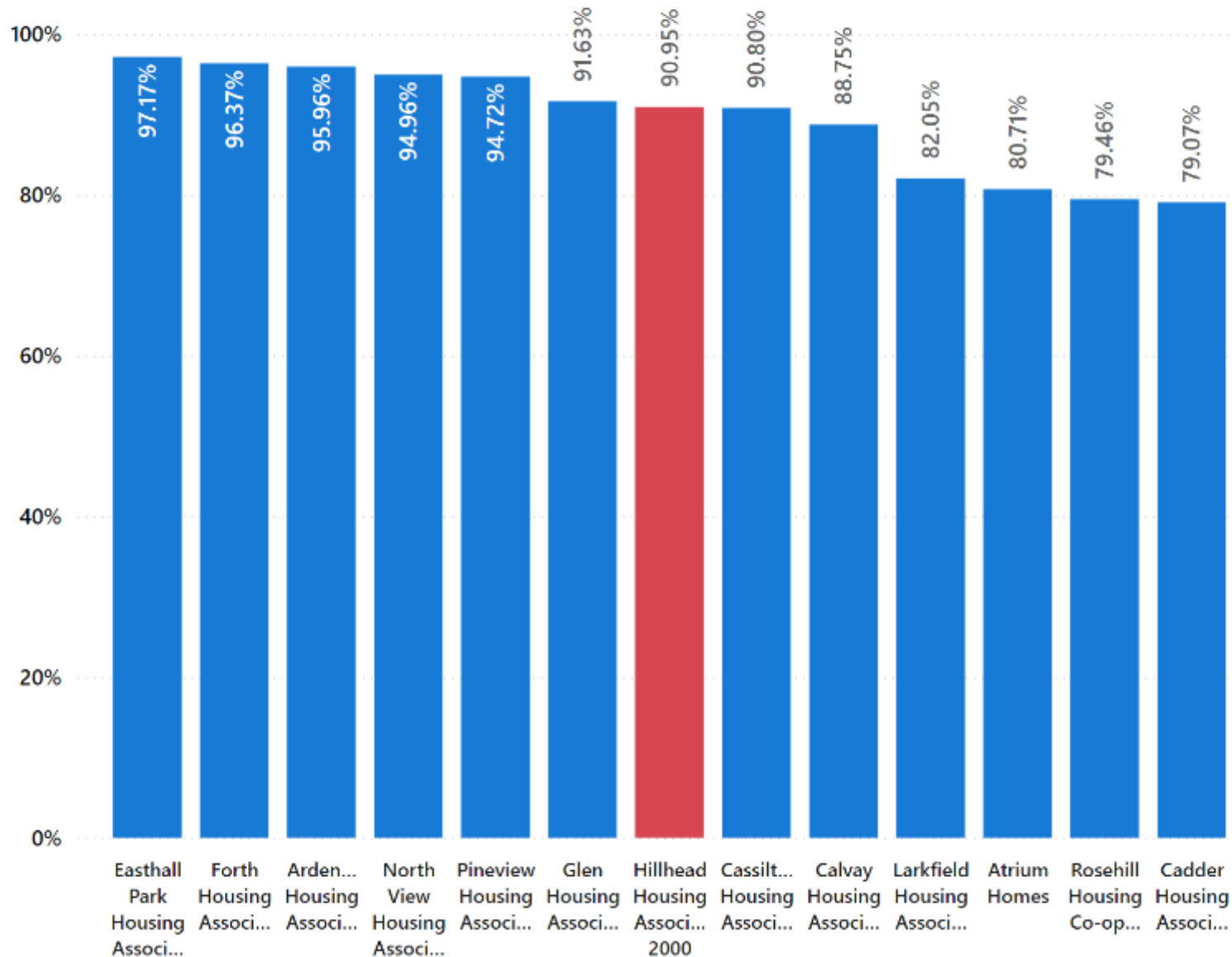
17 Percentage tenants satisfied with quality of home



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	86.39%	86.39%	89.89%
Peer Group 6 - Small stock transfer	84.18%	84.31%	84.64%
All RSLs	84.91%	85.06%	85.91%
SHN Average	84.38%	84.01%	84.72%

Management of Neighbourhood

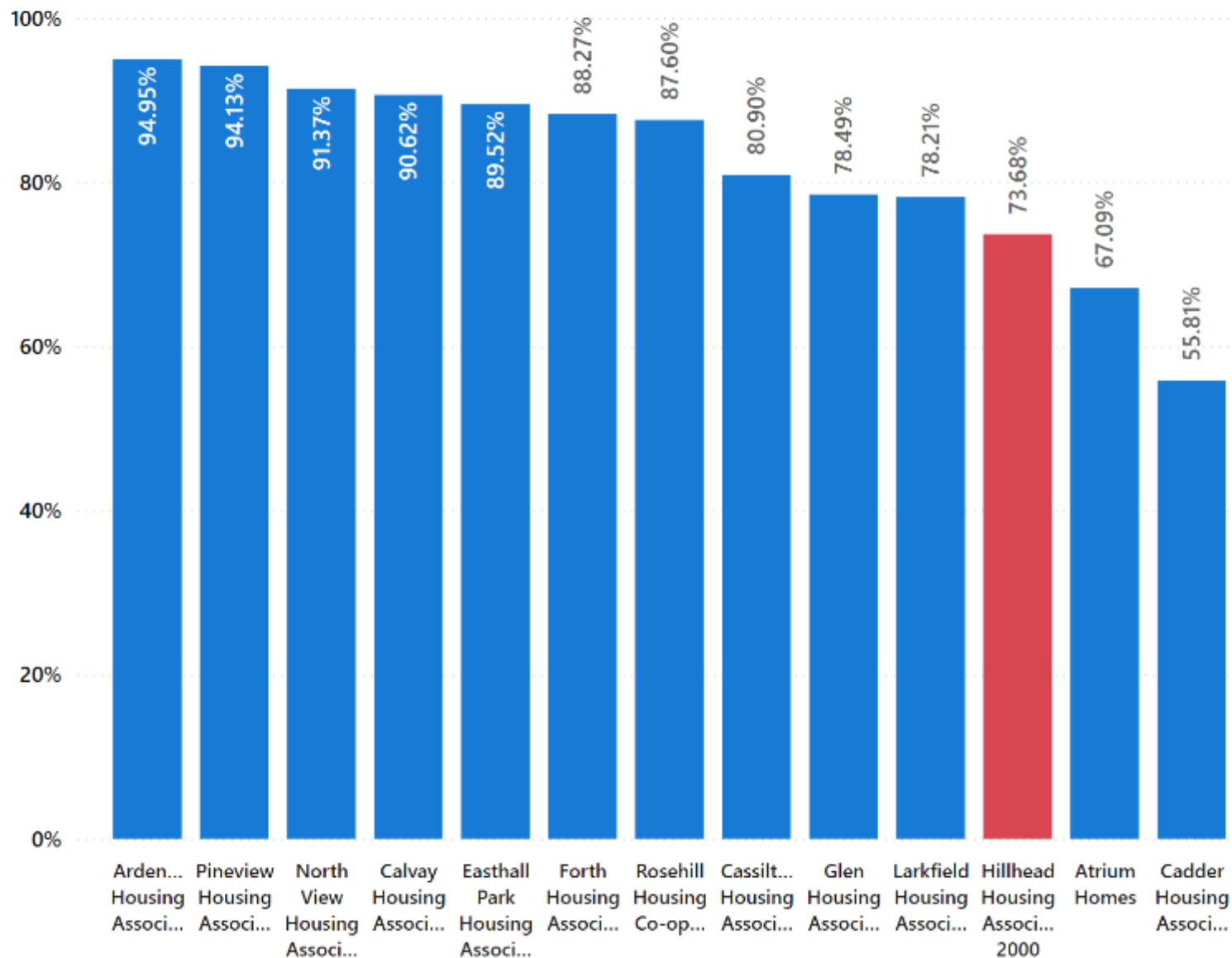
113 Percentage tenants satisfied with management of neighbourhood



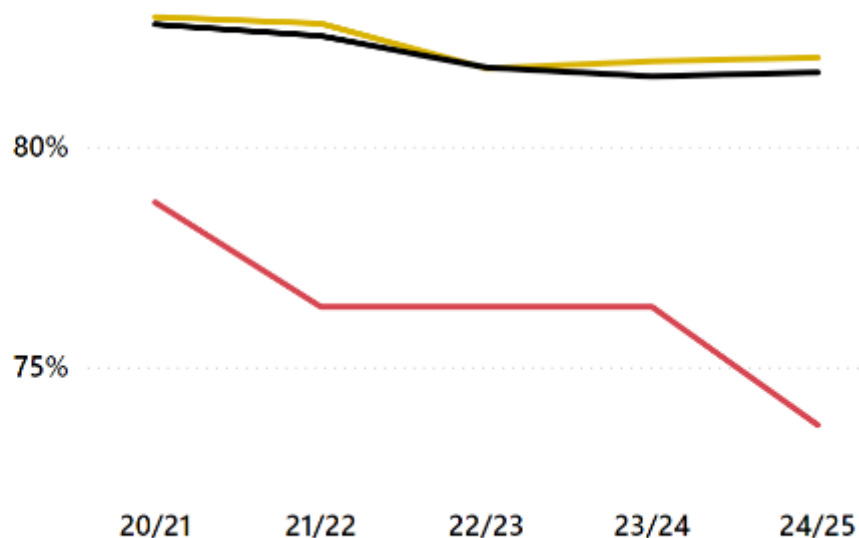
Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	82.20%	82.20%	90.95%
Peer Group 6 - Small stock transfer	83.58%	82.92%	83.34%
All RSLs	84.96%	85.66%	85.66%
SHN Average	84.54%	84.68%	84.23%

Value for Money

125 Percentage tenants who feel rent for their property represents good value for money



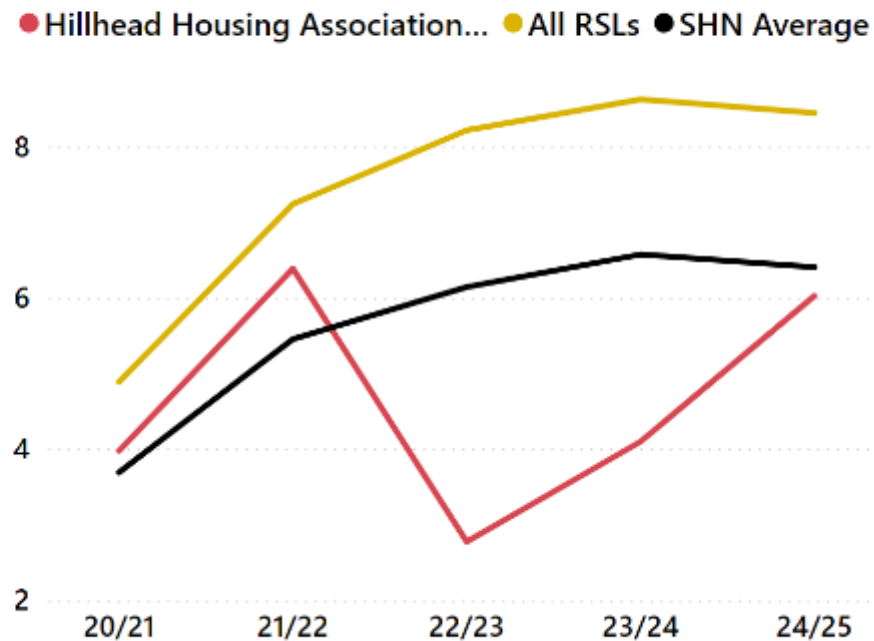
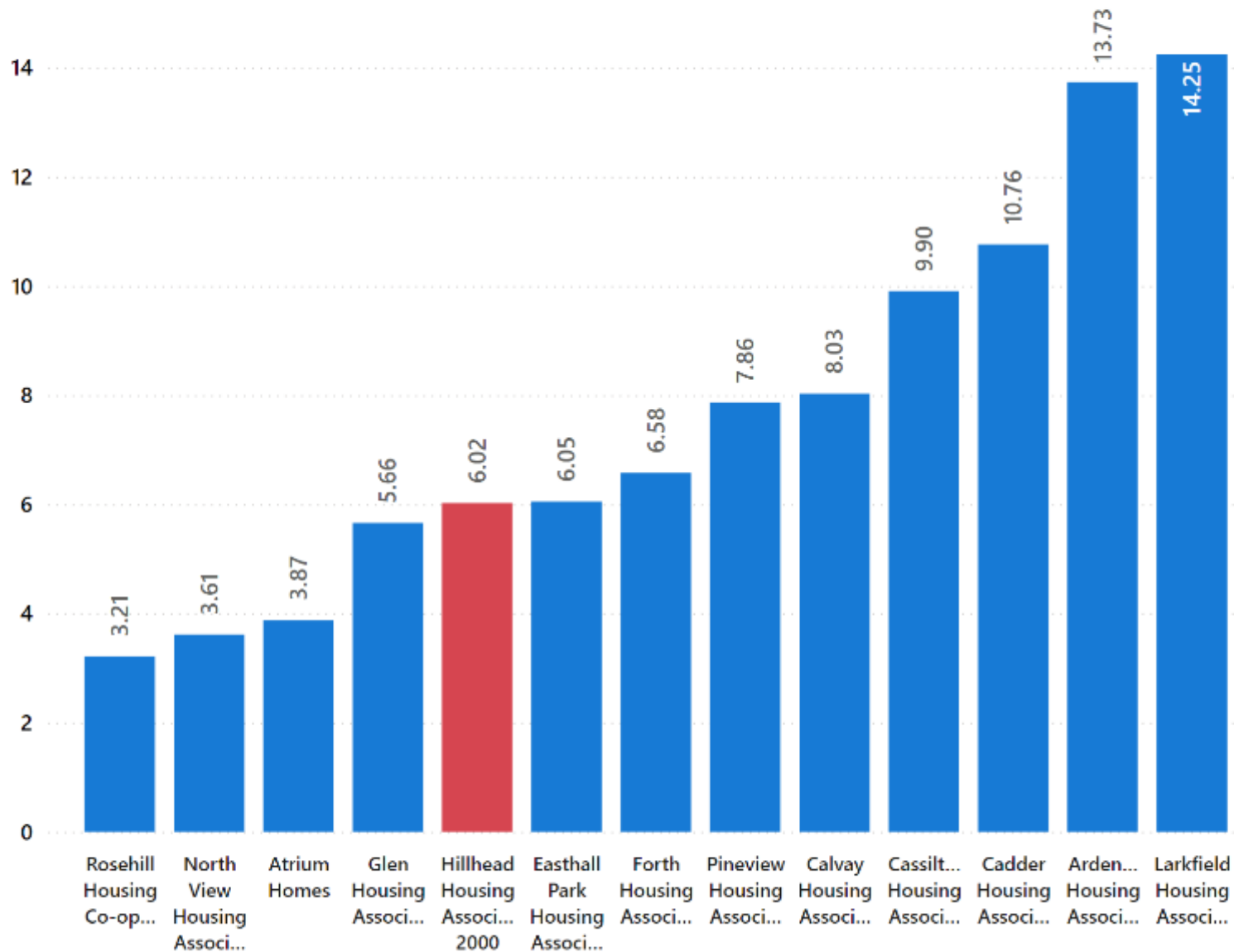
● Hillhead Housing Association... ● All RSLs ● SHN Average



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	76.36%	76.36%	73.68%
Peer Group 6 - Small stock transfer	77.41%	75.55%	73.89%
All RSLs	81.77%	81.93%	82.01%
SHN Average	81.79%	81.59%	81.68%

Complaints

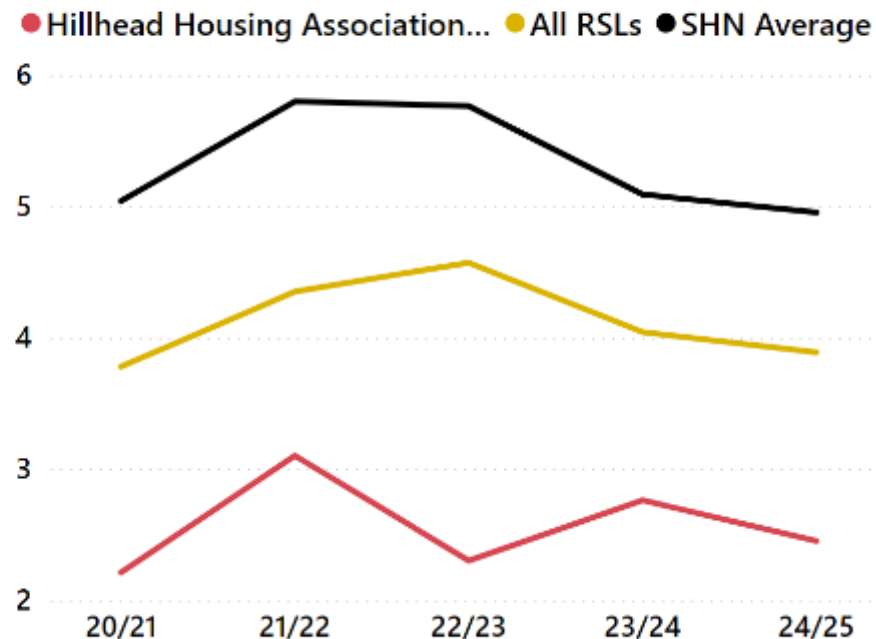
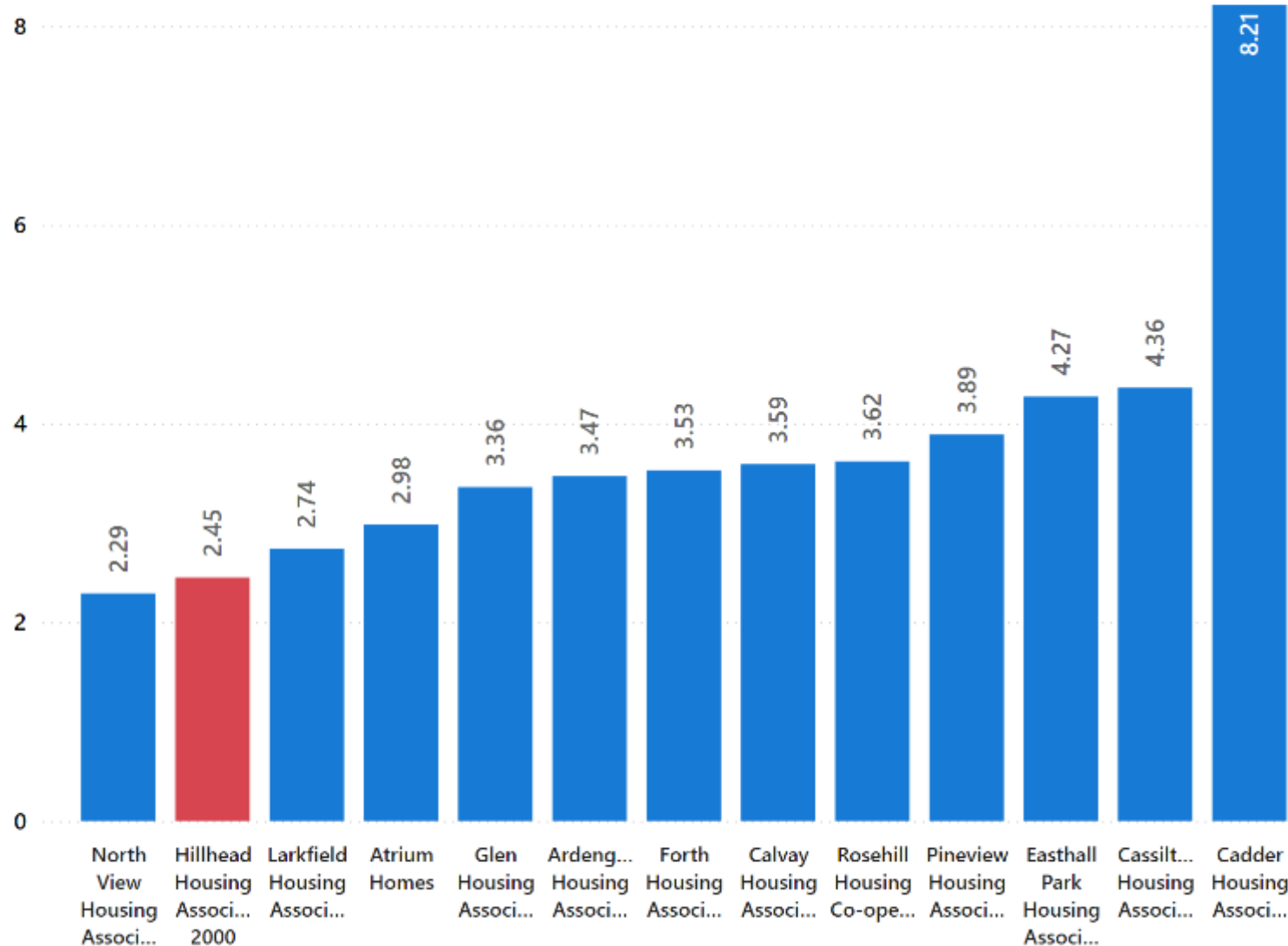
13 Complaints received per 100 homes



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	2.77	4.10	6.02
Peer Group 6 - Small stock transfer	9.16	10.22	8.99
All RSLs	8.22	8.62	8.44
SHN Average	6.14	6.57	6.40

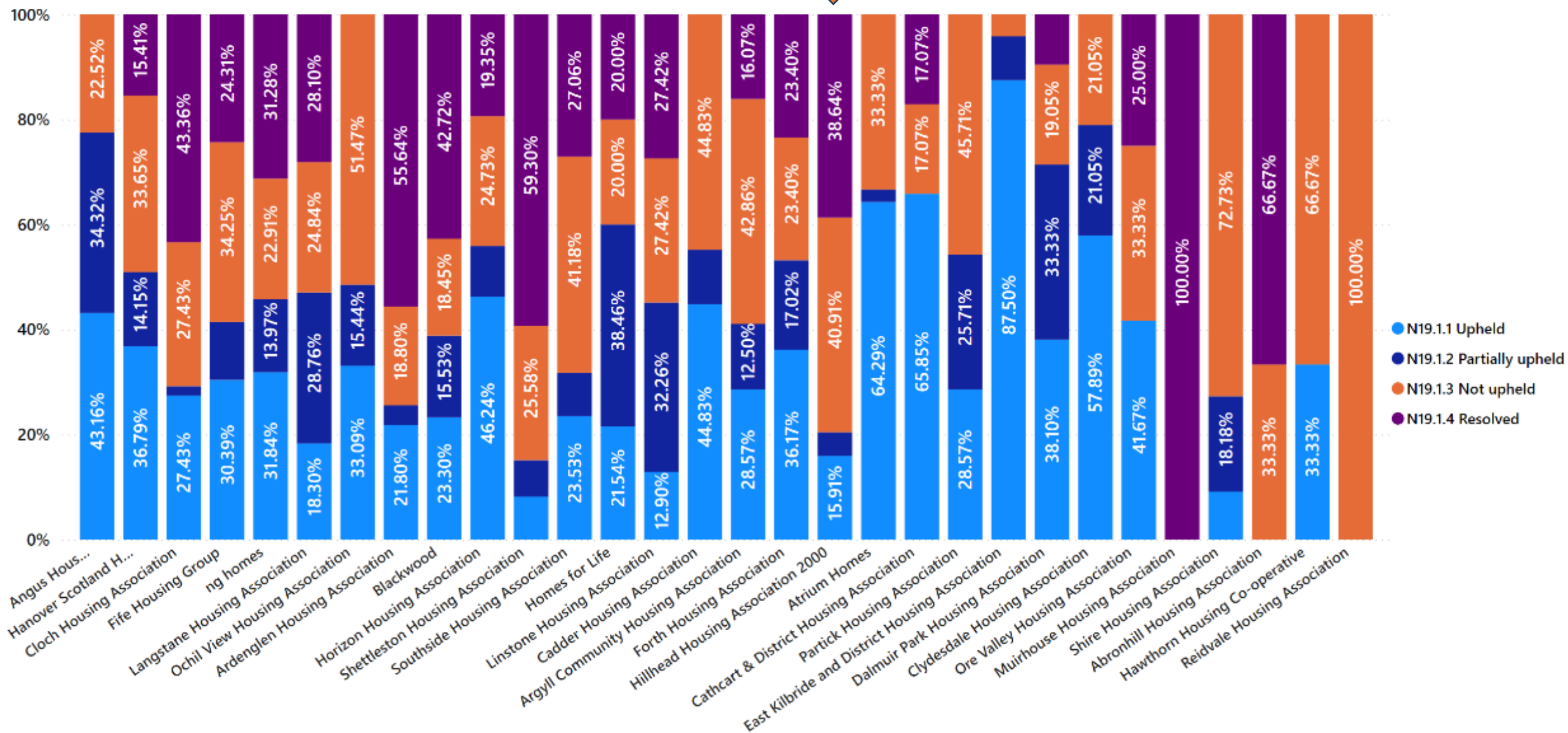
1st Stage Complaints

14 Stage 1 complaints average time to respond (days)



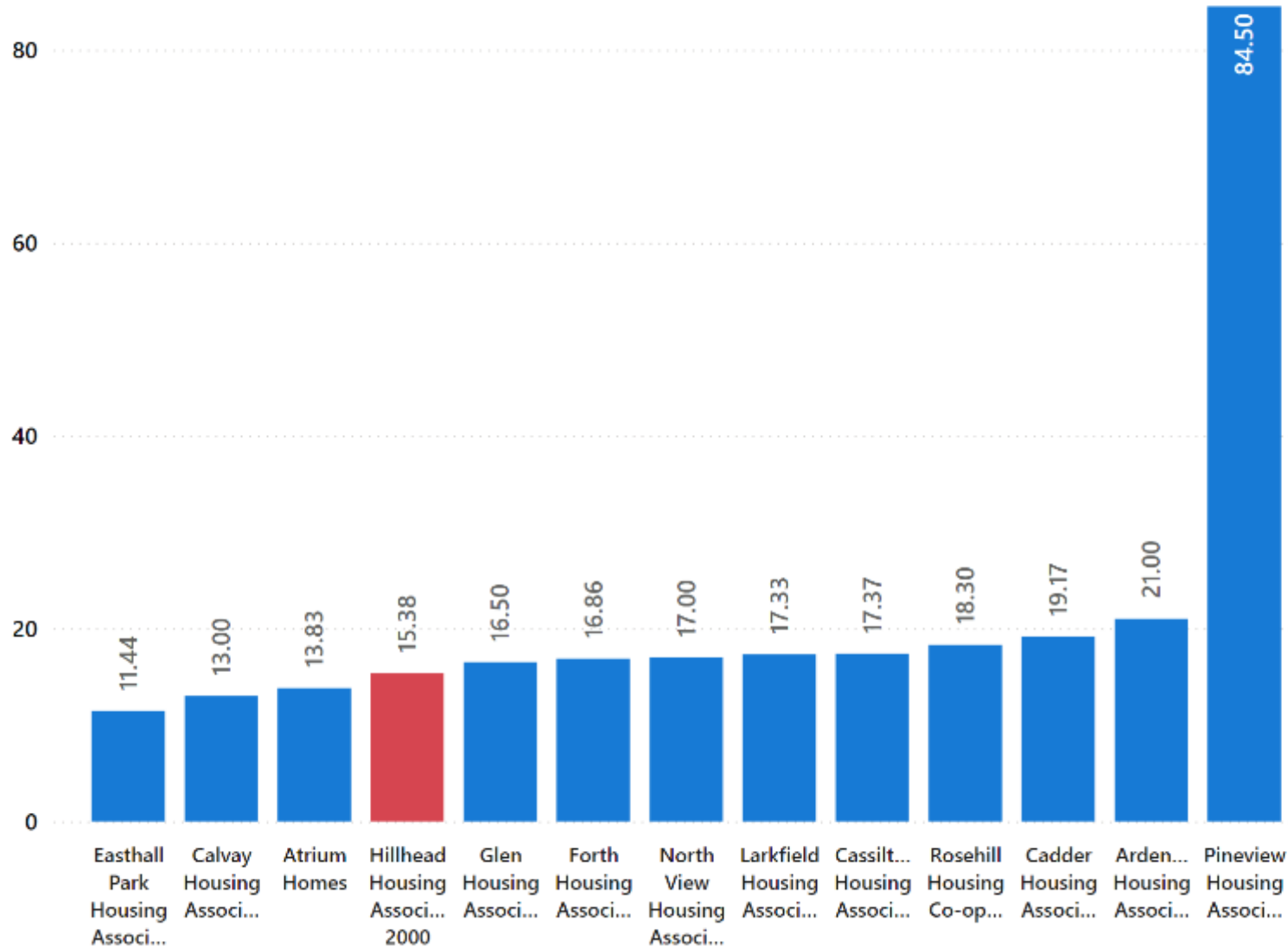
Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	2.30	2.76	2.45
Peer Group 6 - Small stock transfer	2.79	4.19	3.61
All RSLs	4.57	4.04	3.89
SHN Average	5.76	5.09	4.95

1st Stage Complaints

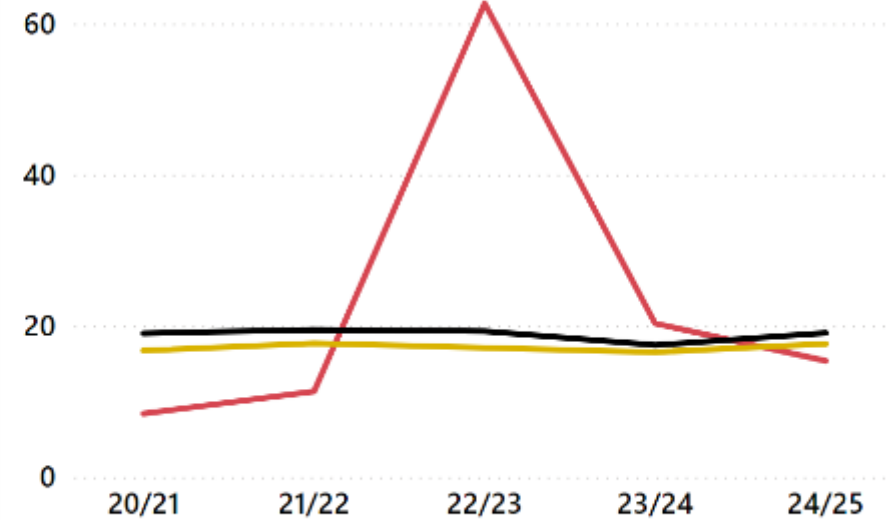


2nd Stage Complaints

14 Stage 2 complaints average time to respond (days)



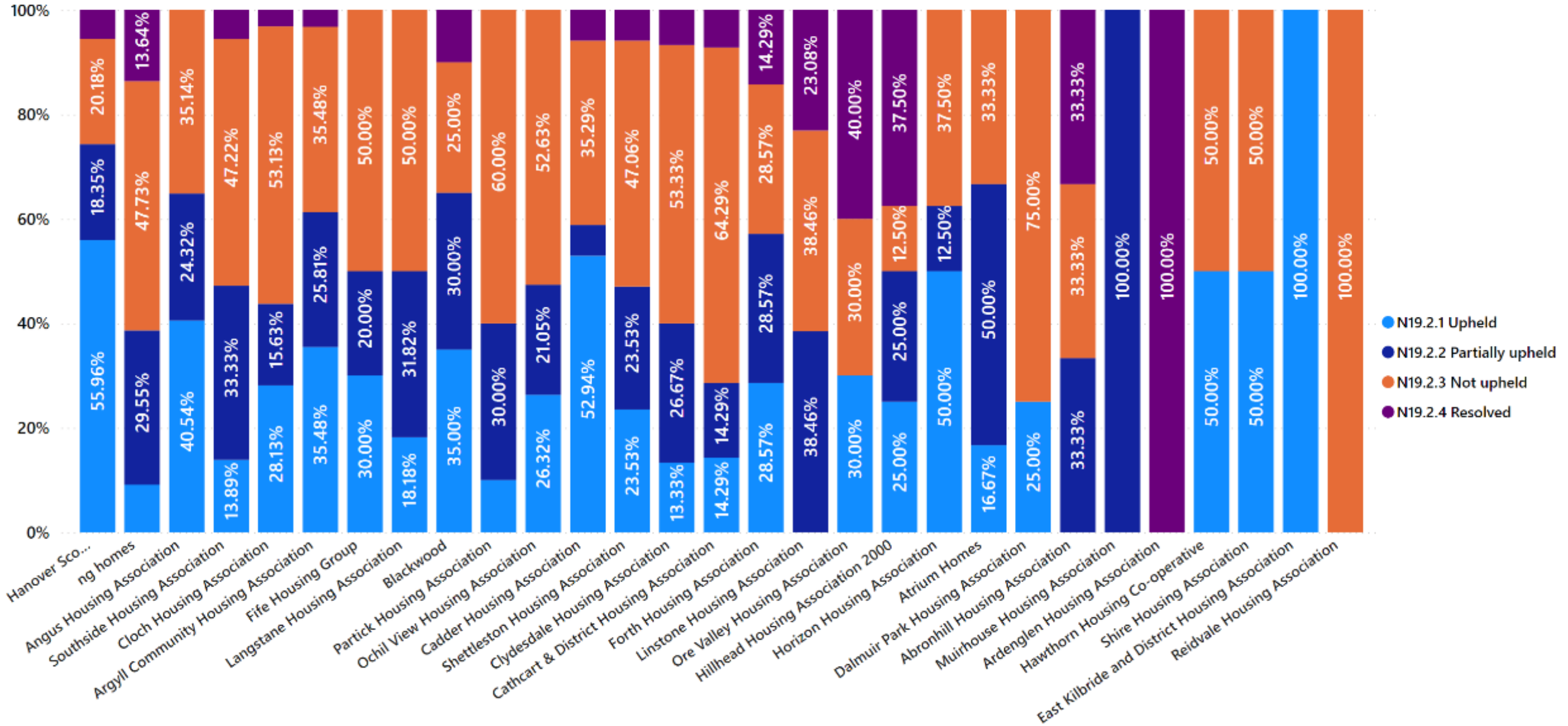
● Hillhead Housing Association... ● All RSLs ● SHN Average



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	62.67	20.33	15.38
Peer Group 6 - Small stock transfer	18.20	15.27	17.27
All RSLs	17.11	16.53	17.62
SHN Average	19.30	17.46	19.06

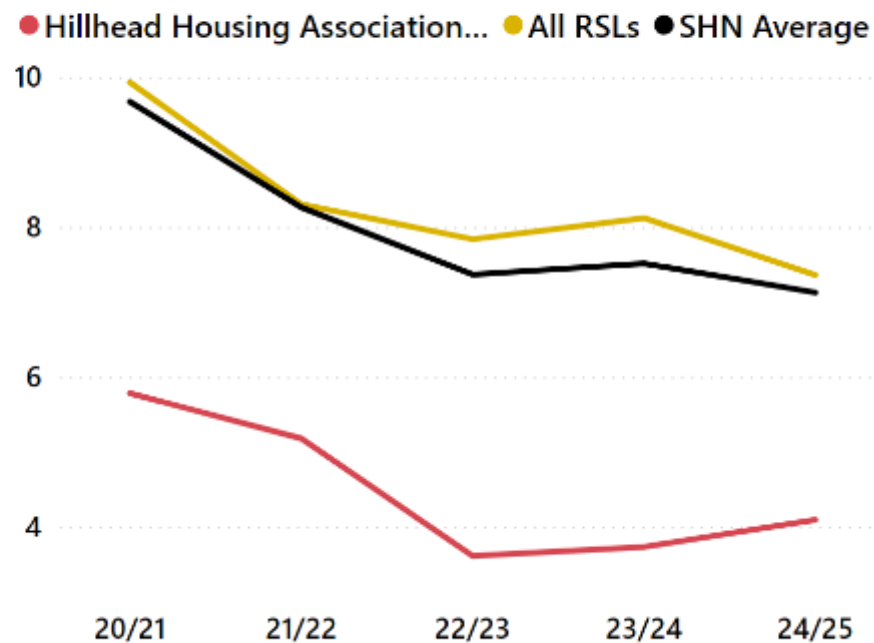
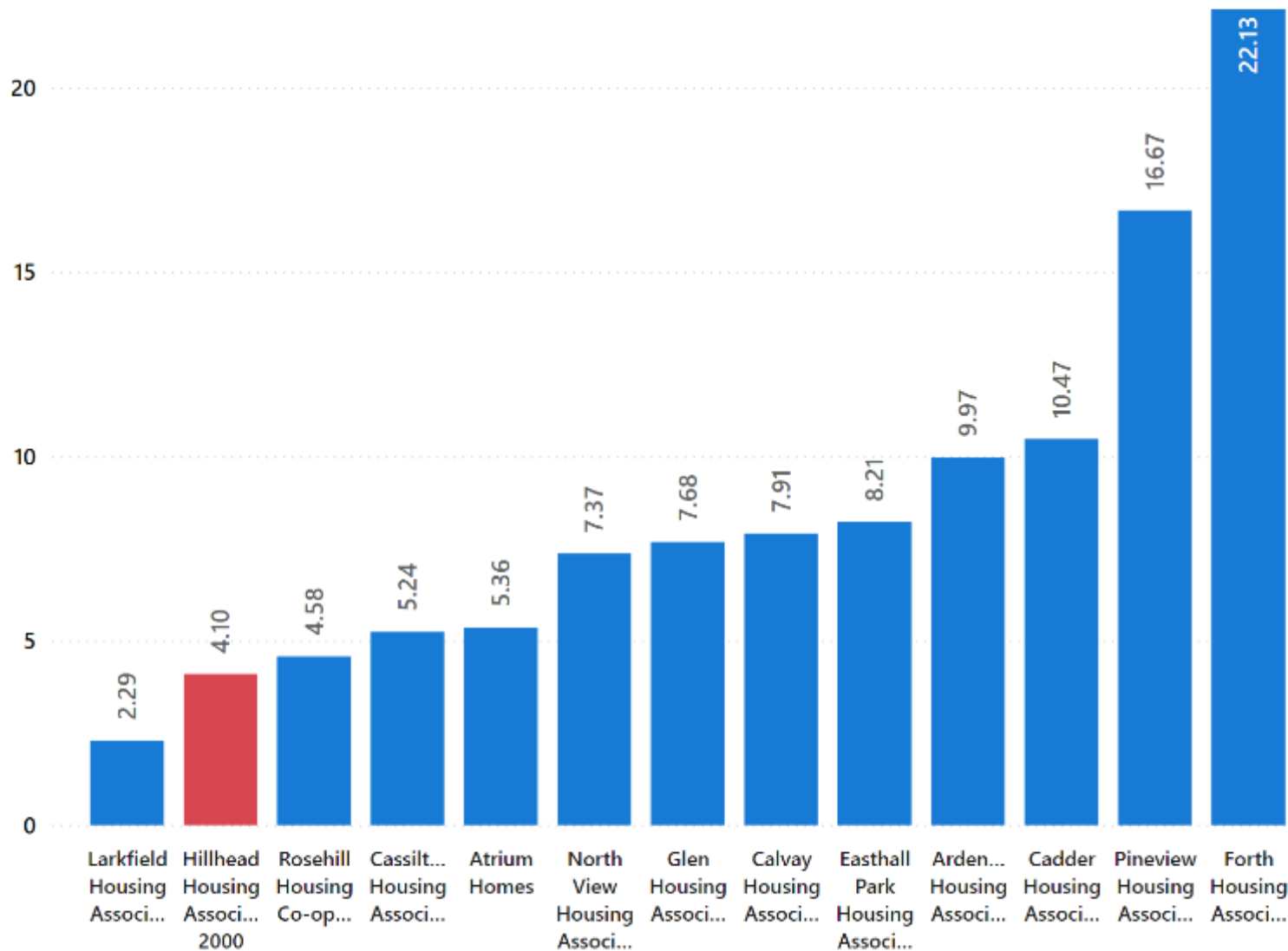
2nd Stage Complaints

N19 Stage 2 complaints - Type



Anti-Social Behaviour

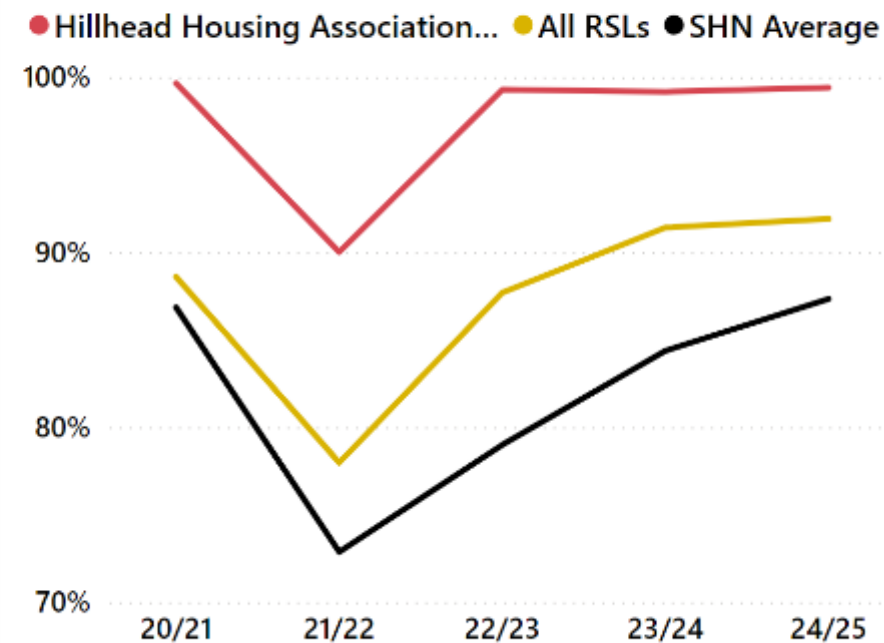
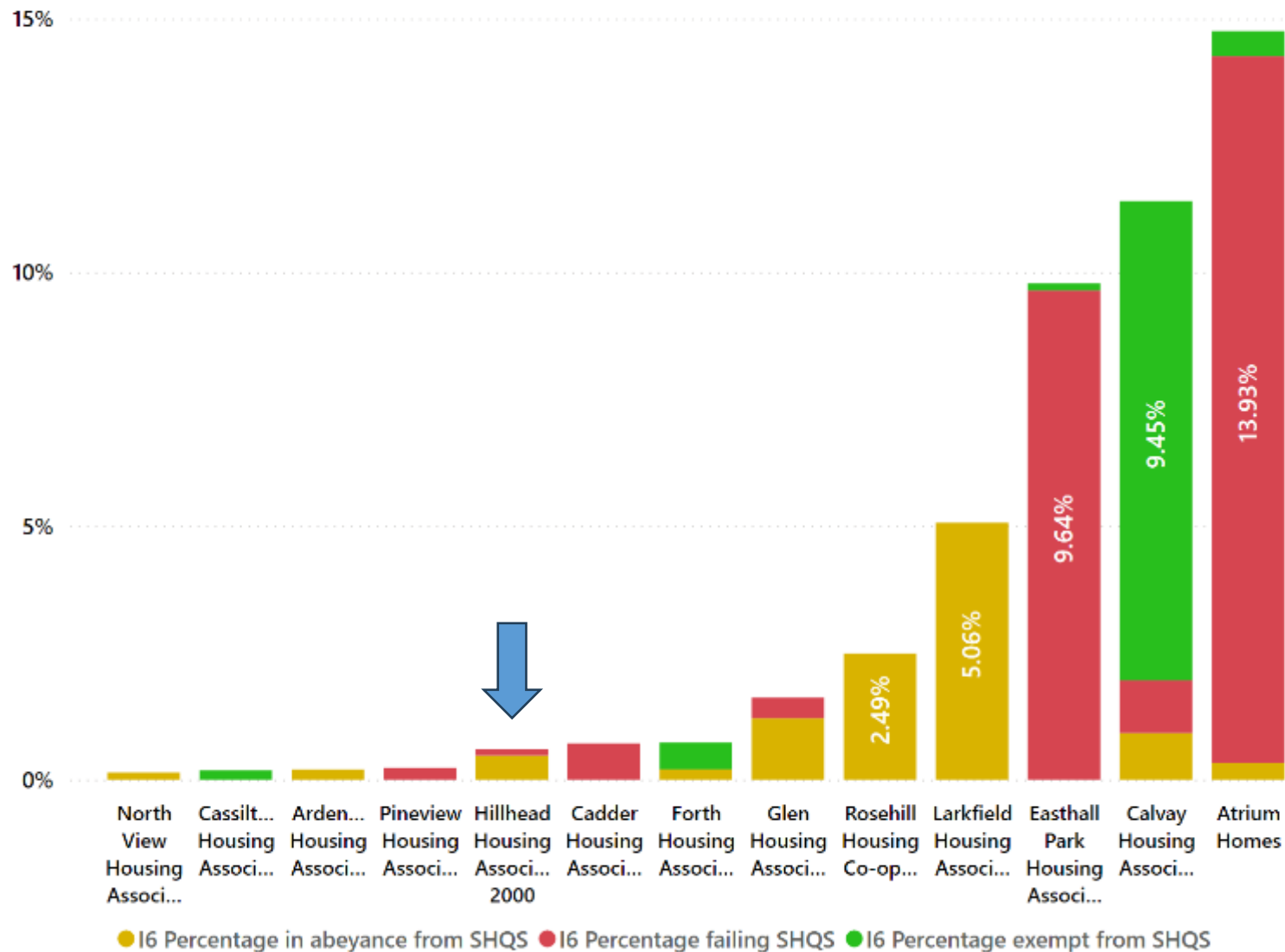
115 ASB cases per 100 homes



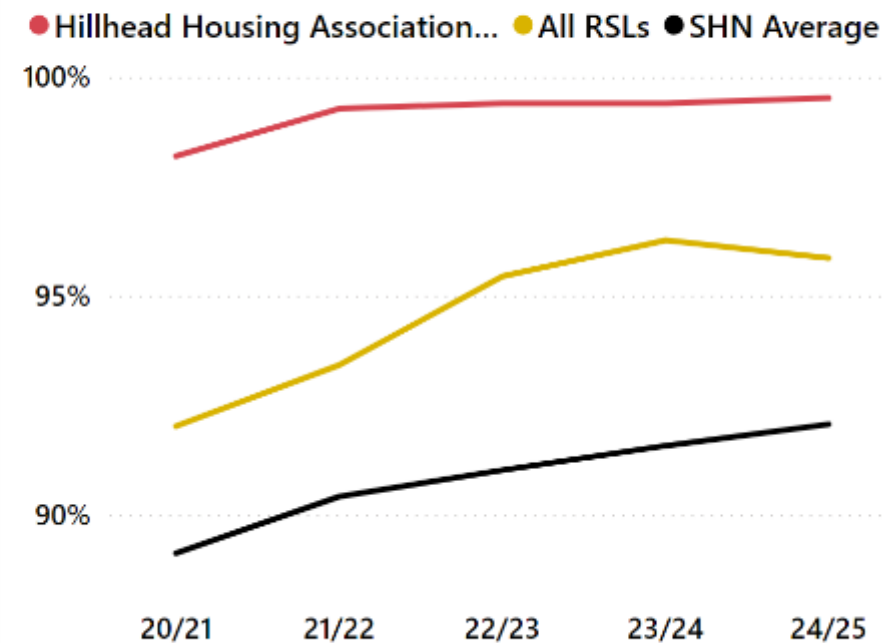
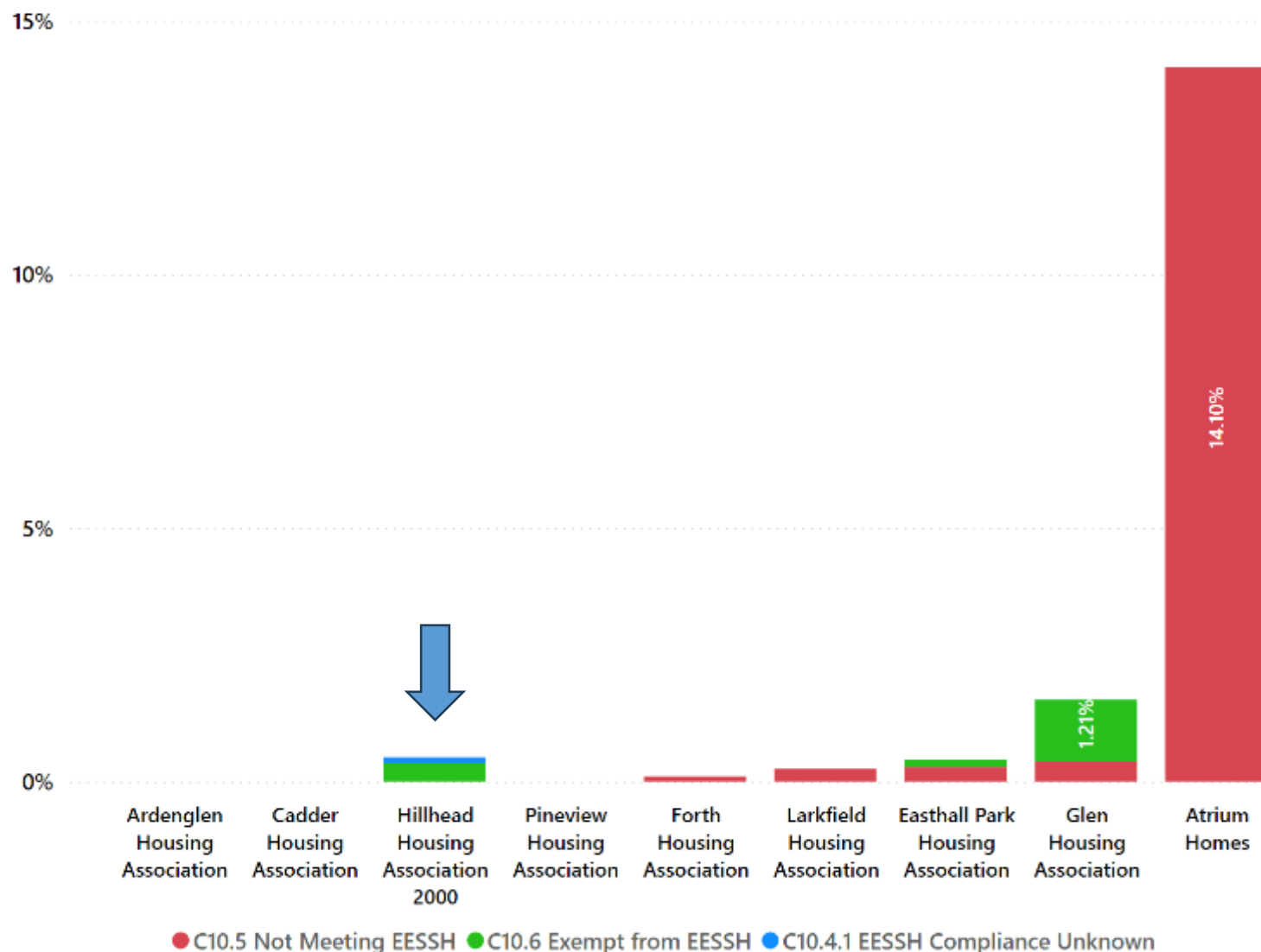
Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	3.61	3.73	4.10
Peer Group 6 - Small stock transfer	4.50	4.43	5.74
All RSLs	7.84	8.12	7.36
SHN Average	7.37	7.51	7.13



Housing Quality & Maintenance



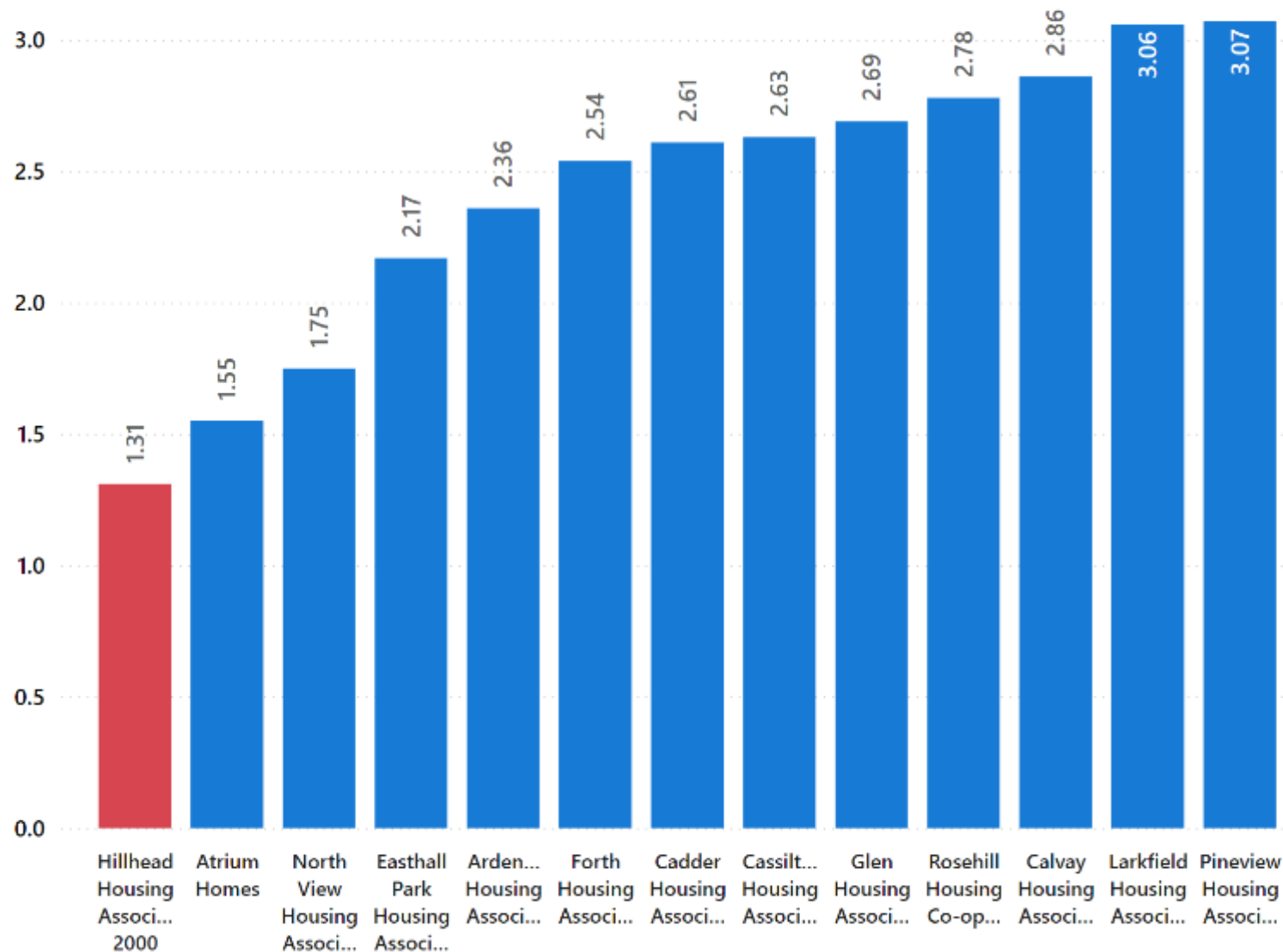
Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	99.28%	99.16%	99.40%
Peer Group 6 - Small stock transfer	84.77%	90.90%	92.48%
All RSLs	87.68%	91.40%	91.89%
SHN Average	78.98%	84.36%	87.32%



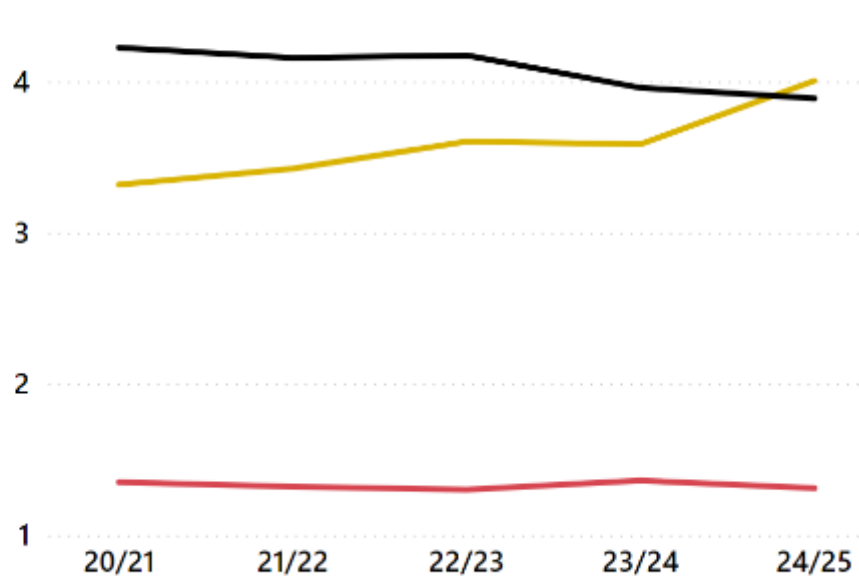
Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	99.40%	99.40%	99.52%
Peer Group 6 - Small stock transfer	87.49%	92.00%	96.28%
All RSLs	95.44%	96.27%	95.86%
SHN Average	91.01%	91.57%	92.06%

Emergency Repairs

18 Average hours to complete emergency repairs



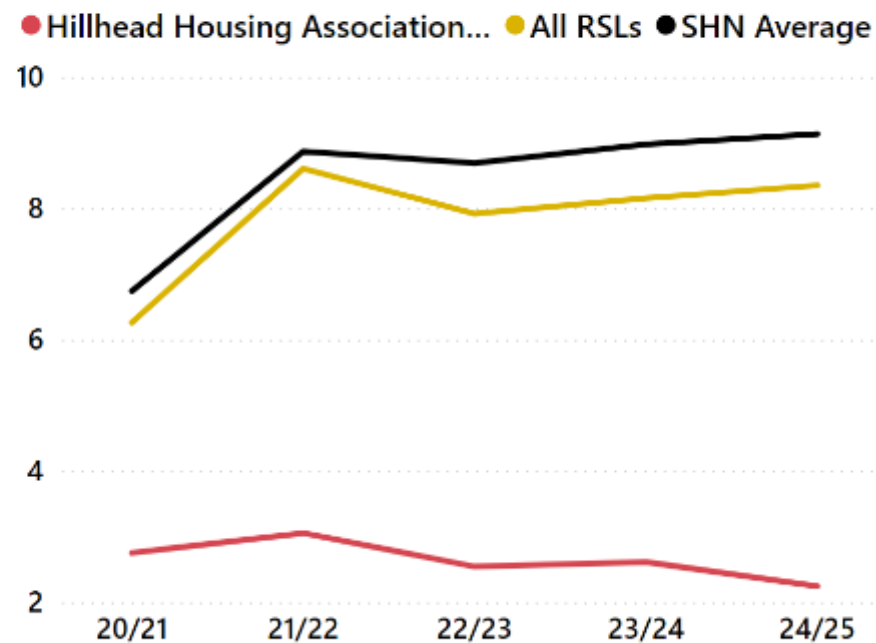
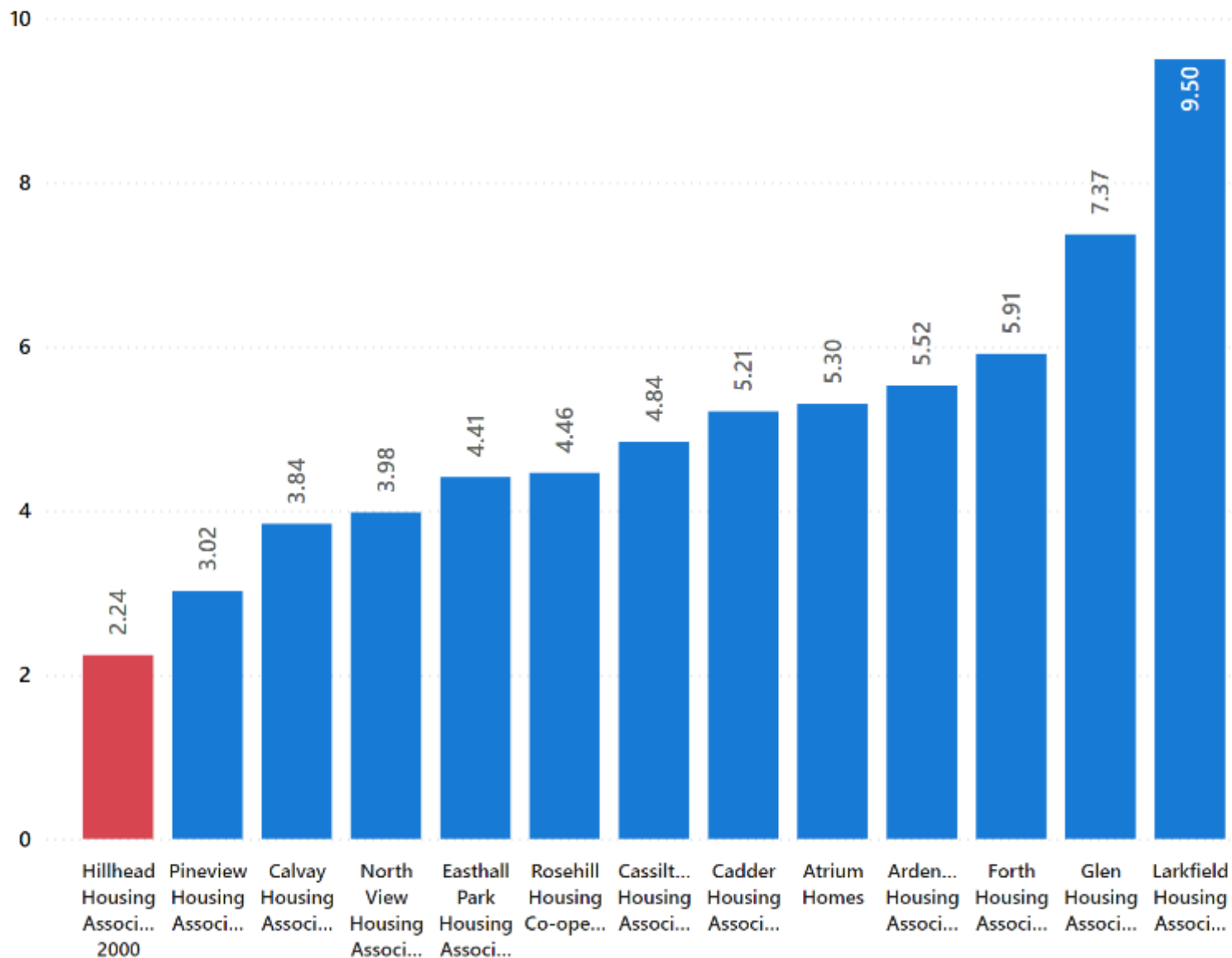
● Hillhead Housing Association... ● All RSLs ● SHN Average



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	1.30	1.36	1.31
Peer Group 6 - Small stock transfer	2.53	2.22	2.55
All RSLs	3.60	3.59	4.01
SHN Average	4.17	3.96	3.89

Non-Emergency Repairs

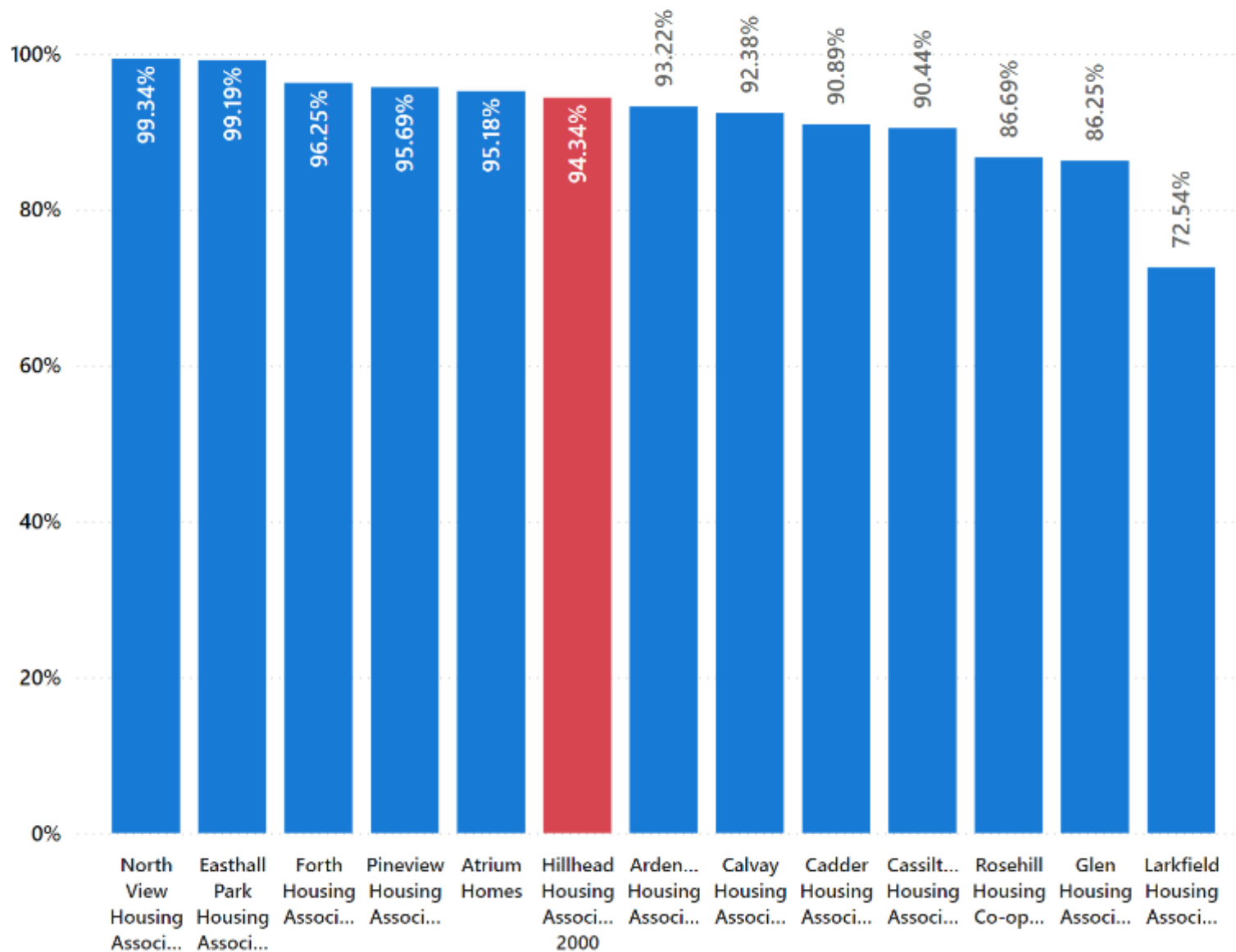
19 Average working days to complete non-emergency repairs



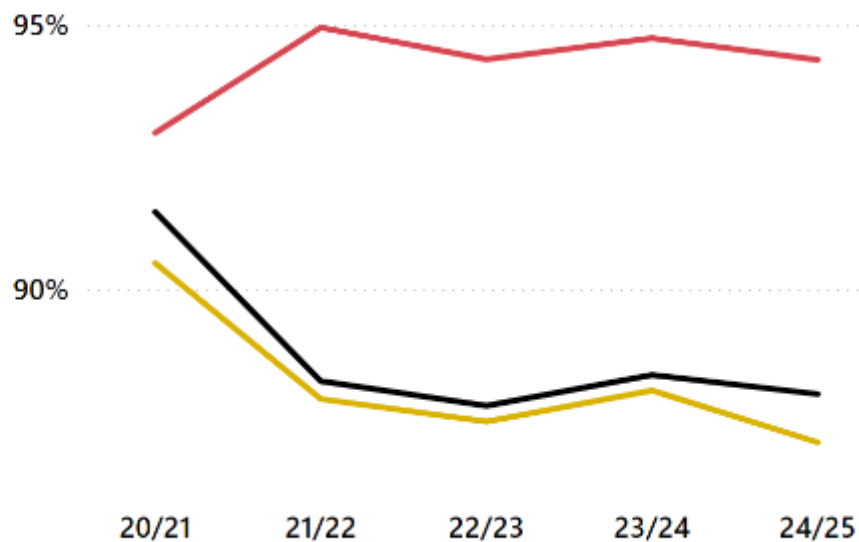
Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	2.54	2.61	2.24
Peer Group 6 - Small stock transfer	5.51	5.85	6.32
All RSLs	7.92	8.15	8.35
SHN Average	8.69	8.97	9.13

Repairs Right First Time

110 Percentage reactive repairs completed right first time



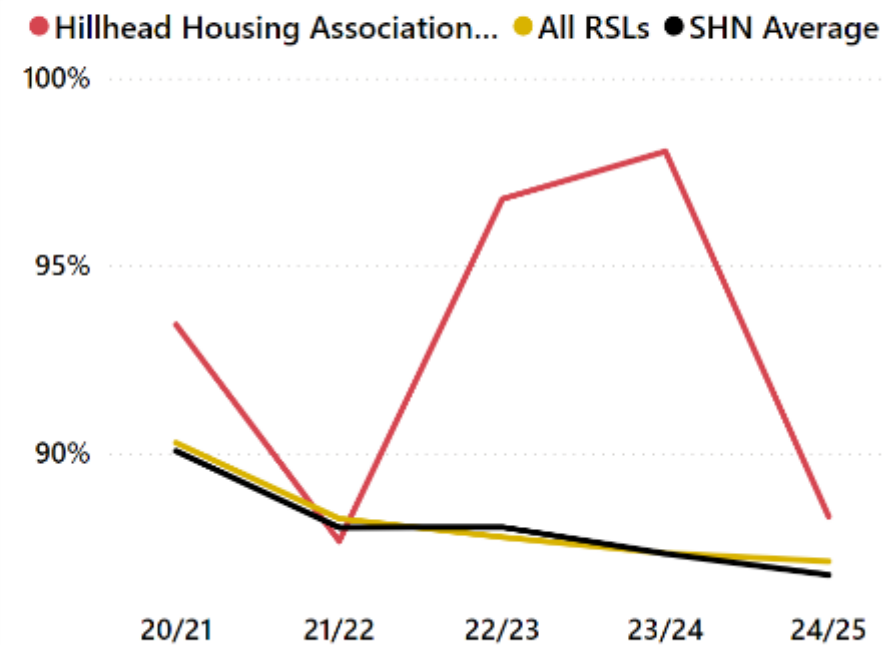
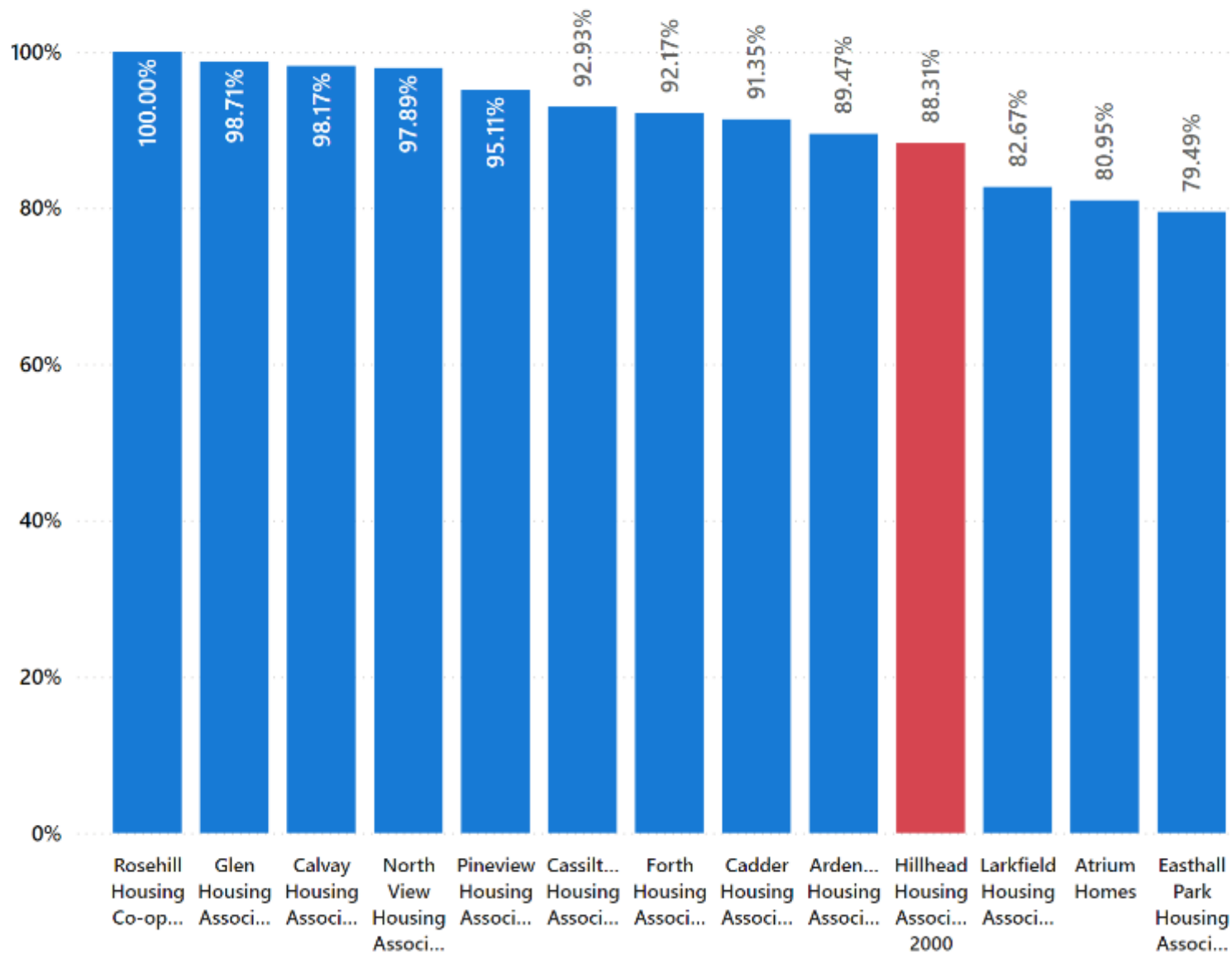
● Hillhead Housing Association... ● All RSLs ● SHN Average



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	94.35%	94.75%	94.34%
Peer Group 6 - Small stock transfer	87.73%	87.38%	89.26%
All RSLs	87.50%	88.09%	87.11%
SHN Average	87.80%	88.38%	88.02%

Repairs Satisfaction

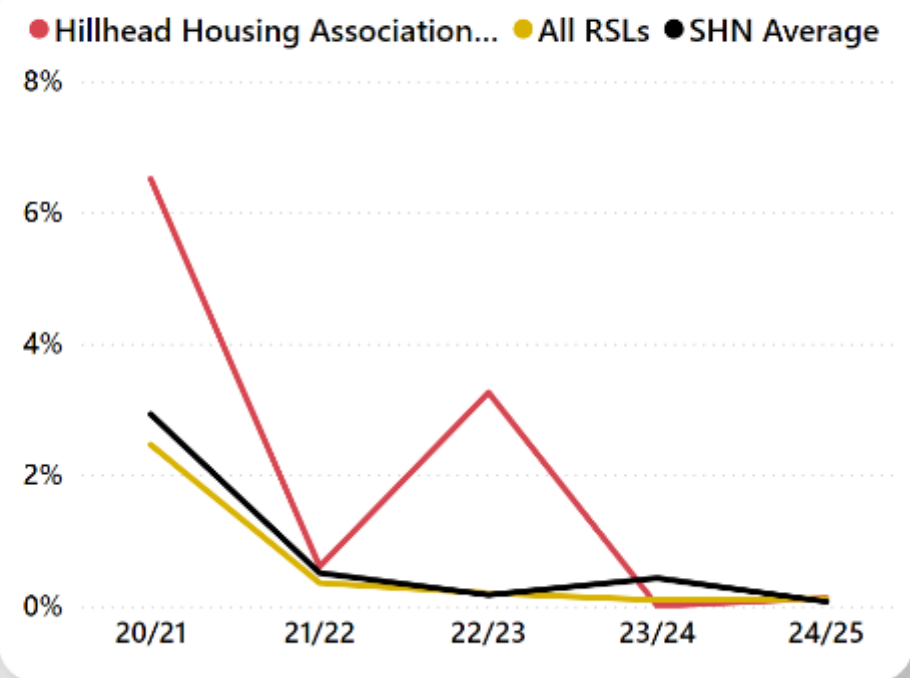
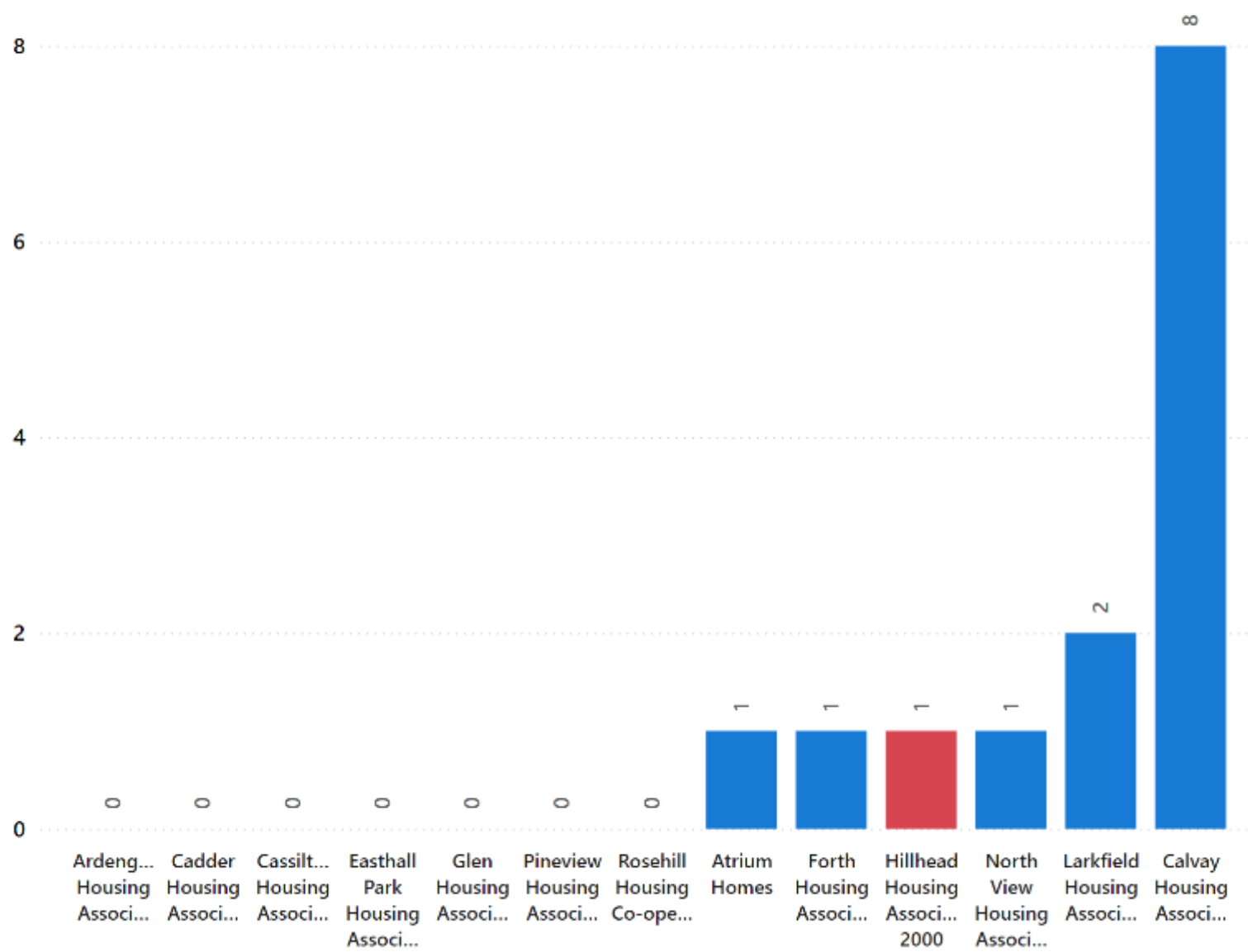
112 Percentage tenants satisfied with repairs service



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	96.77%	98.04%	88.31%
Peer Group 6 - Small stock transfer	90.85%	87.71%	83.63%
All RSLs	87.76%	87.33%	87.11%
SHN Average	88.02%	87.31%	86.75%

Gas Safety

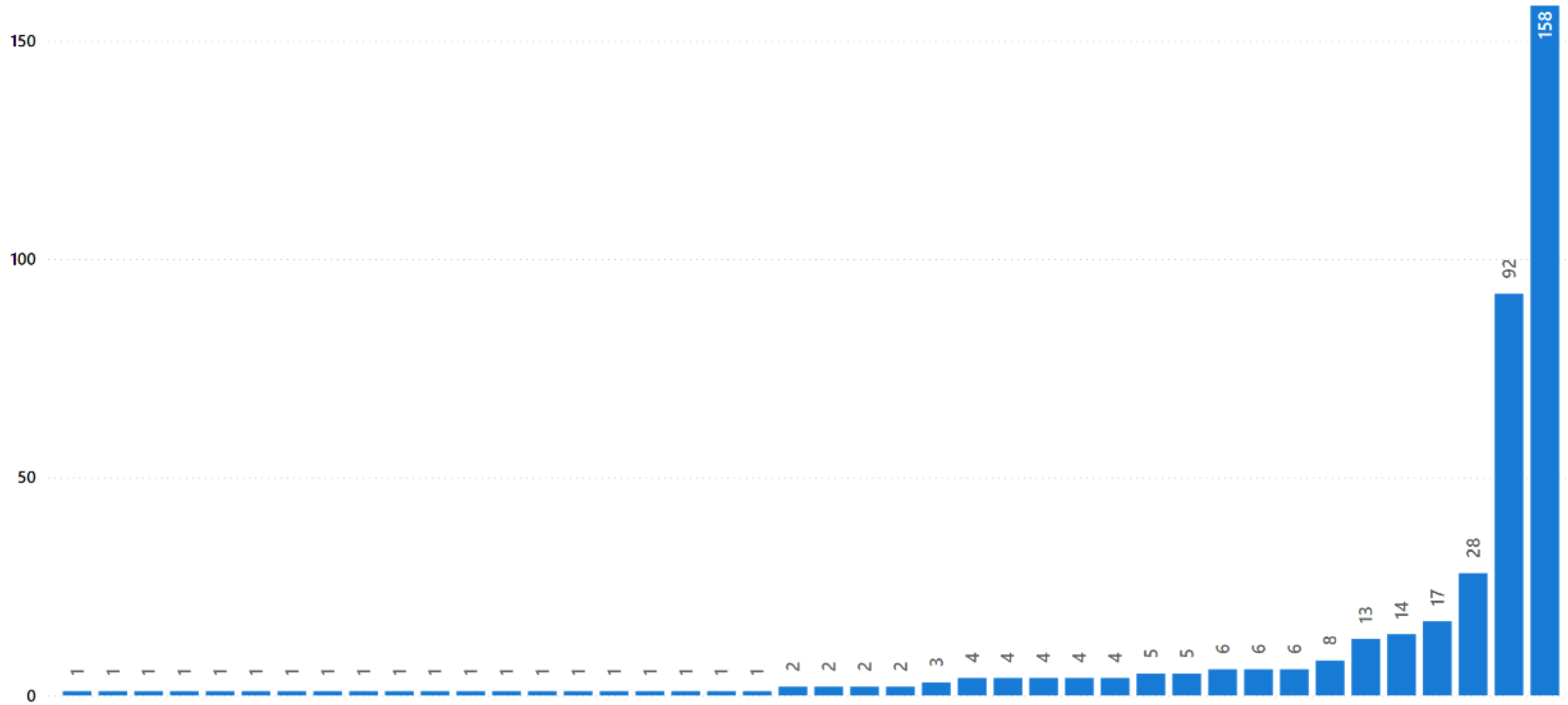
I11 Gas safety fails count



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	27	0	1
Peer Group 6 - Small stock transfer	66	36	3
All RSLs	578	268	343
SHN Average	1,032	2,631	409

Gas Safety

111 Gas safety regulations not met





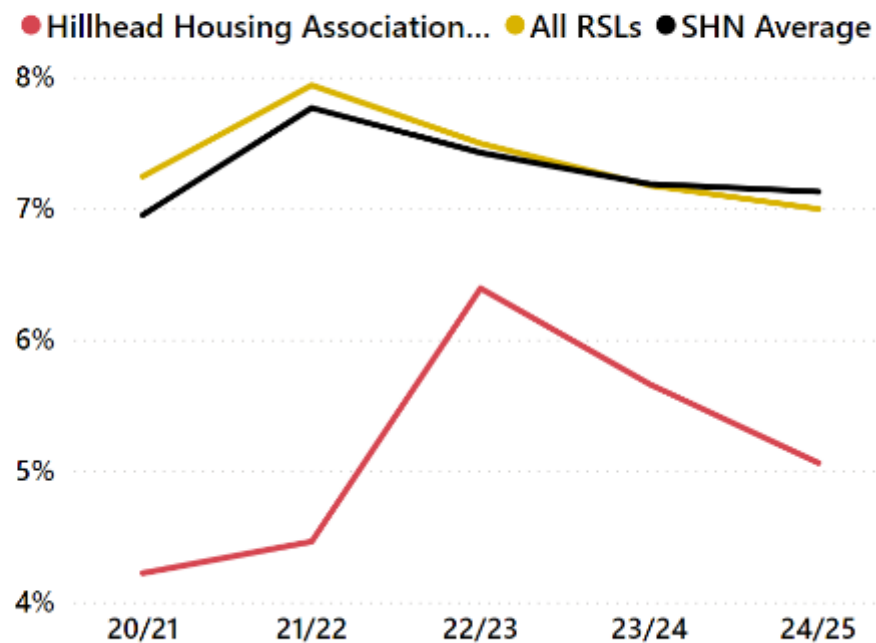
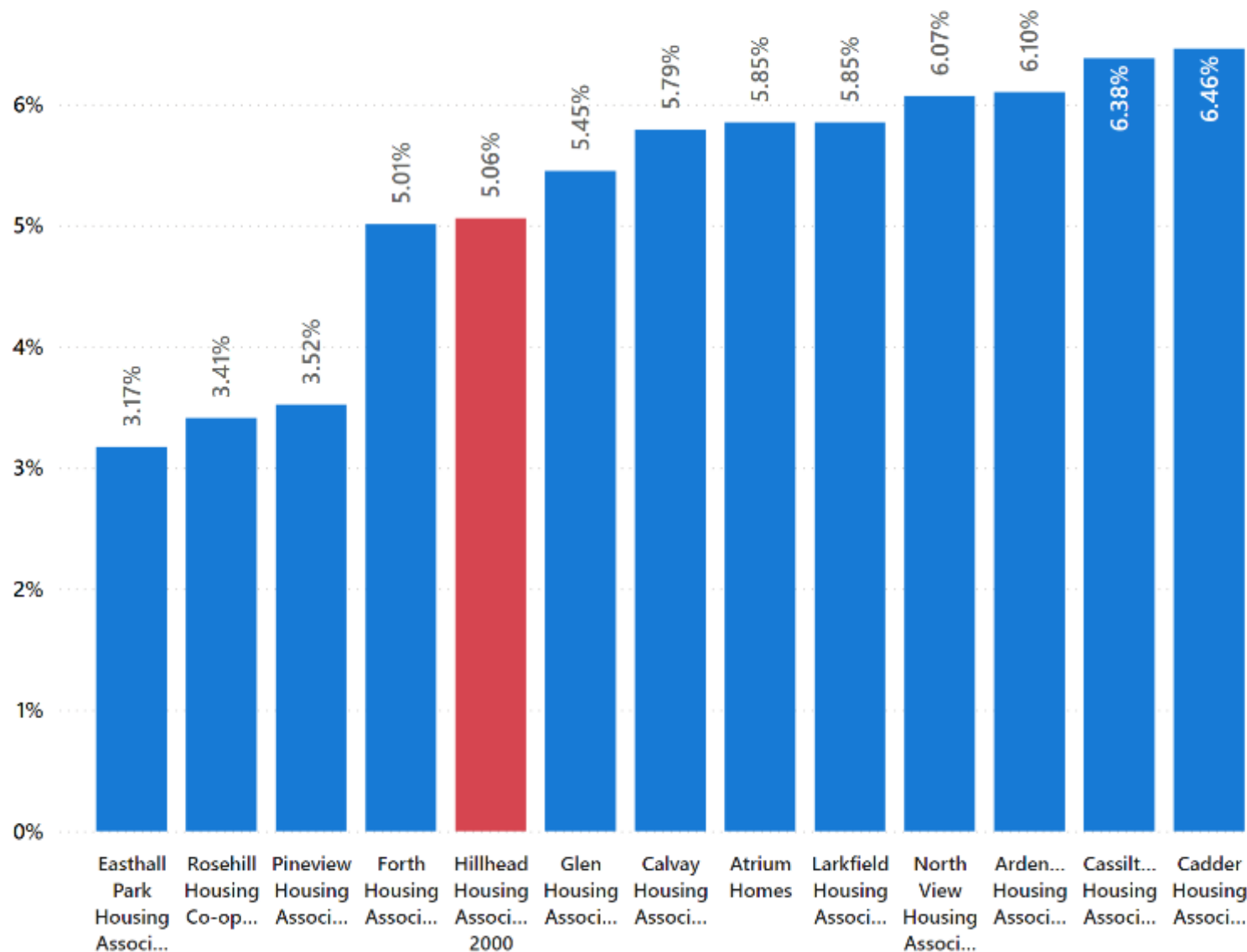
Access to Housing

Housing Lists & Lets

C2.1 The number of lets to existing tenants	9
C2.2 The number of lets to housing list applicants	15
C2.3 The number of mutual exchanges	4
C2.4 The number of lets from other sources	2
C2.5 The number of lets to homeless applicants	14
C2.6 Other nominations from local authorities	0
C3.1 General needs lets	40
C3.2 Supported housing lets	0

Turnover

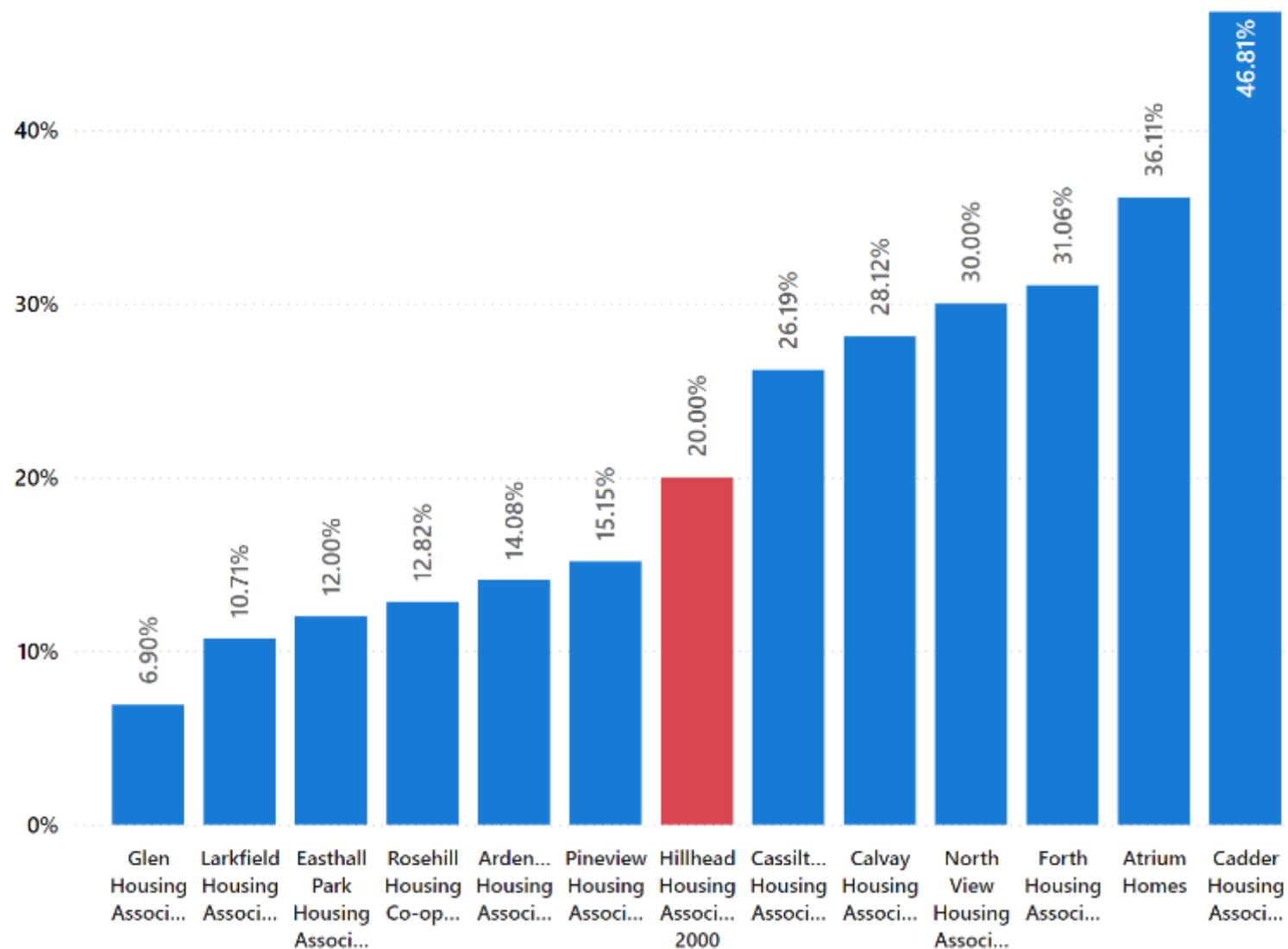
117 Percentage lettable self-contained houses that became vacant in year



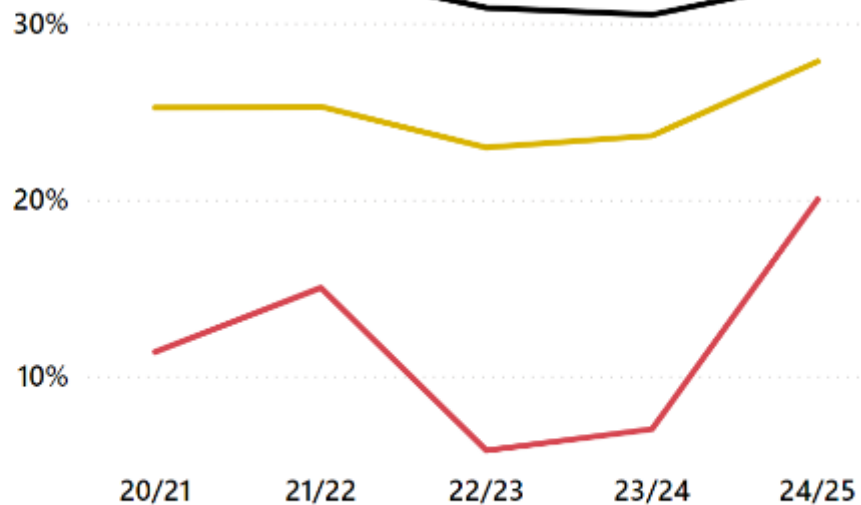
Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	6.39%	5.66%	5.06%
Peer Group 6 - Small stock transfer	6.86%	6.47%	6.66%
All RSLs	7.49%	7.17%	6.99%
SHN Average	7.42%	7.18%	7.13%

Offers Refused

114 Percentage tenancy offers refused



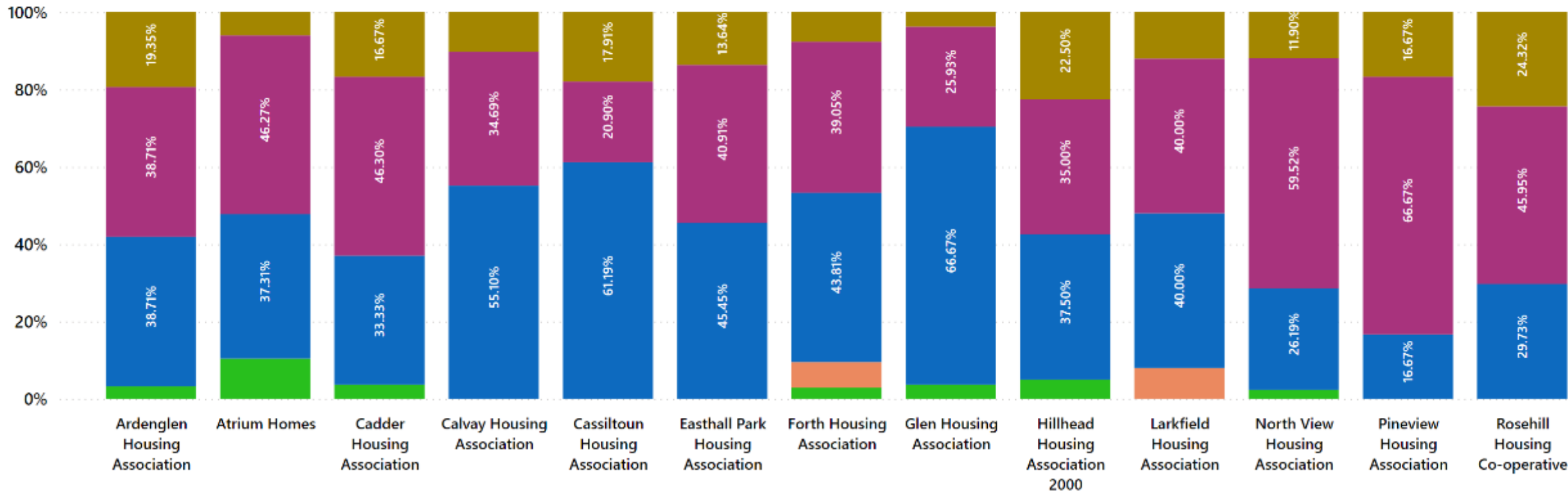
● Hillhead Housing Association... ● All RSLs ● SHN Average



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	5.77%	6.98%	20.00%
Peer Group 6 - Small stock transfer	23.67%	26.47%	47.90%
All RSLs	22.95%	23.62%	27.83%
SHN Average	30.87%	30.48%	32.43%

Lets by Source

C2 percentage of lets by source of let

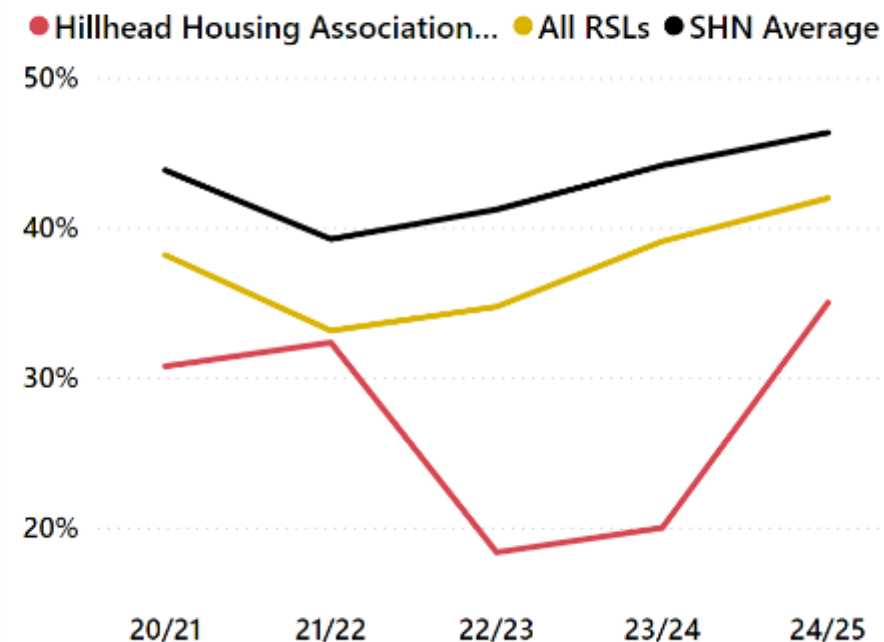
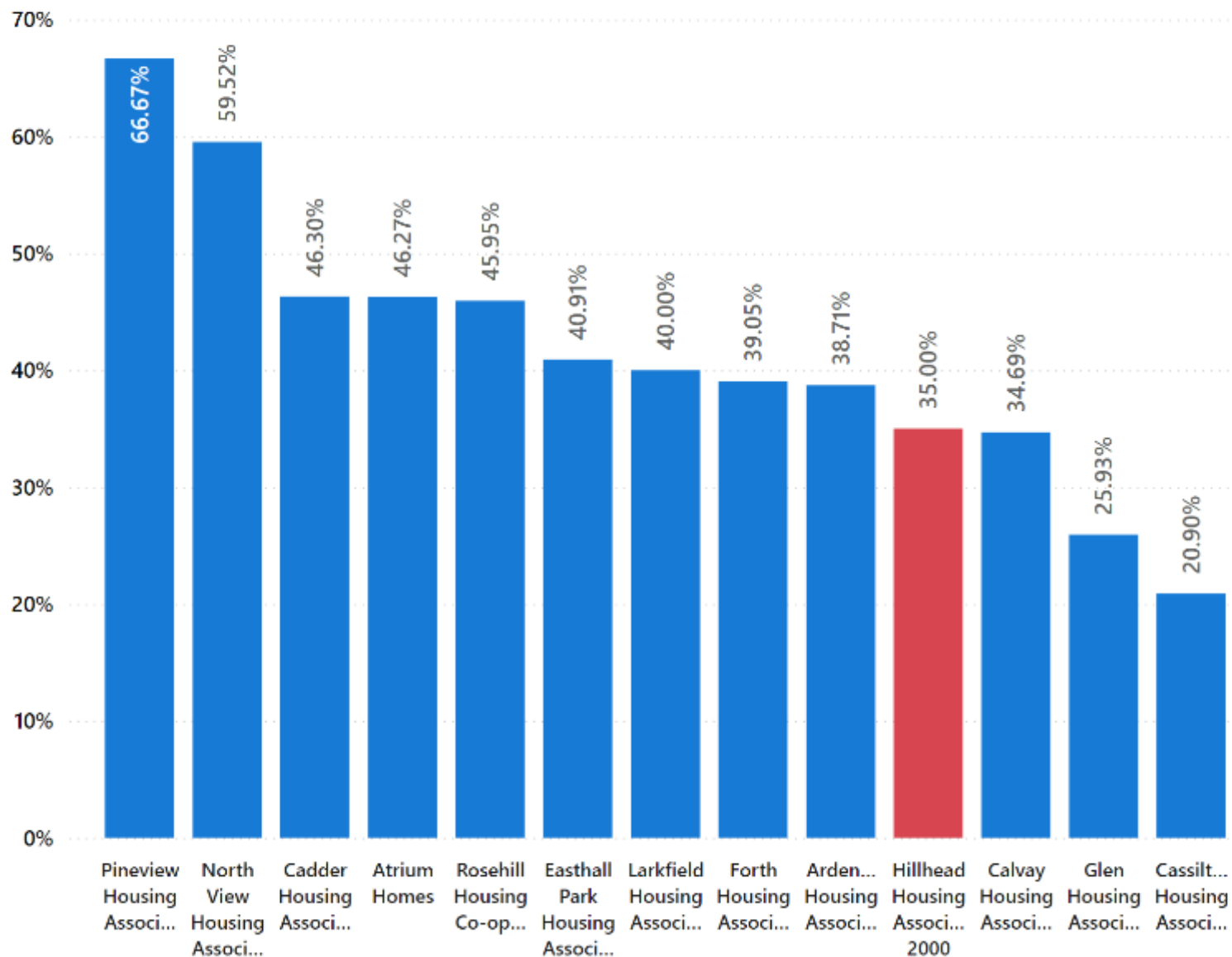


● C2 Percentage of lets to others ● C2 Percentage of lets to LA nominations ● C2 Percentage of lets to housing applicants ● C2 Percentage of lets to homeless applicants ● C2 Percentage of lets to existing tenants

Attribute	C2 Percentage of lets to existing tenants			C2 Percentage of lets to homeless applicants			C2 Percentage of lets to housing applicants			C2 Percentage of lets to LA nominations			C2 Percentage of lets to others		
	22/23	23/24	24/25	22/23	23/24	24/25	22/23	23/24	24/25	22/23	23/24	24/25	22/23	23/24	24/25
Organisation Name															
Hillhead Housing Association 2000	18.37%	20.00%	22.50%	18.37%	20.00%	35.00%	44.90%	45.00%	37.50%	16.33%	15.00%	0.00%	2.04%	0.00%	5.00%
All RSLs	15.58%	13.79%	14.01%	34.74%	39.09%	41.97%	43.20%	39.86%	37.27%	3.15%	3.91%	3.19%	3.33%	3.34%	3.56%

Lets to Homeless Households

C2 Percentage of lets to homeless applicants



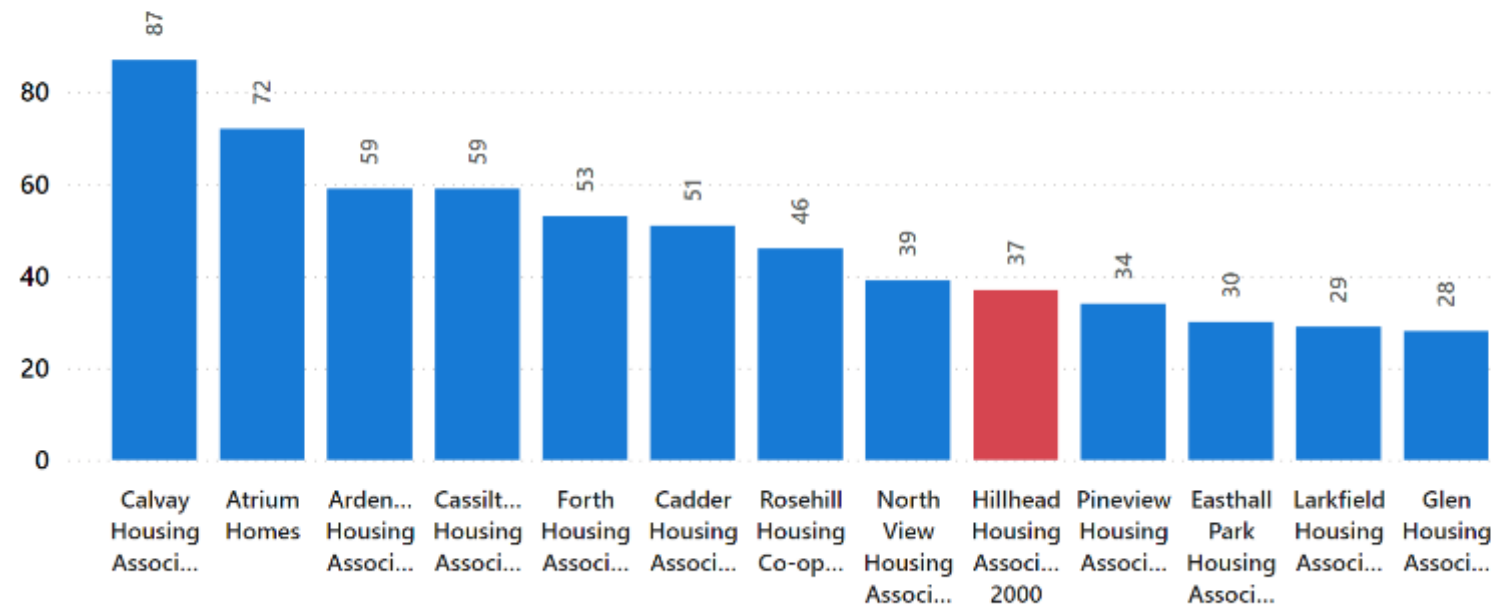
Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	18.37%	20.00%	35.00%
Peer Group 6 - Small stock transfer	20.69%	27.64%	31.18%
All RSLs	34.74%	39.09%	41.97%
SHN Average	41.22%	44.16%	46.34%

Tenancy Sustainment

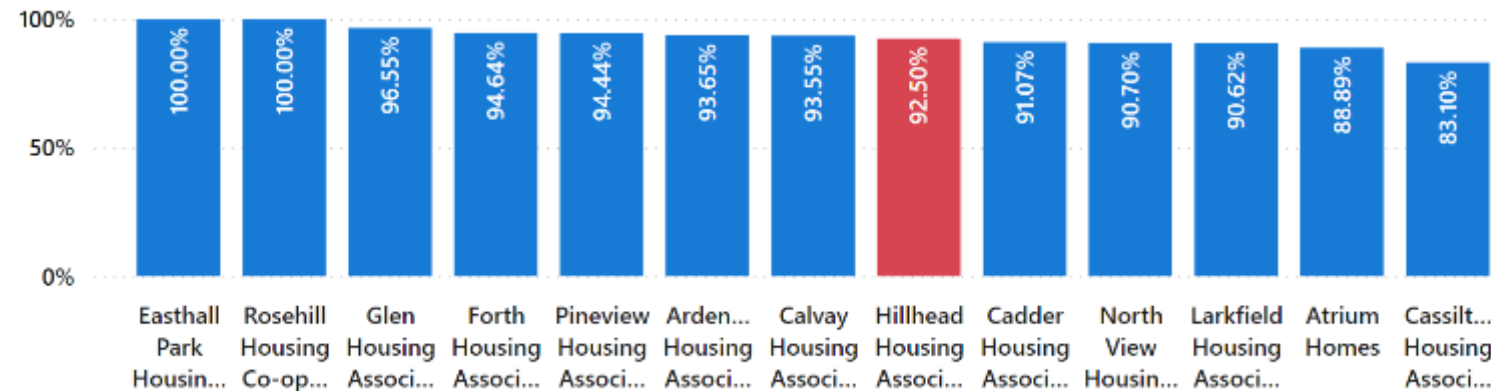
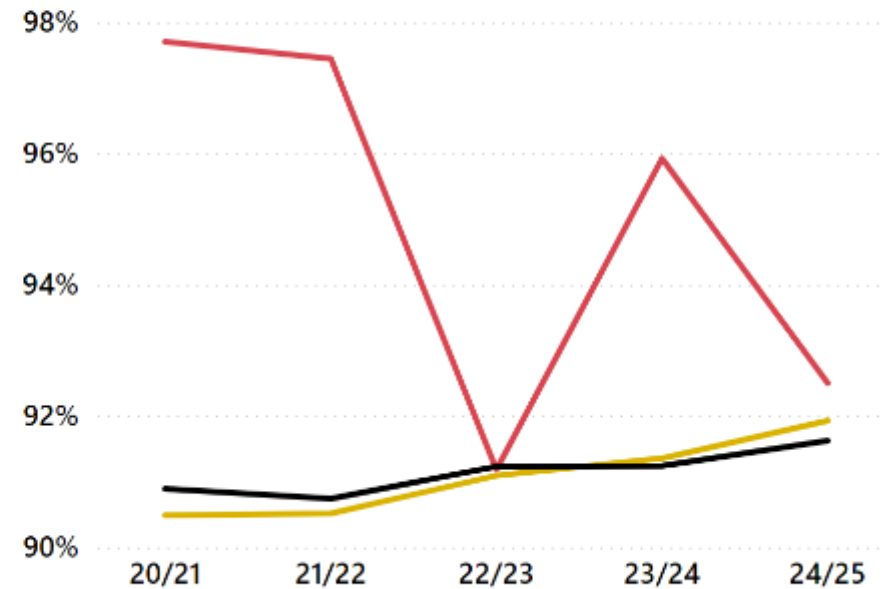
116 Percentage tenancies began in previous year remained more than a year - all



Number of tenancies began in previous year remained more than a year - all



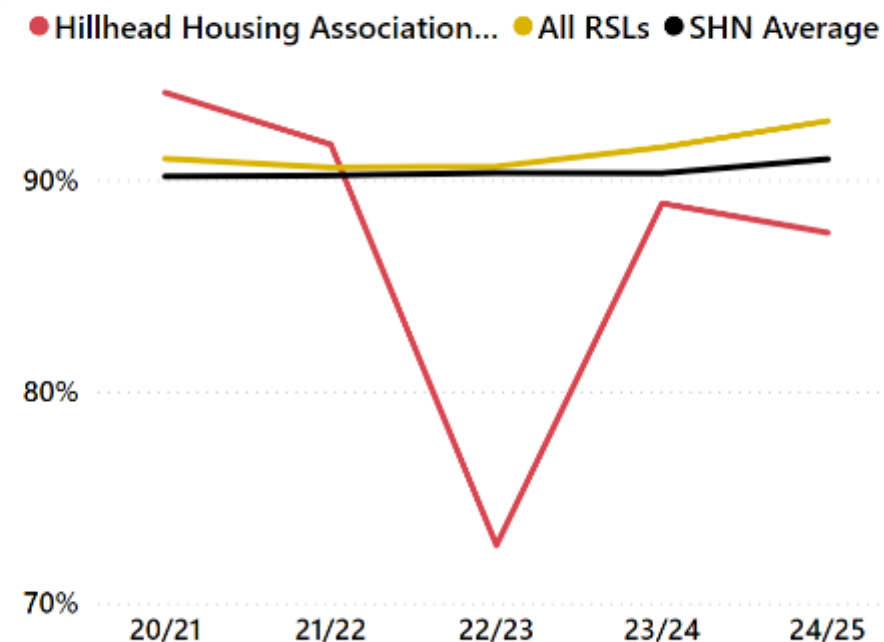
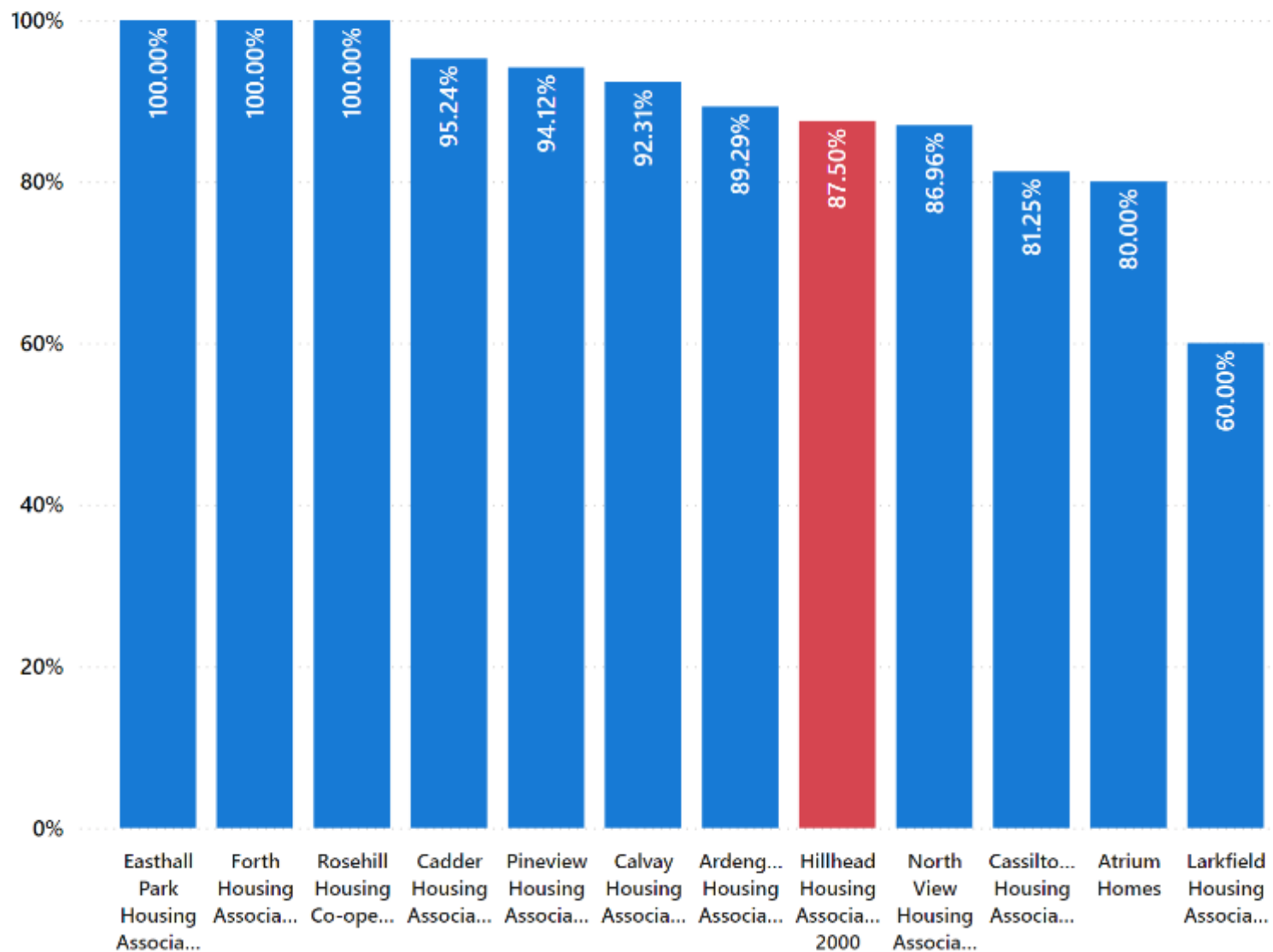
● Hillhead Housing Association... ● All RSLs ● SHN Average



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	91.18%	95.92%	92.50%
Peer Group 6 - Small stock transfer	92.11%	93.37%	89.97%
All RSLs	91.09%	91.35%	91.92%
SHN Average	91.23%	91.24%	91.62%

Tenancy Sustainment (Homeless)

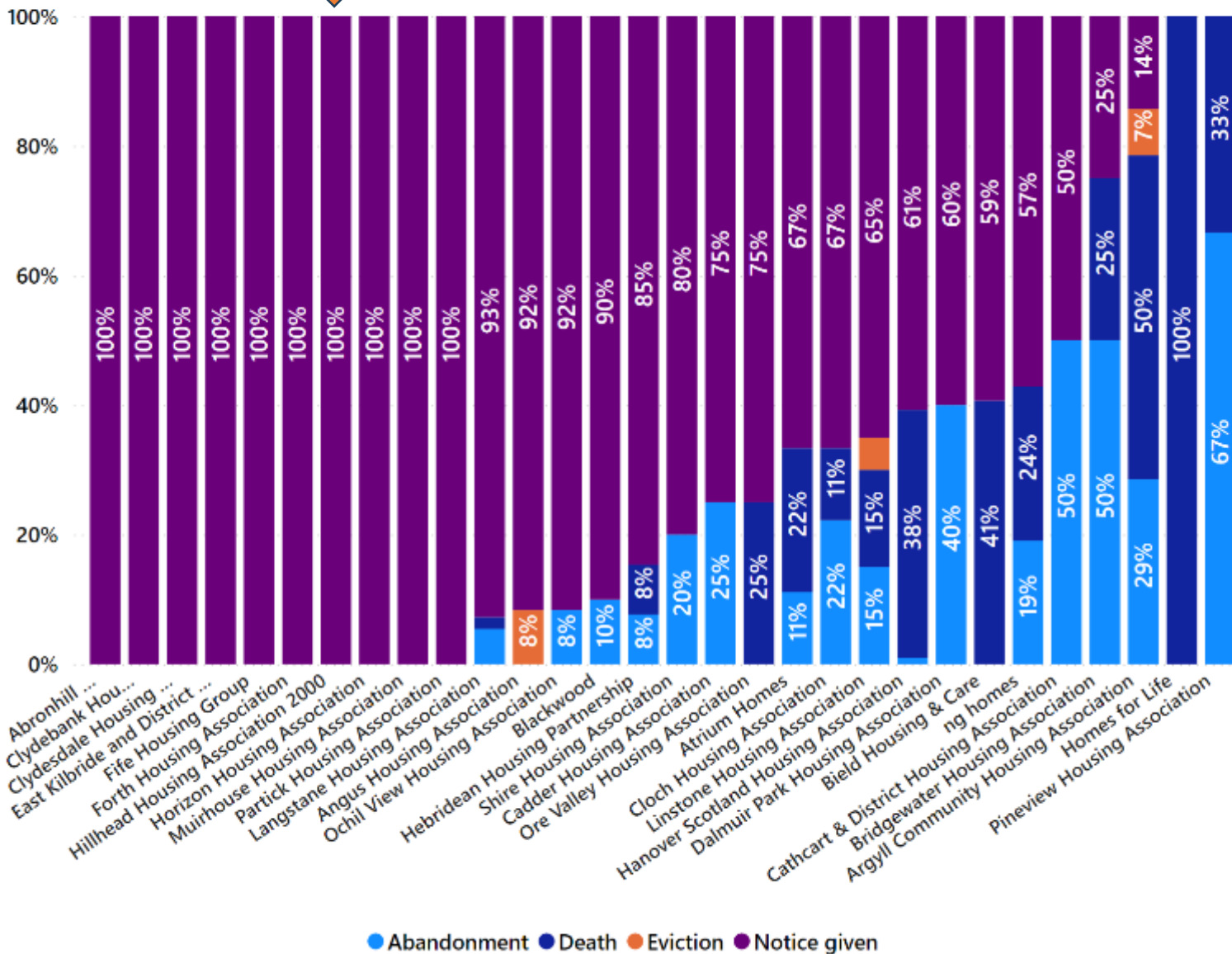
116 Percentage tenancies began in previous year remained more than a year - applicants assessed statutory homeless LA



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	72.73%	88.89%	87.50%
Peer Group 6 - Small stock transfer	87.78%	92.42%	88.24%
All RSLs	90.63%	91.54%	92.78%
SHN Average	90.33%	90.31%	90.98%

Tenancy Terminations

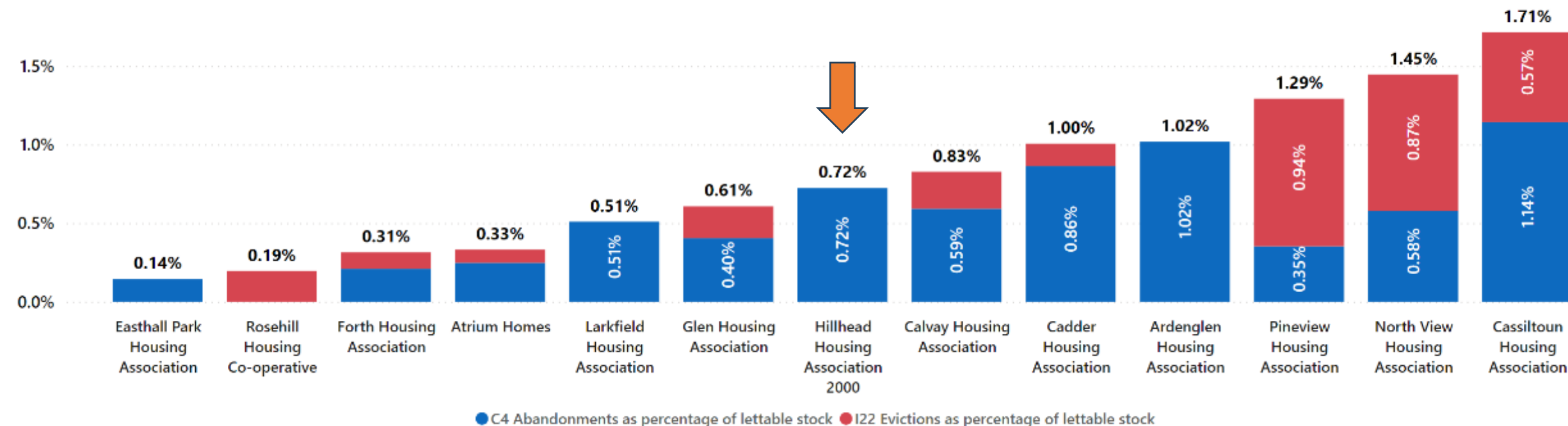
N10 Tenancy Sustainment - Terminations within 12 months



Organisation Name	24/25			
	N10 Abandonment	N10 Death	N10 Eviction	N10 Notice given
Hillhead Housing Association 2000	0	0	0	3
All RSLs	33	101	3	314
SHN Average	303	369	15	1,637

Abandonments and Evictions

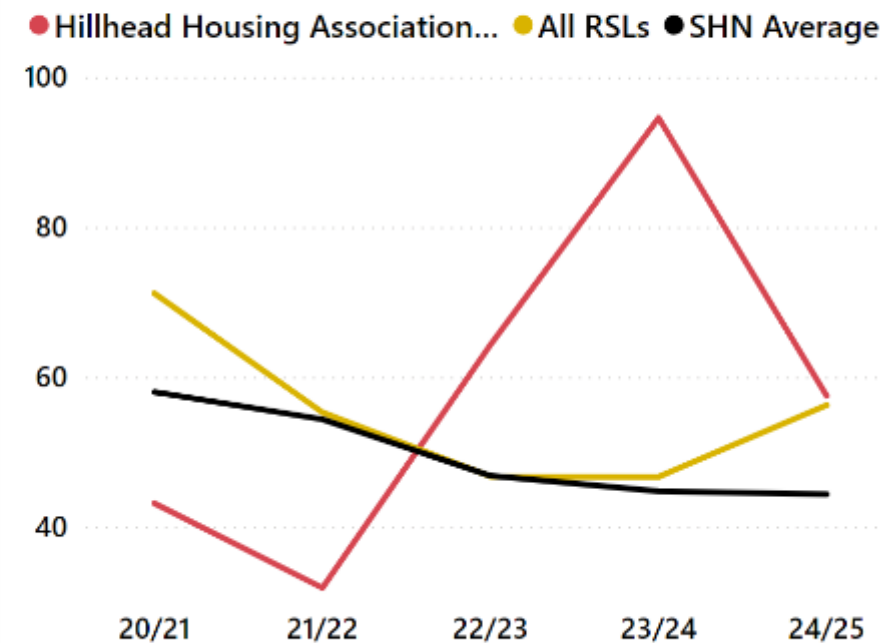
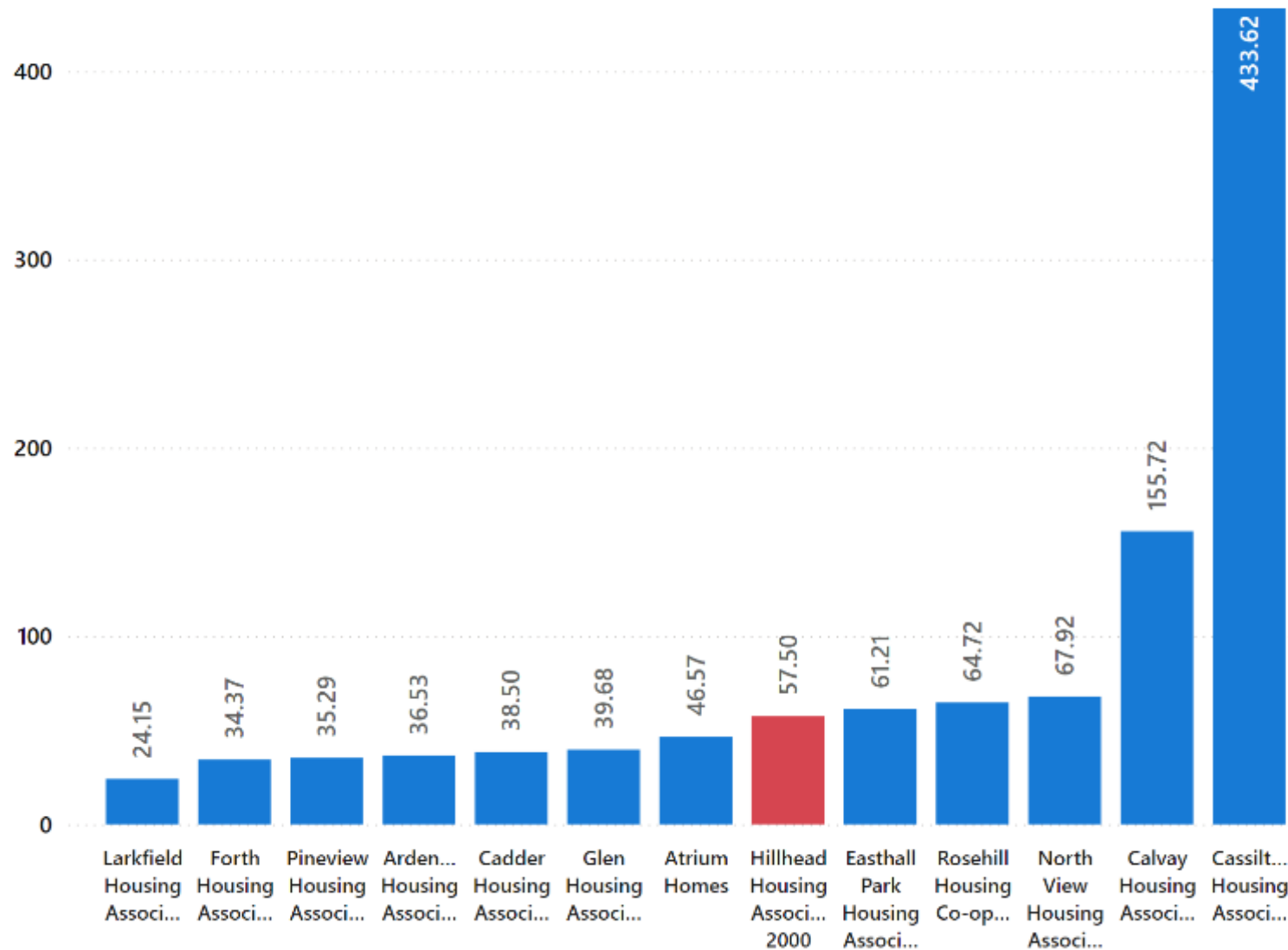
C4 Abandonments & and I22 evictions as a percentage of stock



Organisation Name	22/23		23/24		24/25	
	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock
Hillhead Housing Association 2000	0.48%	0.00%	0.12%	0.00%	0.72%	0.00%
Peer Group 6 - Small stock transfer	0.46%	0.02%	0.33%	0.15%	0.65%	0.06%
All RSLs	0.44%	0.12%	0.40%	0.15%	0.38%	0.20%
SHN Average	0.50%	0.10%	0.47%	0.16%	0.45%	0.20%

Medical Adaptations

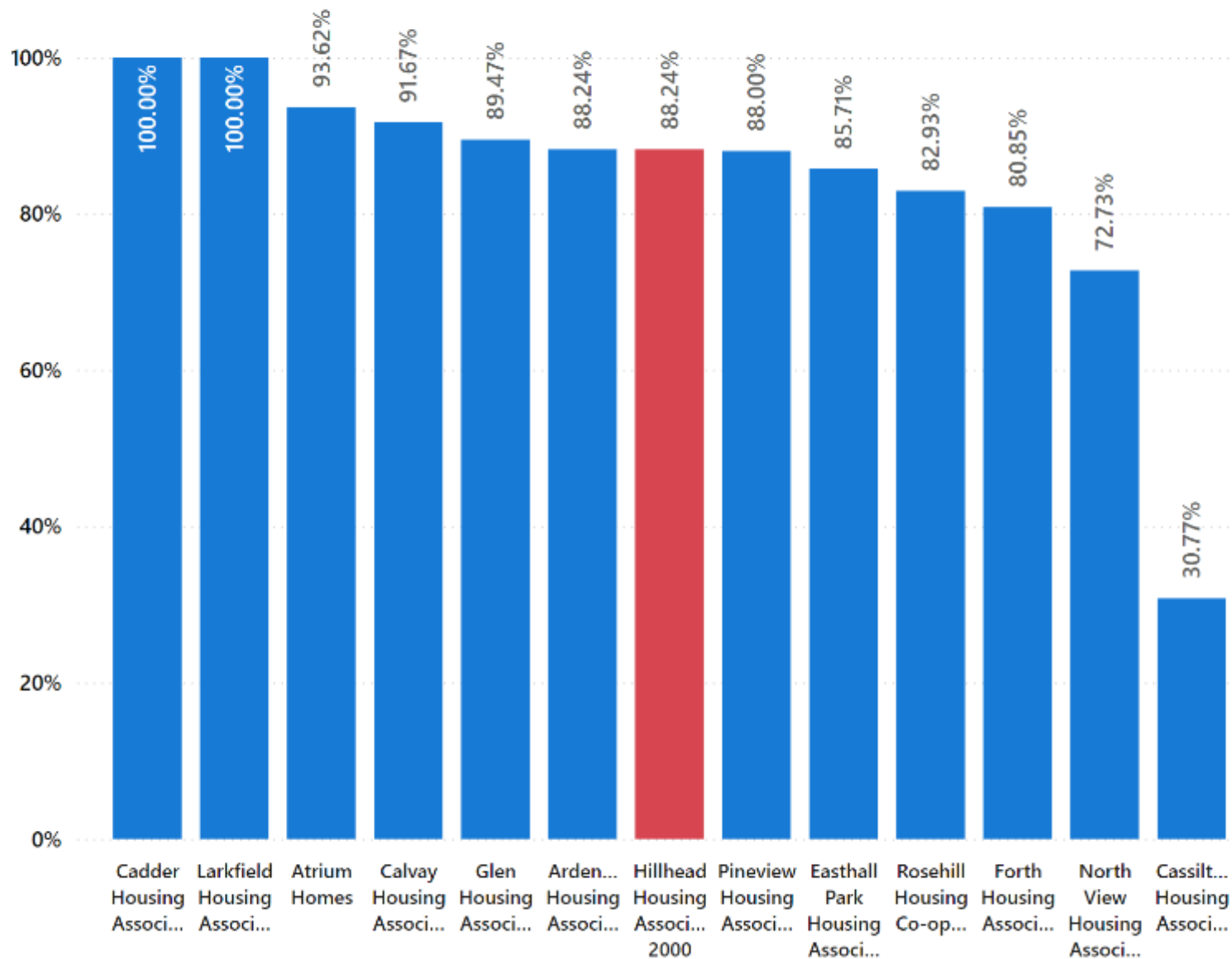
121 Average days to complete approved adaptations



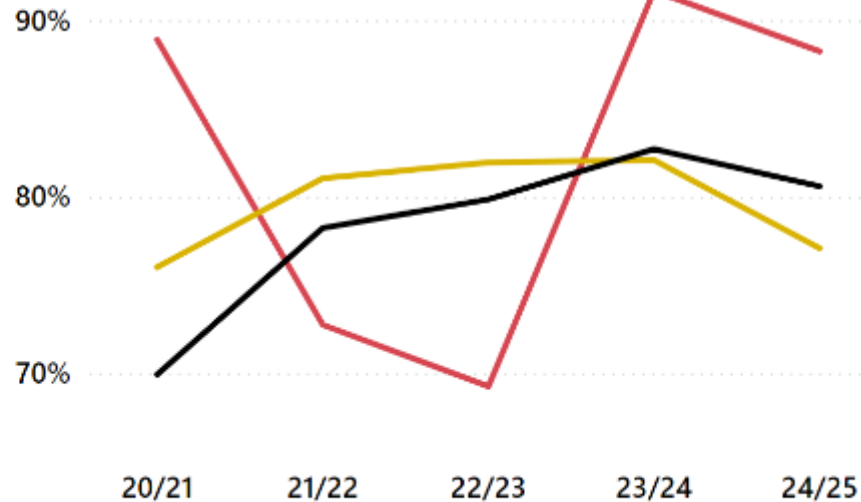
Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	64.32	94.54	57.50
Peer Group 6 - Small stock transfer	57.44	77.41	47.07
All RSLs	46.76	46.69	56.24
SHN Average	46.83	44.78	44.37

Medical Adaptations

119 Percentage approved applications for medical adaptations completed



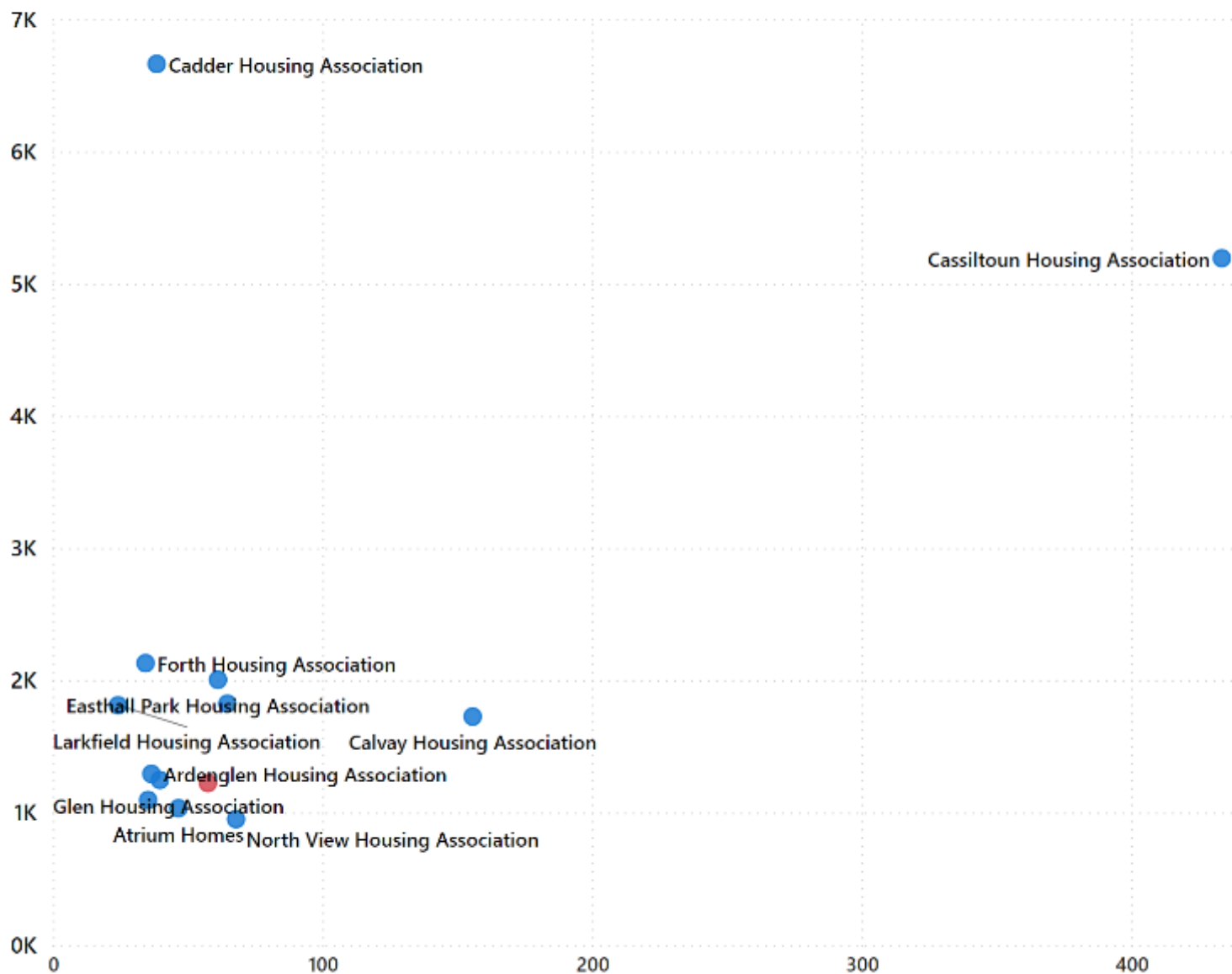
● Hillhead Housing Association... ● All RSLs ● SHN Average



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	69.23%	91.67%	88.24%
Peer Group 6 - Small stock transfer	78.20%	74.25%	67.90%
All RSLs	81.93%	82.07%	77.07%
SHN Average	79.84%	82.69%	80.58%

Medical Adaptations

I21 Average cost of adaptation
vs
I21 Average days to complete
approved adaptations



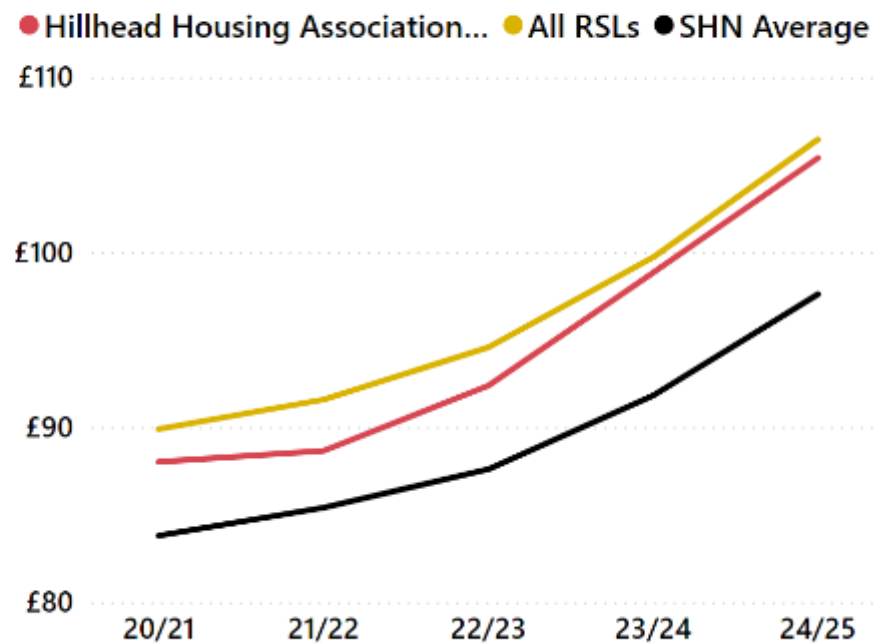
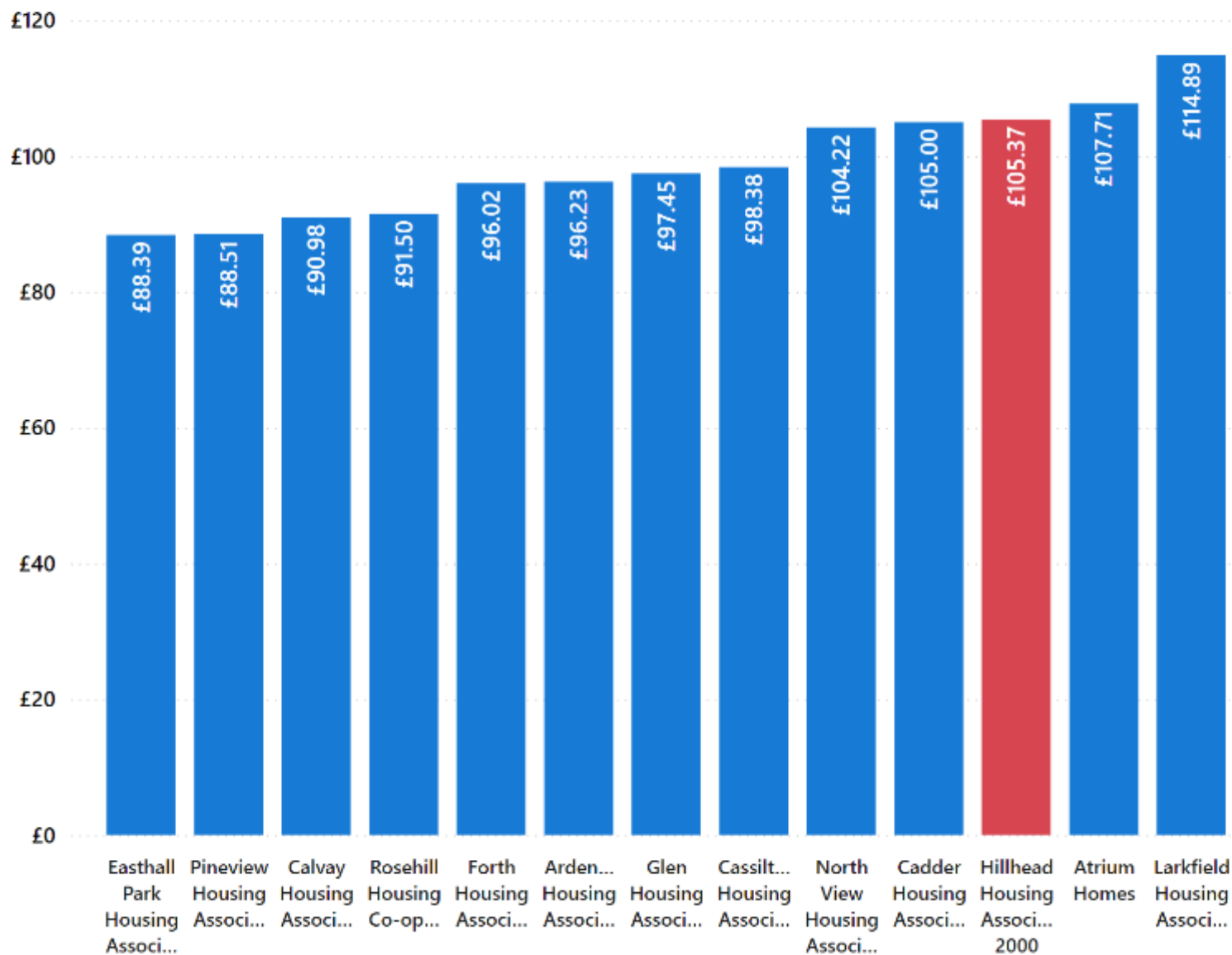
	24/25	
Organisation Name	I21 Average cost of adaptation	I21 Average days to complete approved adaptations
Hillhead Housing Association 2000	1,223.00	57.50



Rents

Rents

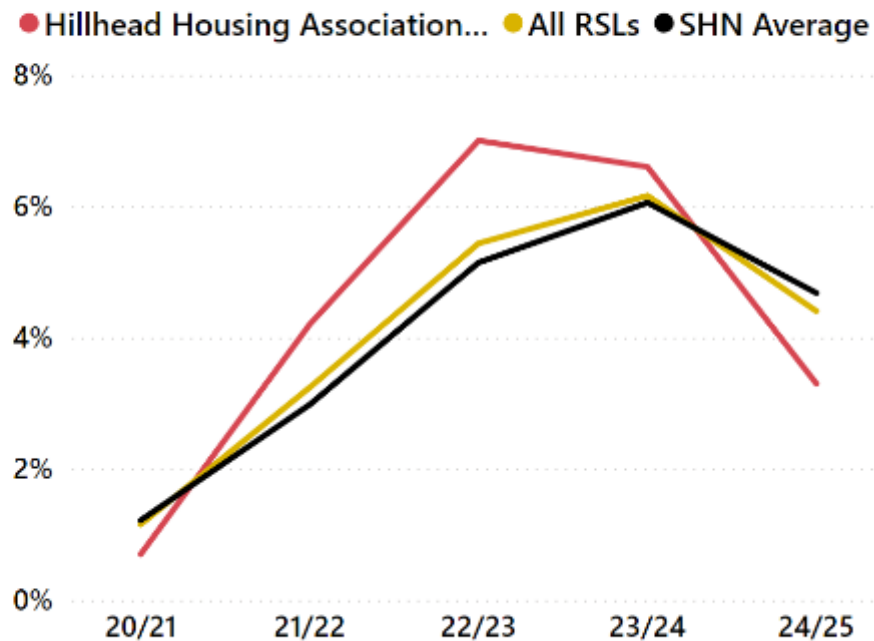
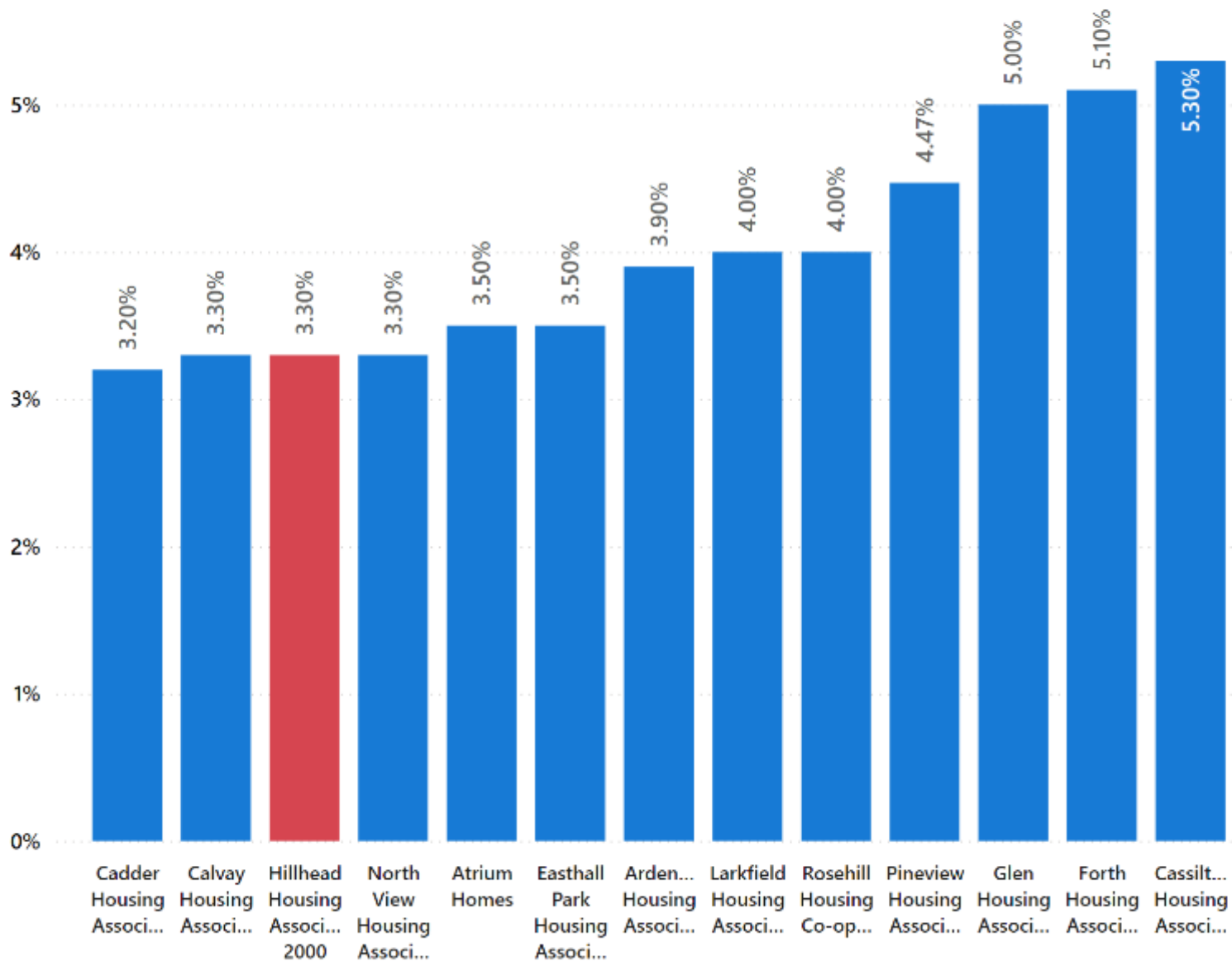
C17 Lettable self-contained units - Total - Average weekly rent



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	£92.36	£98.82	£105.37
Peer Group 6 - Small stock transfer	£96.20	£102.97	£108.54
All RSLs	£94.55	£99.70	£106.43
SHN Average	£87.59	£91.80	£97.59

Rents

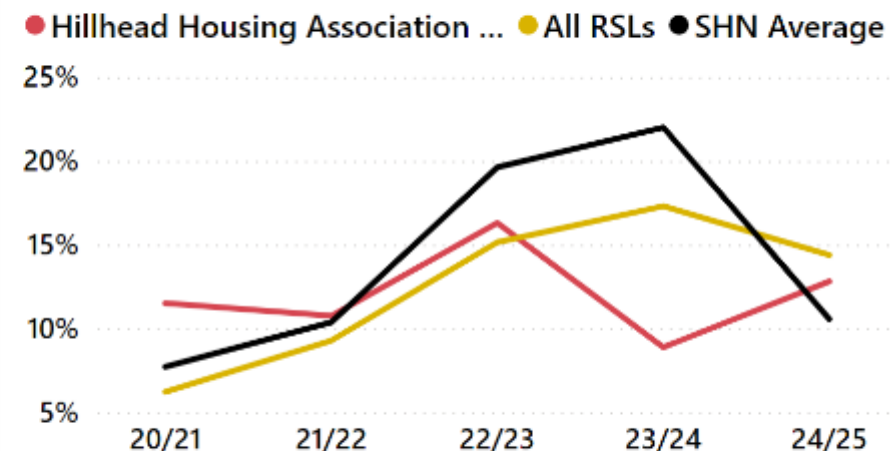
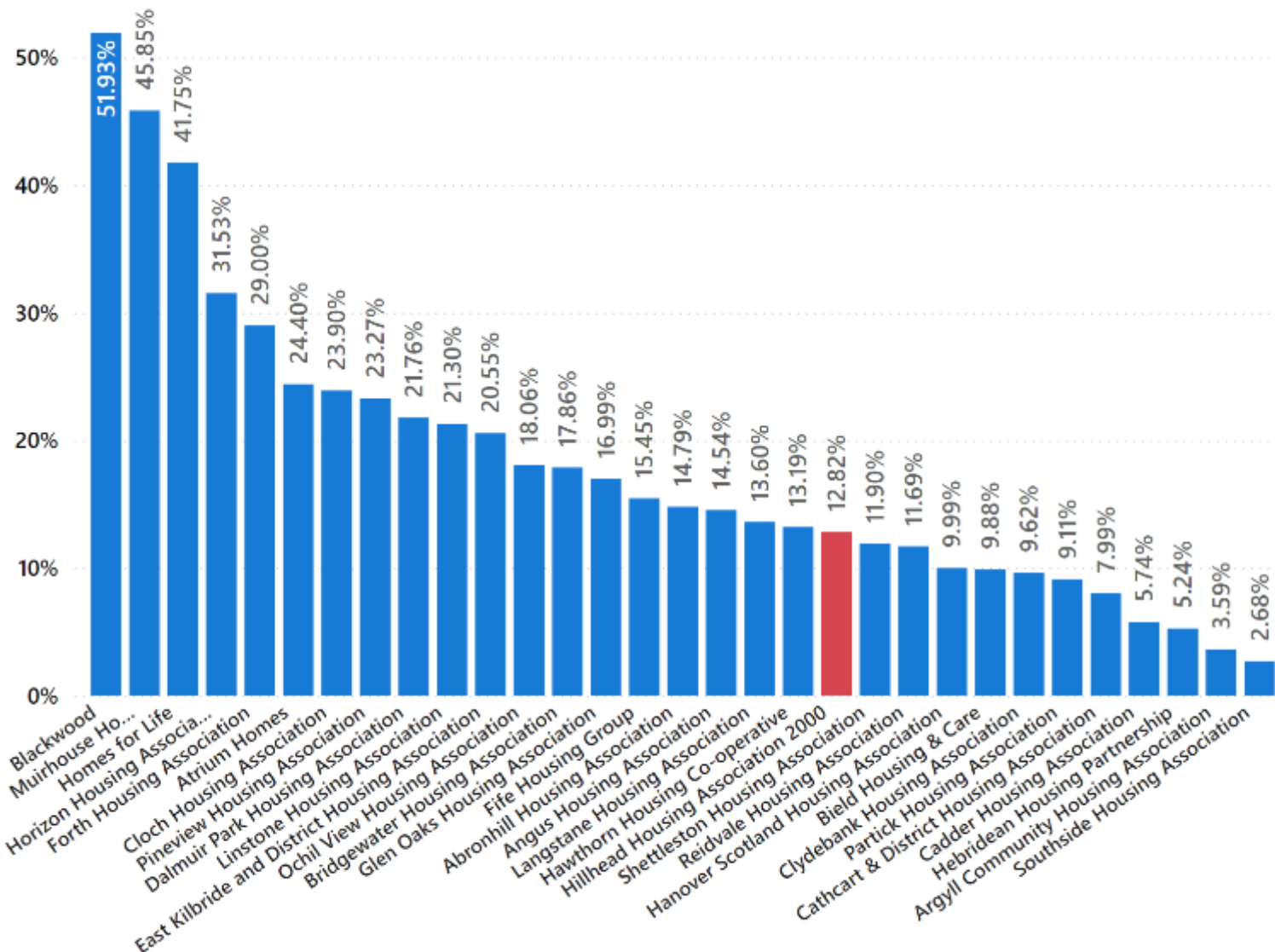
C5 Percentage average weekly rent increase to be applied next year



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	7.00%	6.60%	3.30%
Peer Group 6 - Small stock transfer	5.79%	5.96%	3.57%
All RSLs	5.43%	6.16%	4.40%
SHN Average	5.14%	6.05%	4.68%

Rent Consultation

N18 Rent consultation response rate

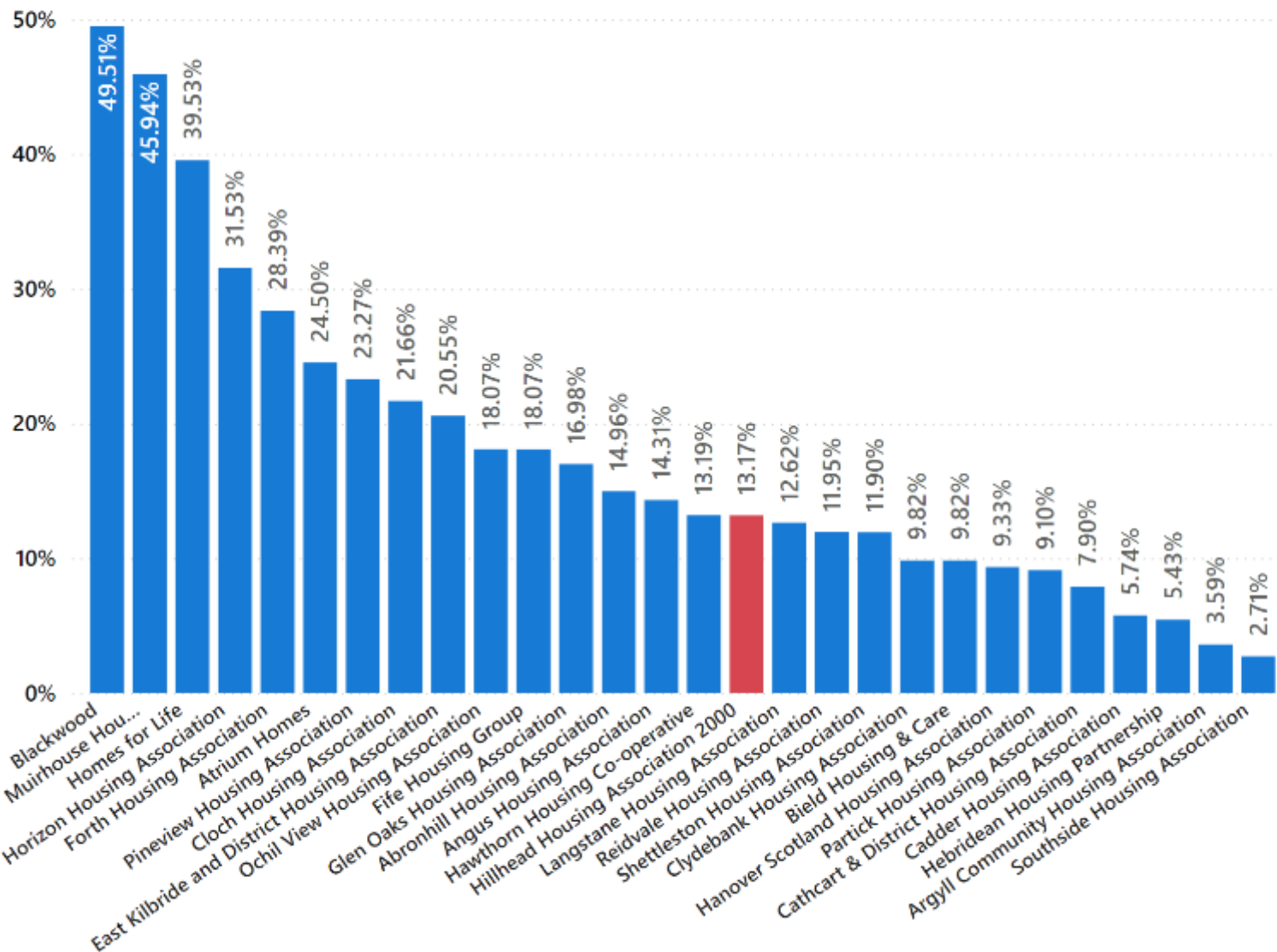


Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	16.30%	8.89%	12.82%
All RSLs	15.15%	17.30%	14.39%
SHN Average	19.62%	21.99%	10.57%

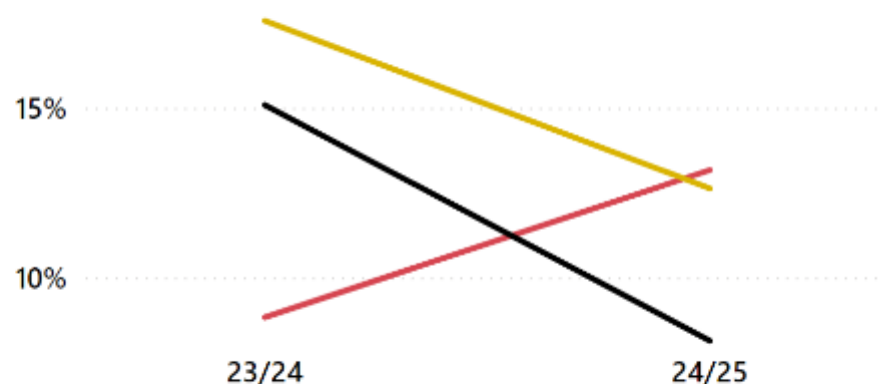
• NB: This response rate is calculated by expressing the number of responses as a percentage of the stated number of tenants surveyed for the annual rent consultation. A new indicator has been produced to demonstrate the number of responses received from individual tenants as a percentage of the stated number of tenancies at year end – see following slide.

Rent Consultation

N18 Rent consultation responses as a percentage of tenancies at year end



● Hillhead Housing Association 2000 ● All RSLs ● SHN Average

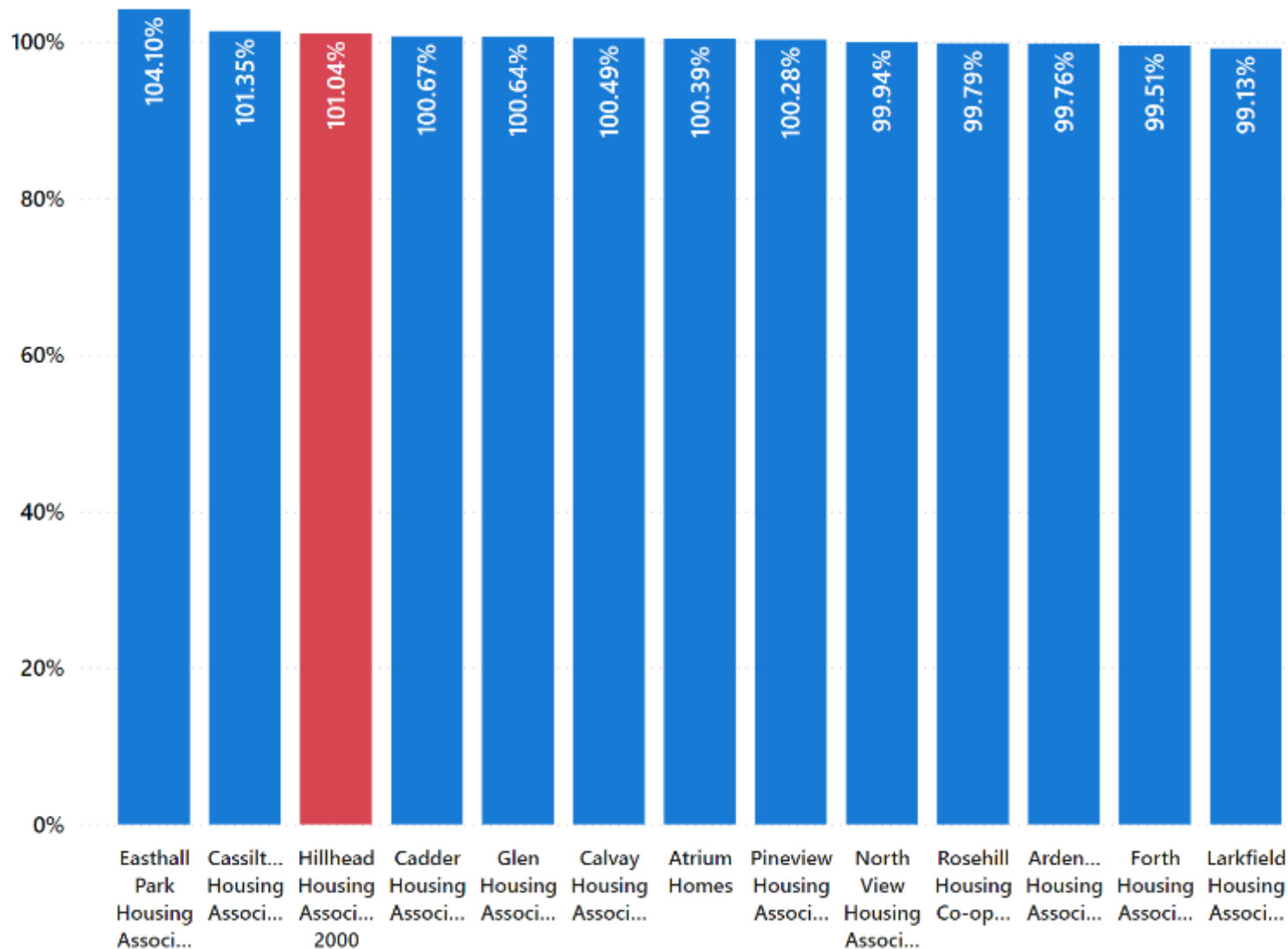


Organisation Name	23/24	24/25
Hillhead Housing Association 2000	8.83%	13.17%
All RSLs	17.56%	12.63%
SHN Average	15.08%	8.14%

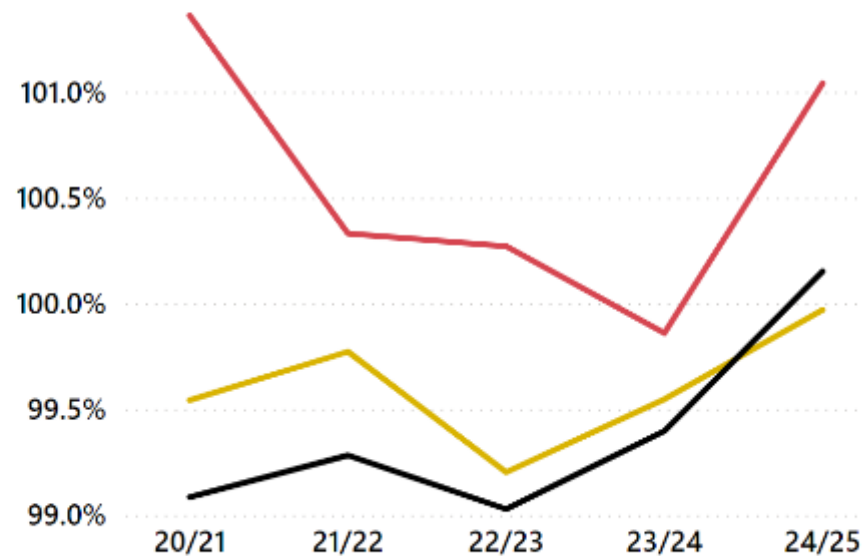
• NB: This new indicator shows the number of responses received from individual tenants as a percentage of the stated number of tenancies at year end. This should hopefully allow for more meaningful comparison amongst landlords on responses to rent consultations across the country, but at members' request we have retained the previous indicator for your reference.

Rent Collection

126 Percentage collected of rent due



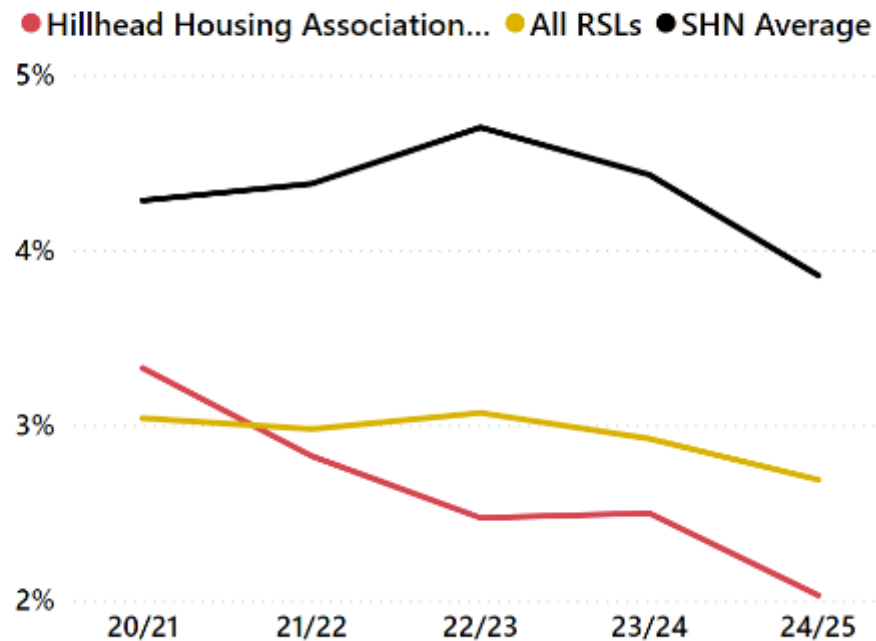
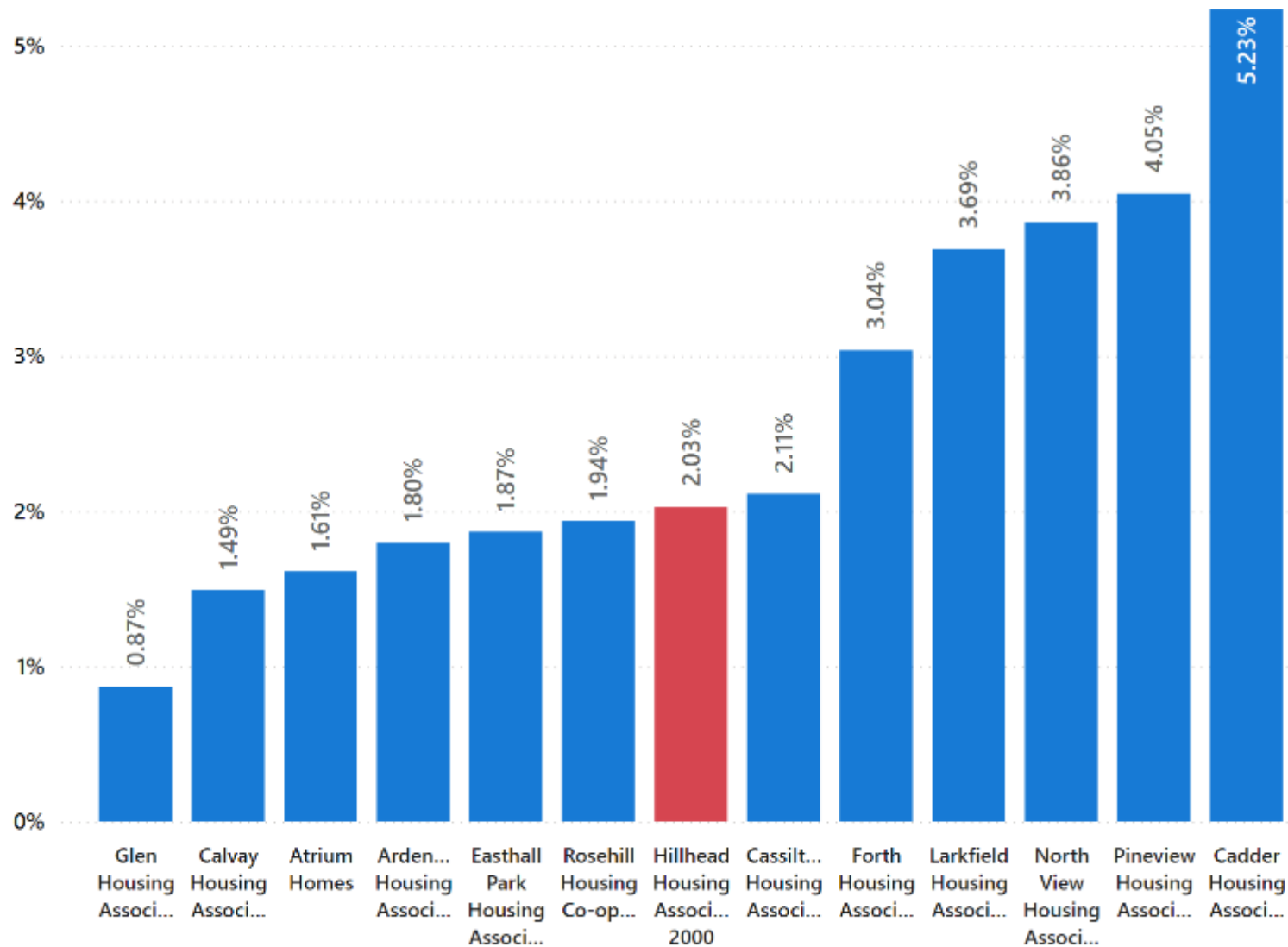
● Hillhead Housing Association... ● All RSLs ● SHN Average



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	100.27%	99.86%	101.04%
Peer Group 6 - Small stock transfer	99.12%	100.04%	100.76%
All RSLs	99.20%	99.55%	99.97%
SHN Average	99.03%	99.40%	100.15%

Arrears

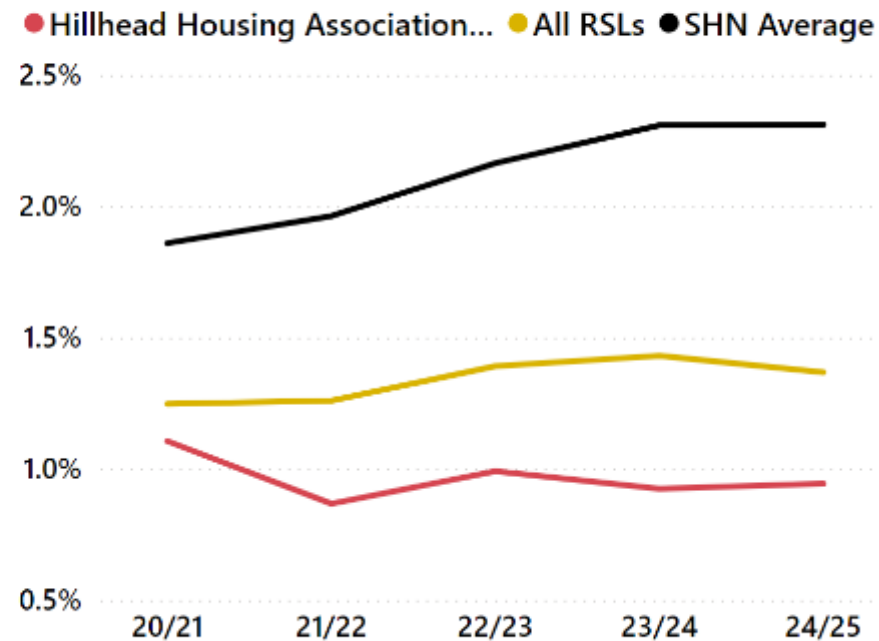
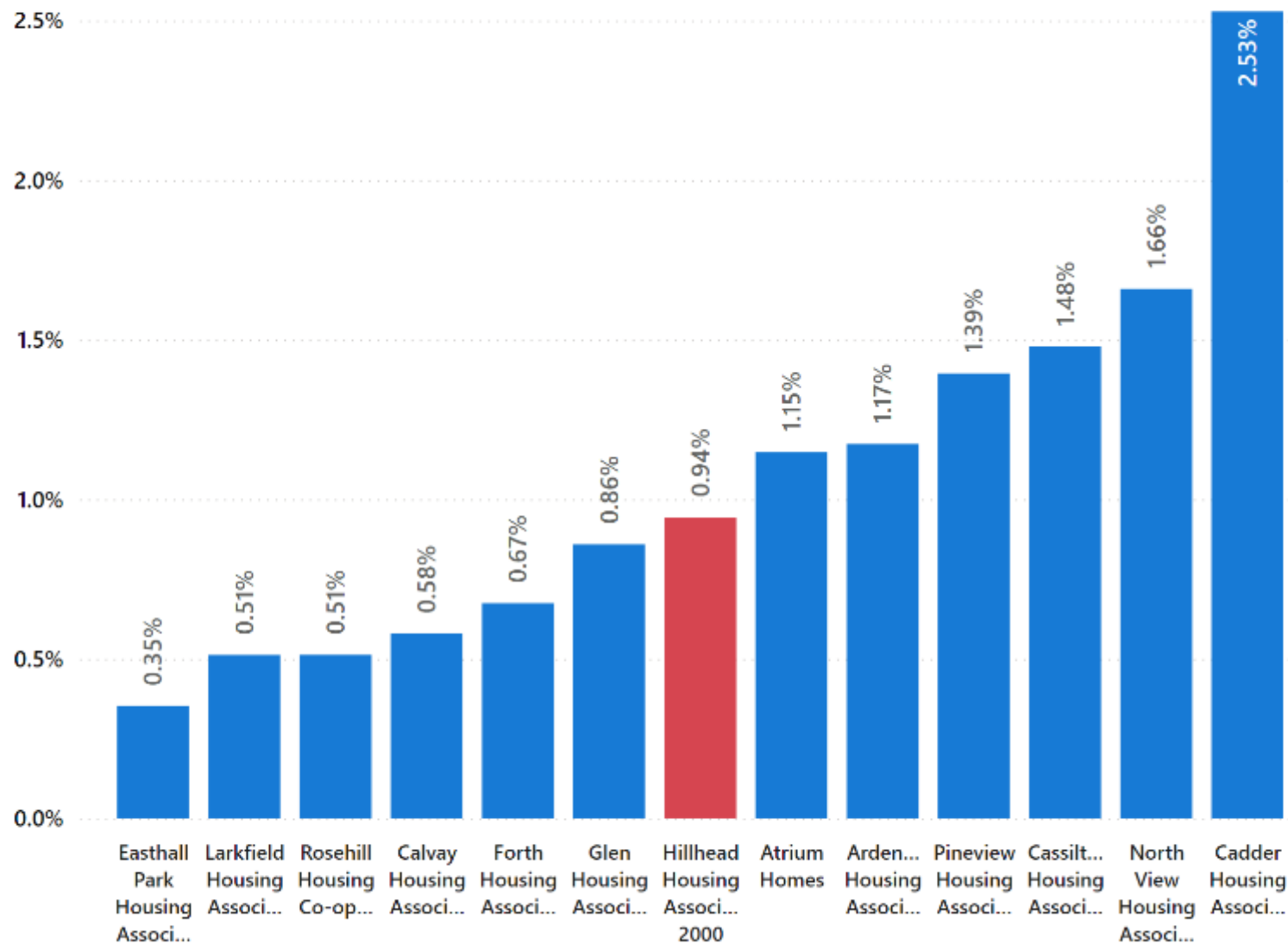
127 Current arrears percentage of rent due



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	2.47%	2.50%	2.03%
Peer Group 6 - Small stock transfer	2.65%	2.26%	2.45%
All RSLs	3.07%	2.92%	2.69%
SHN Average	4.70%	4.43%	3.85%

Arrears

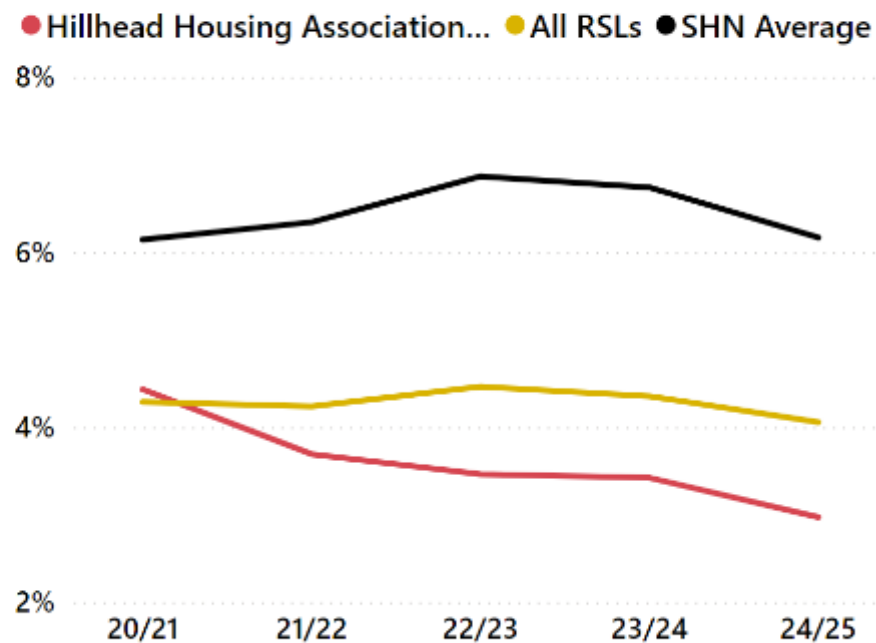
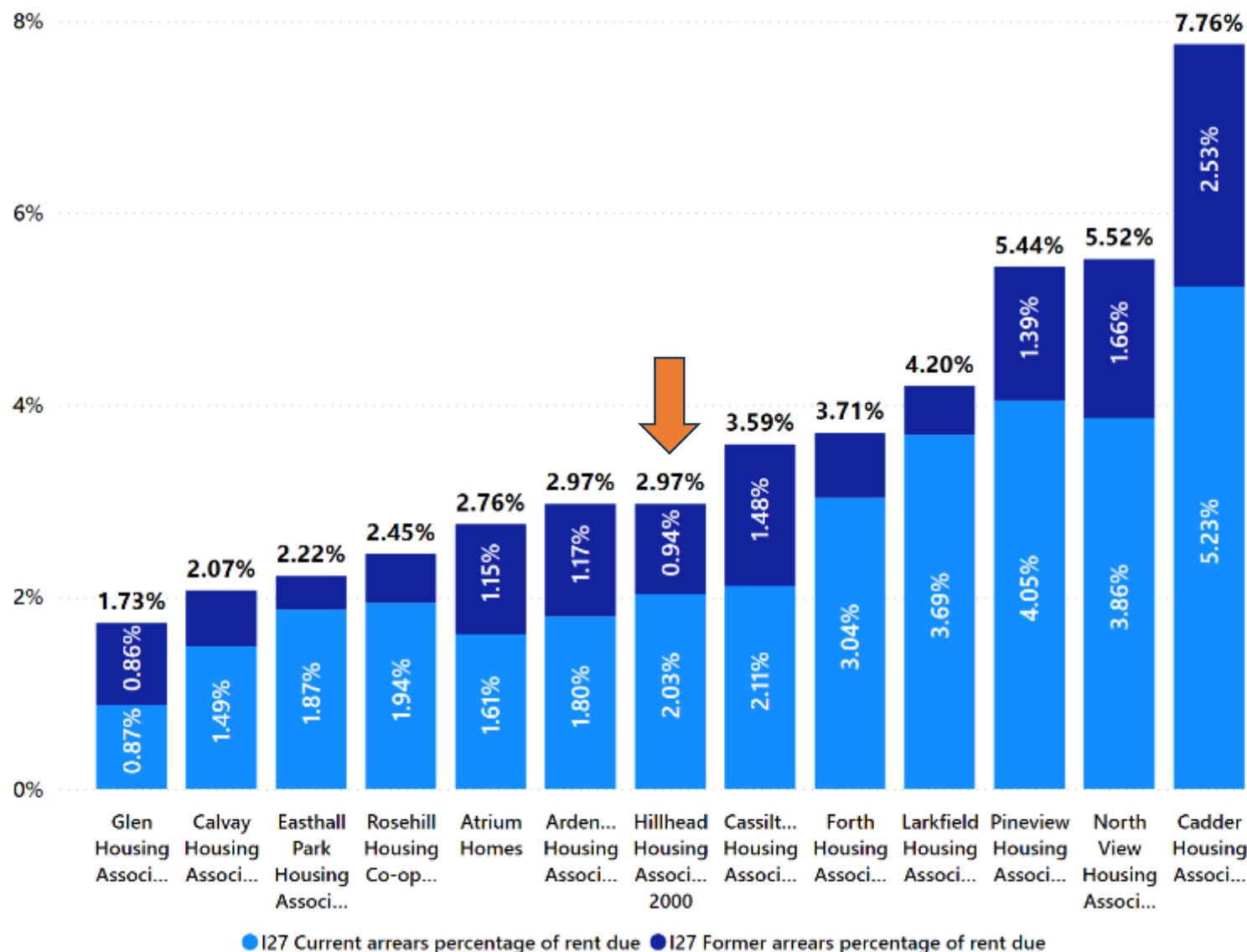
127 Former arrears percentage of rent due



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	0.99%	0.92%	0.94%
Peer Group 6 - Small stock transfer	0.93%	1.08%	0.99%
All RSLs	1.39%	1.43%	1.37%
SHN Average	2.16%	2.31%	2.31%

Arrears

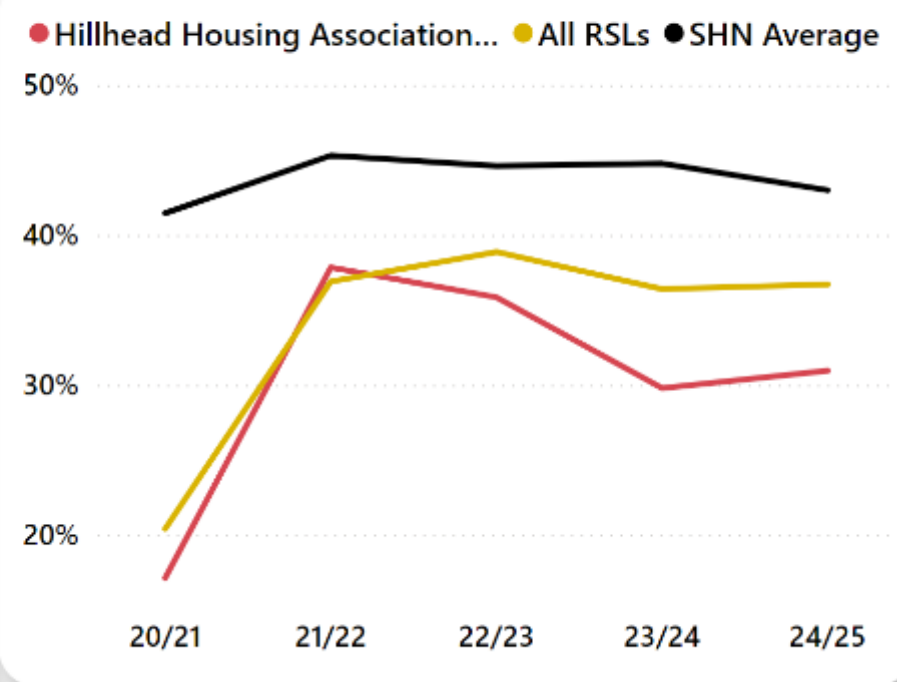
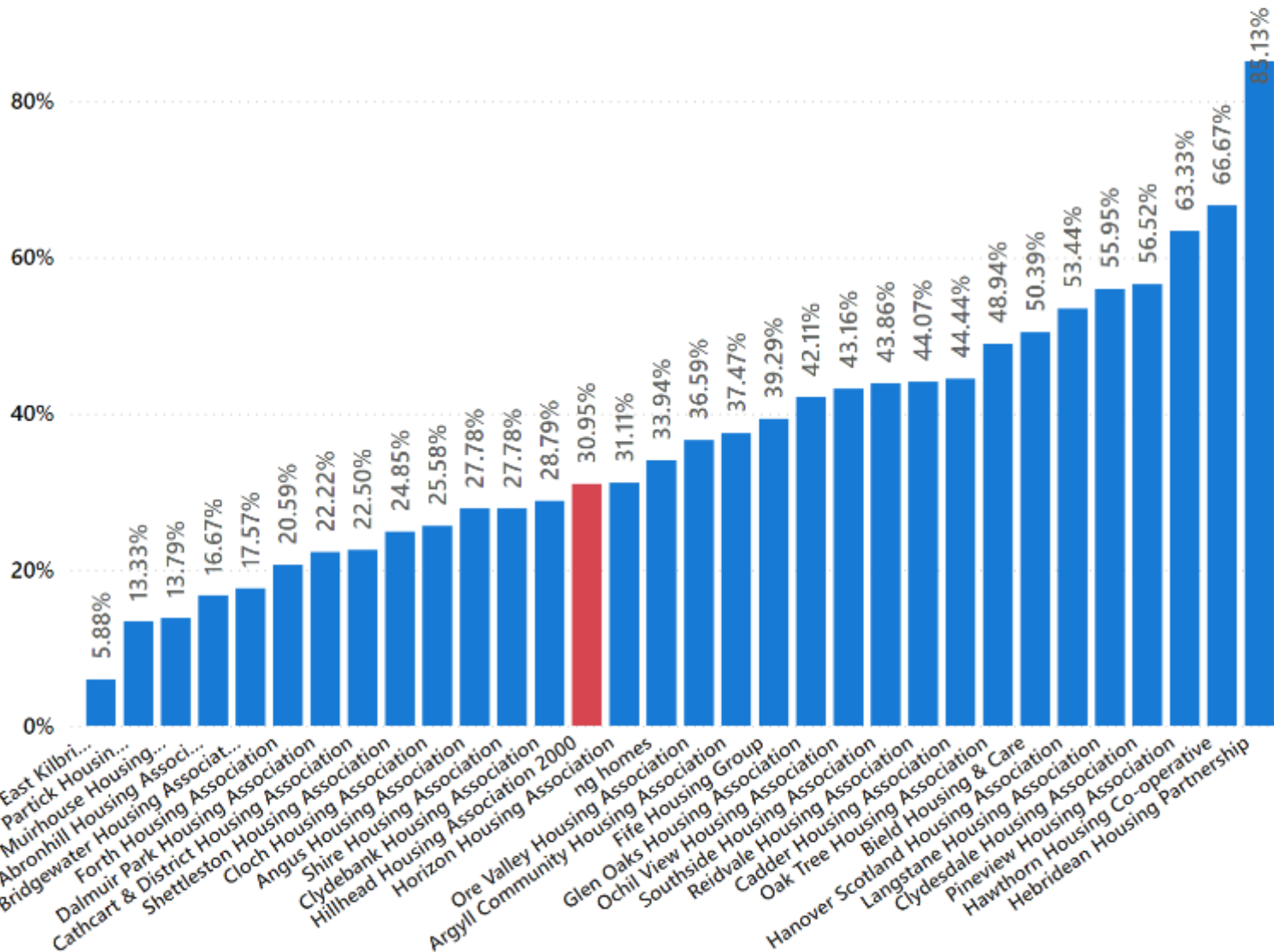
I27 Percentage gross rent arrears of rent due



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	3.46%	3.42%	2.97%
Peer Group 6 - Small stock transfer	3.58%	3.35%	3.44%
All RSLs	4.46%	4.35%	4.05%
SHN Average	6.86%	6.74%	6.17%

Terminating with Arrears

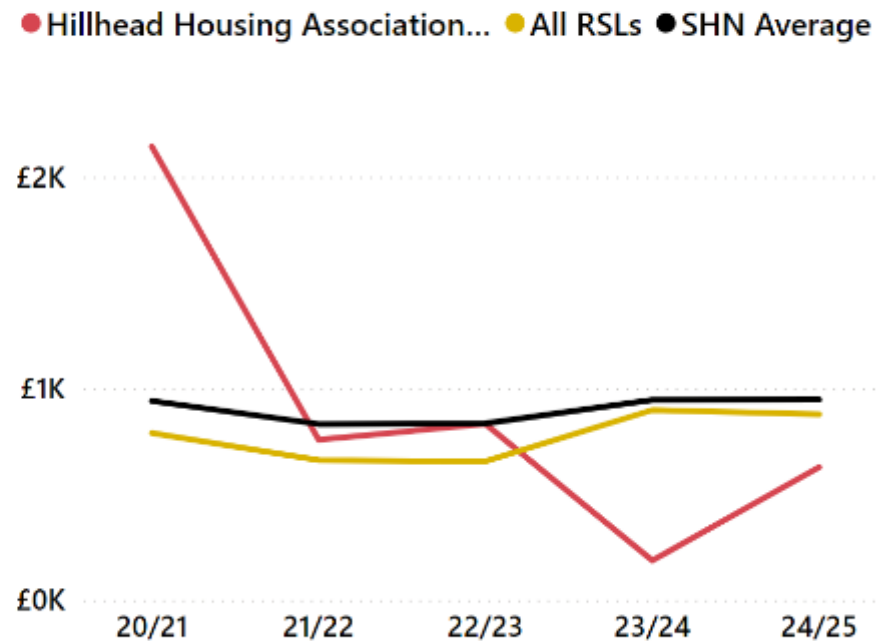
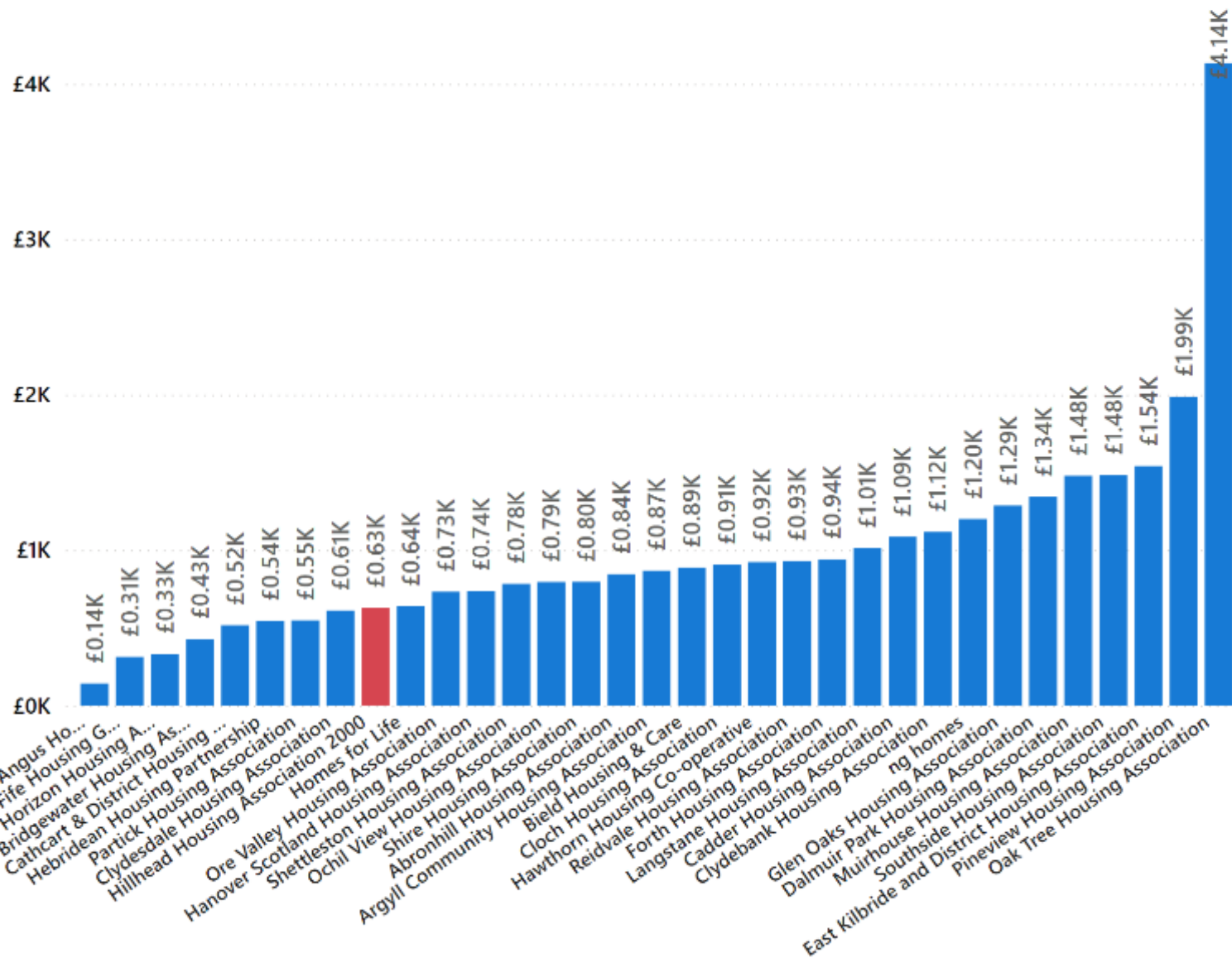
N34 Percentage of tenants terminating tenancy with arrears



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	35.85%	29.79%	30.95%
All RSLs	38.87%	36.40%	36.71%
SHN Average	44.60%	44.76%	42.99%

Terminating with Arrears

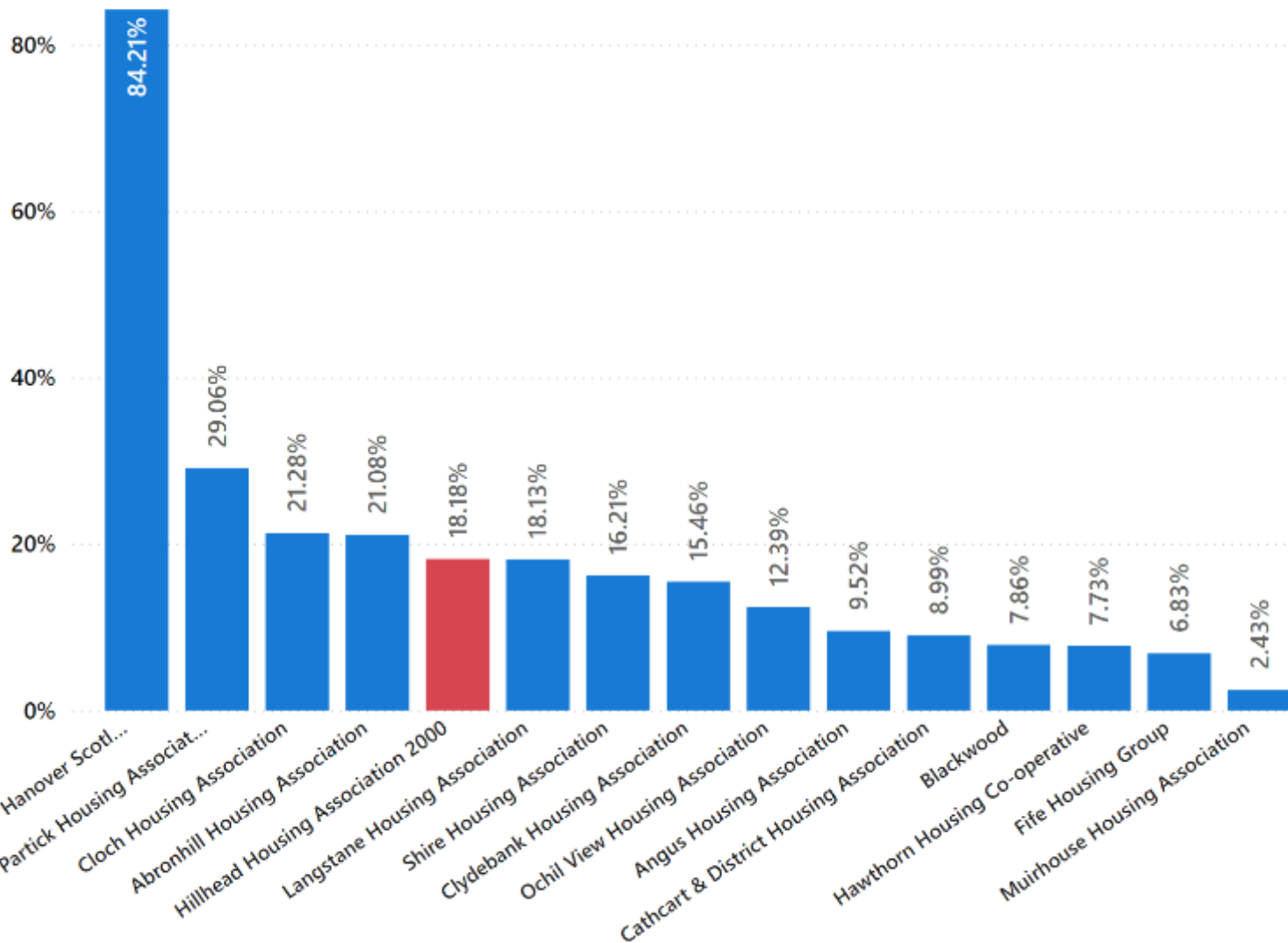
N34 Average debt owed when leaving



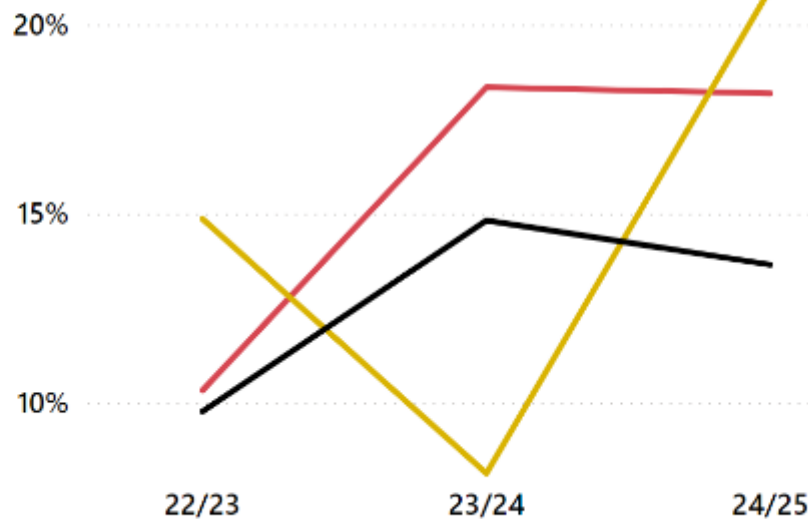
Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	£832.00	£186.88	£627.84
All RSLs	£655.46	£897.88	£878.08
SHN Average	£835.16	£945.70	£946.56

Former Tenant Arrears Collected

N35 FT Arrears collected as percentage of FT Arrears Total



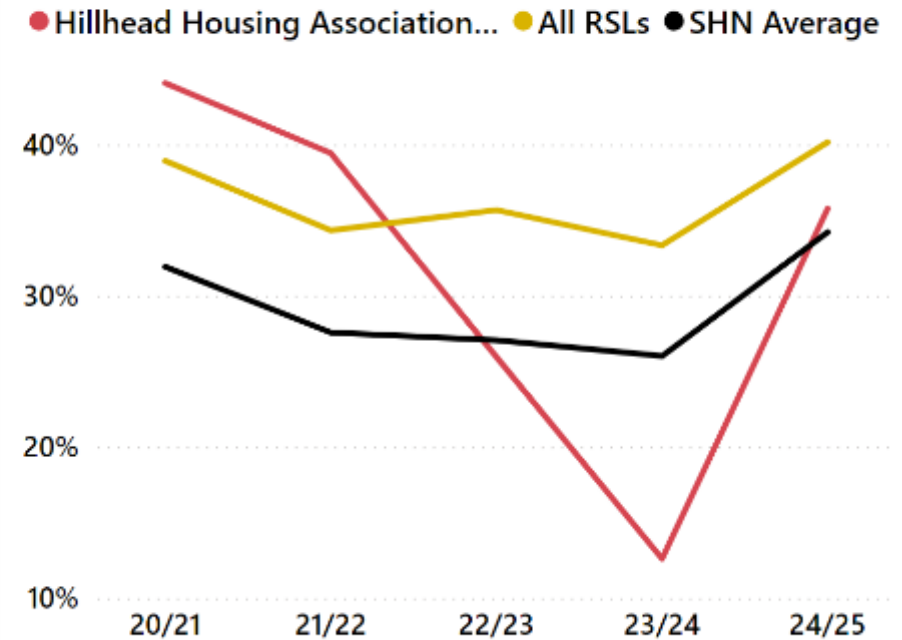
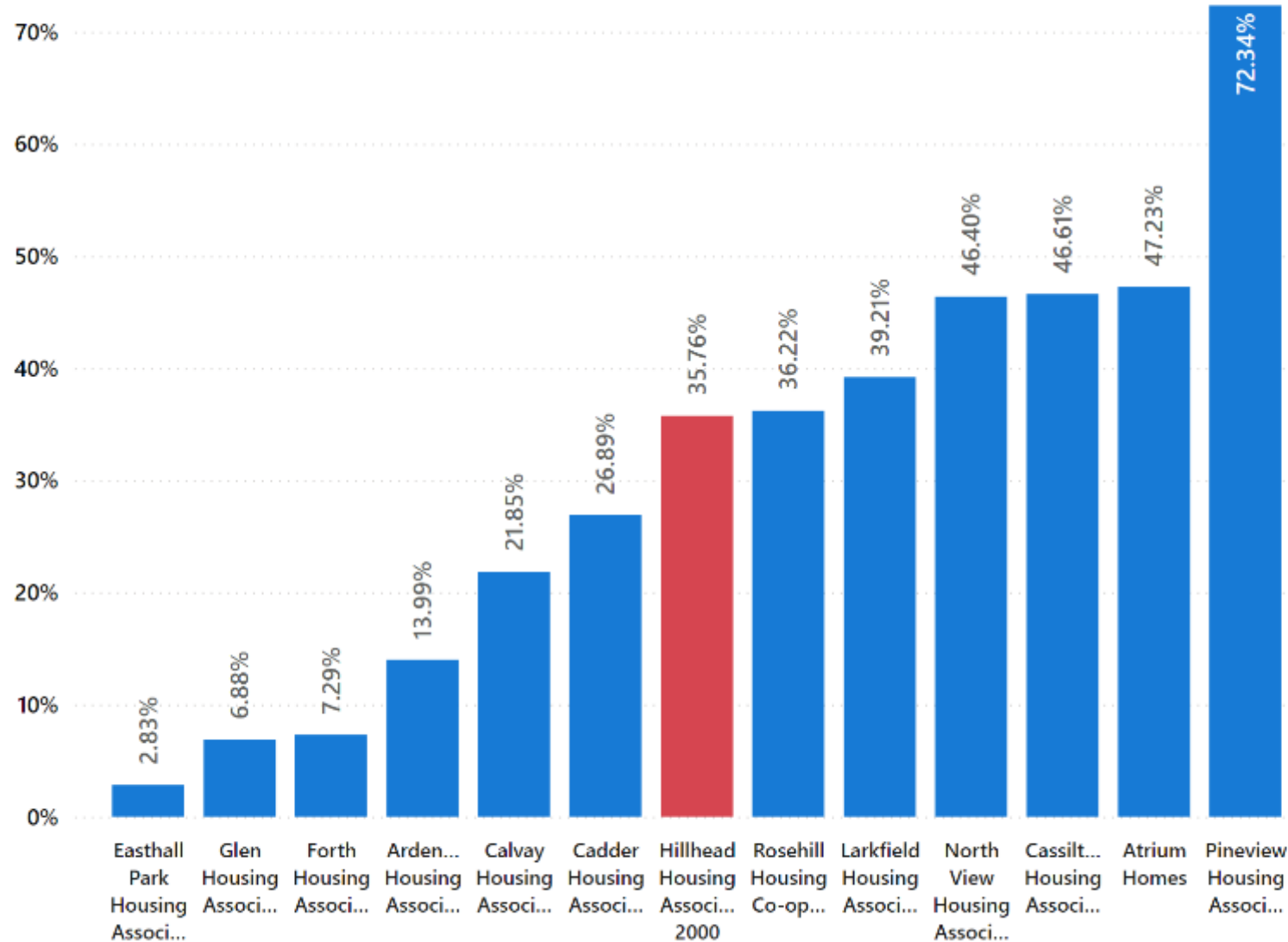
● Hillhead Housing Association... ● All RSLs ● SHN Average



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	10.32%	18.34%	18.18%
All RSLs	14.86%	8.12%	20.95%
SHN Average	9.76%	14.82%	13.65%

Arrears Written Off

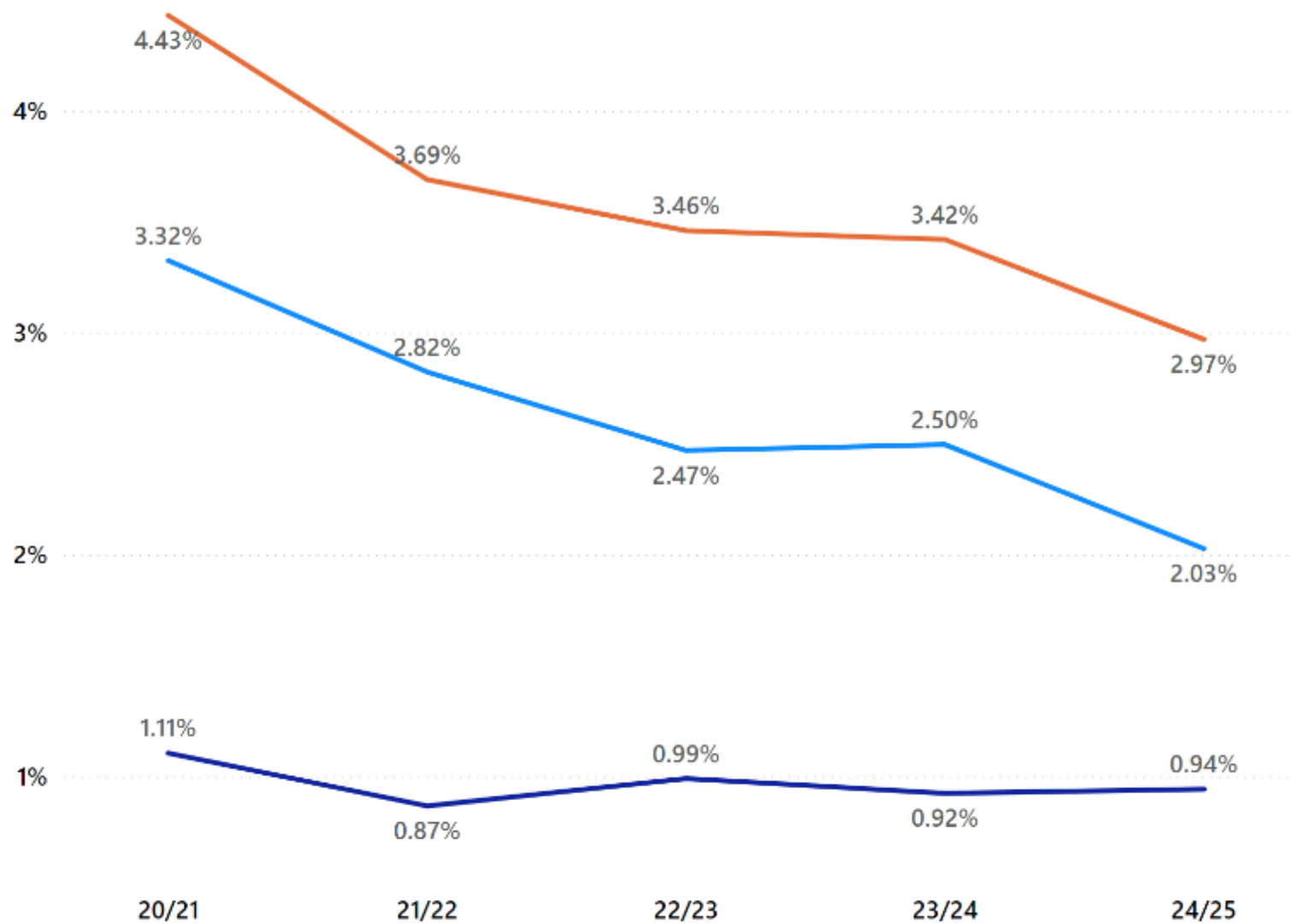
C7 Percentage former tenant rent arrears written off



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	25.95%	12.60%	35.76%
Peer Group 6 - Small stock transfer	25.31%	31.01%	37.20%
All RSLs	35.67%	33.34%	40.16%
SHN Average	27.06%	26.01%	34.20%

Arrears (Trends)

I27 Percentage gross rent arrears of rent due

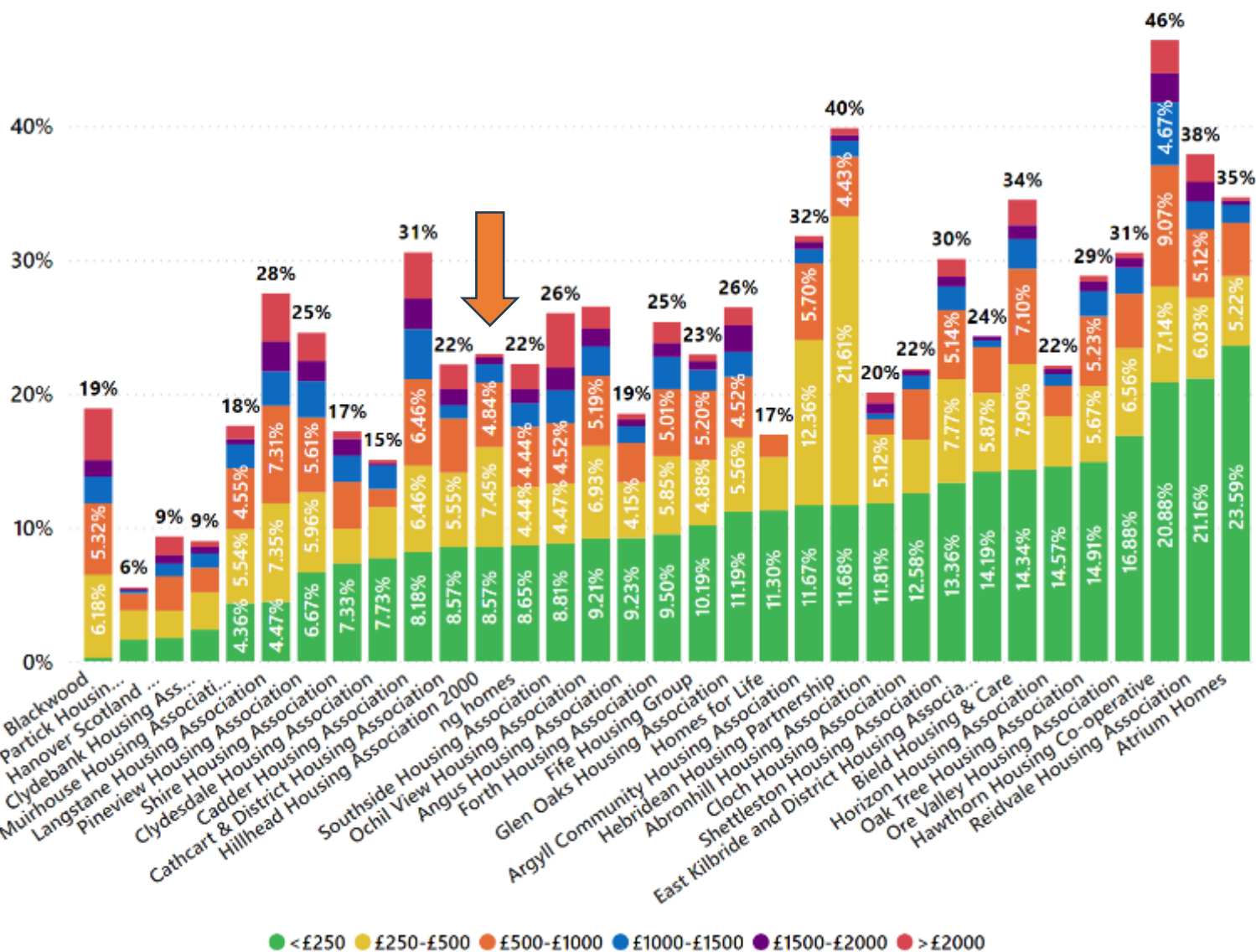


Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	3.46%	3.42%	2.97%
Peer Group 6 - Small stock transfer	3.58%	3.35%	3.44%
All RSLs	4.46%	4.35%	4.05%
SHN Average	6.86%	6.74%	6.17%

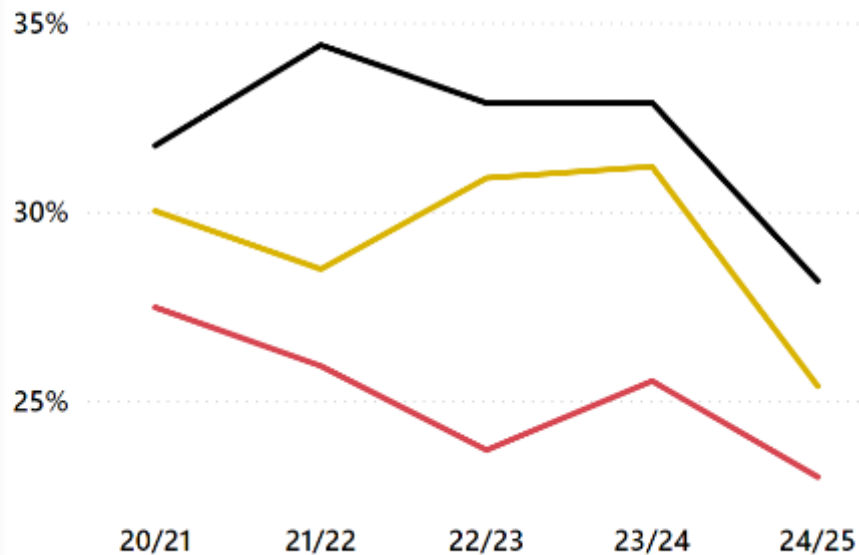
● I27 Current arrears percentage of rent due ● I27 Former arrears percentage of rent due ● I27 Percentage gross rent arrears of rent due

Tenancy Arrears

N33 Percentage of tenancies in arrears at year end



● Hillhead Housing Association... ● All RSLs ● SHN Average



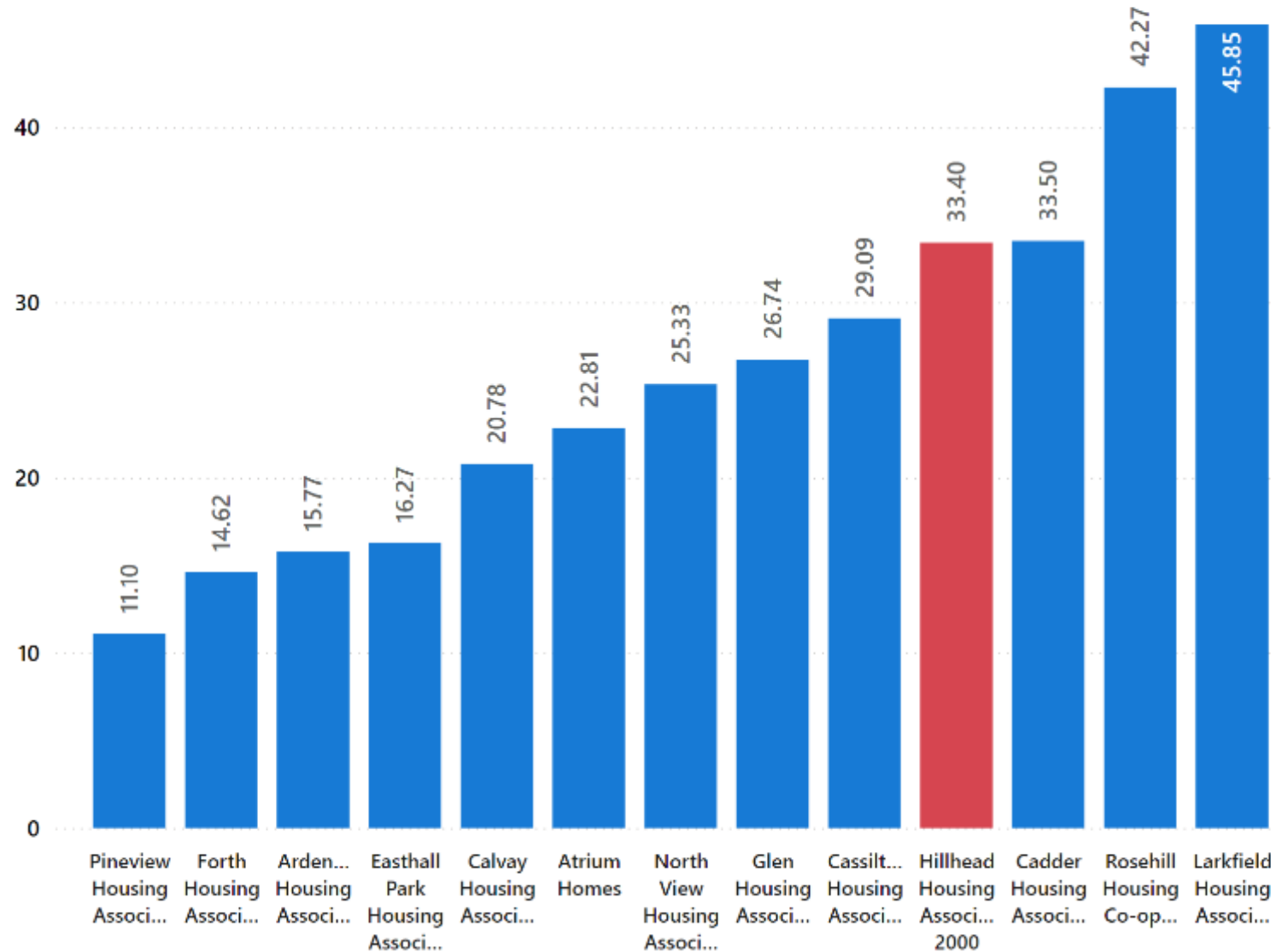
Organisation Name	24/25					
	<£250	£250-£500	£500-£1000	£1000-£1500	£1500-£2000	>£2000
Hillhead Housing Association 2000	8.57%	7.45%	4.84%	1.37%	0.50%	0.25%
All RSLs	9.89%	6.72%	4.72%	1.69%	0.94%	1.43%
SHN Average	12.33%	6.13%	4.30%	1.85%	1.09%	2.48%



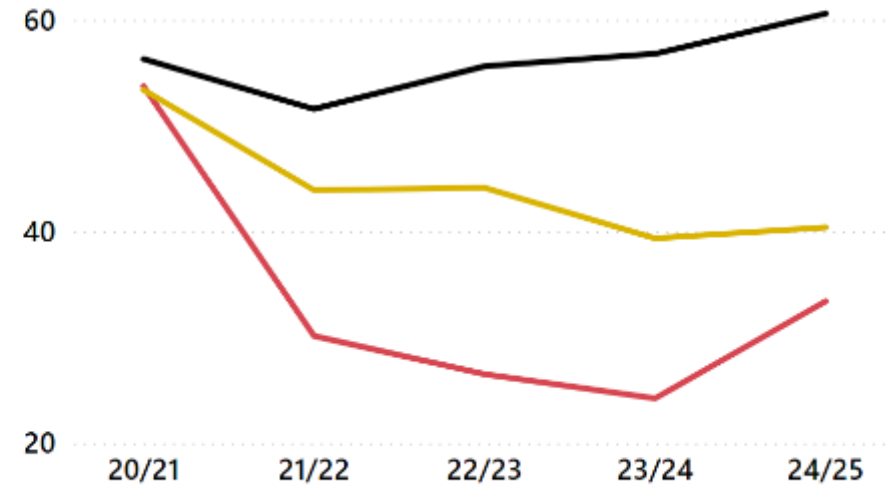
Voids

Relet Times

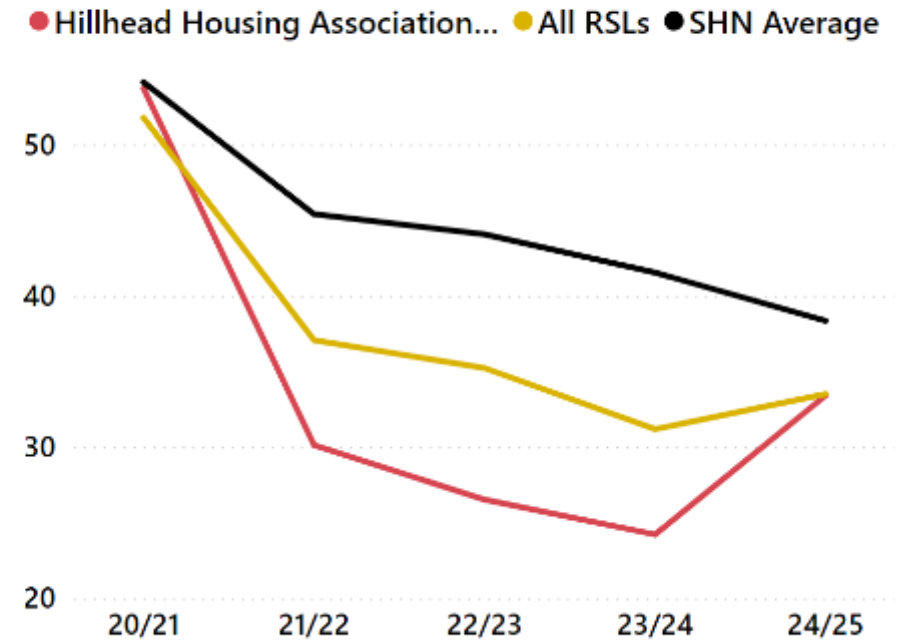
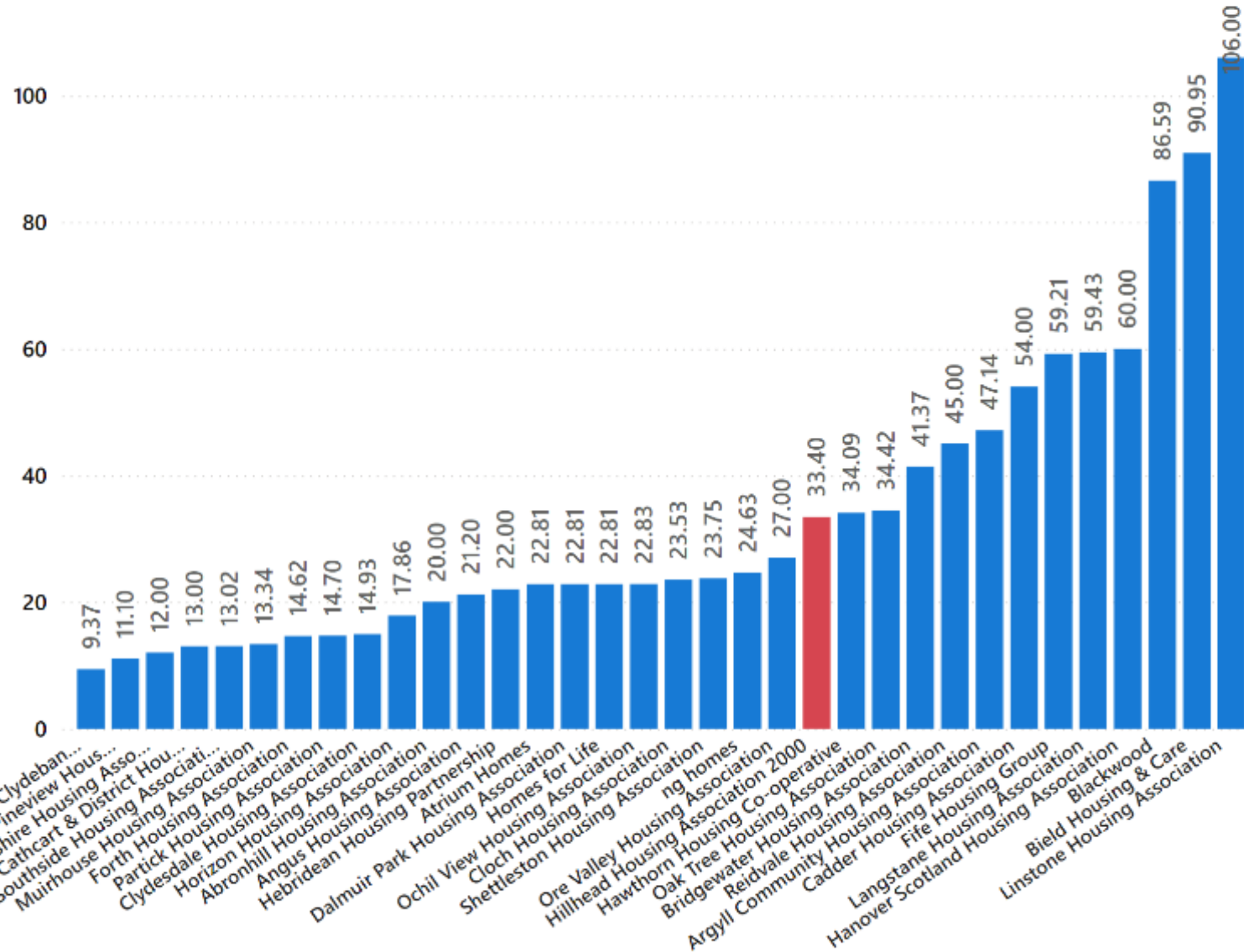
130 Average time to re-let properties (days)



● Hillhead Housing Association... ● All RSLs ● SHN Average




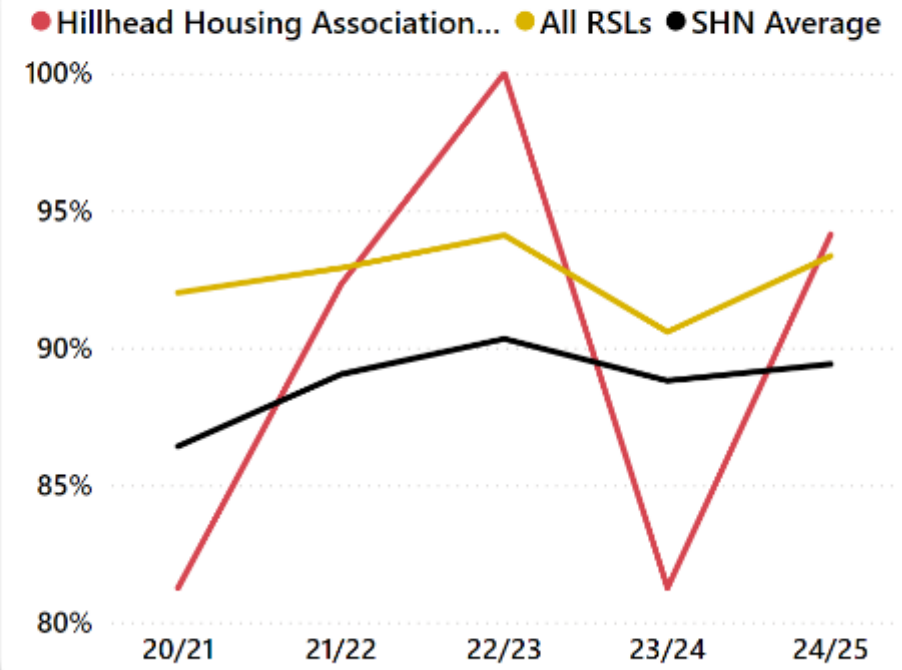
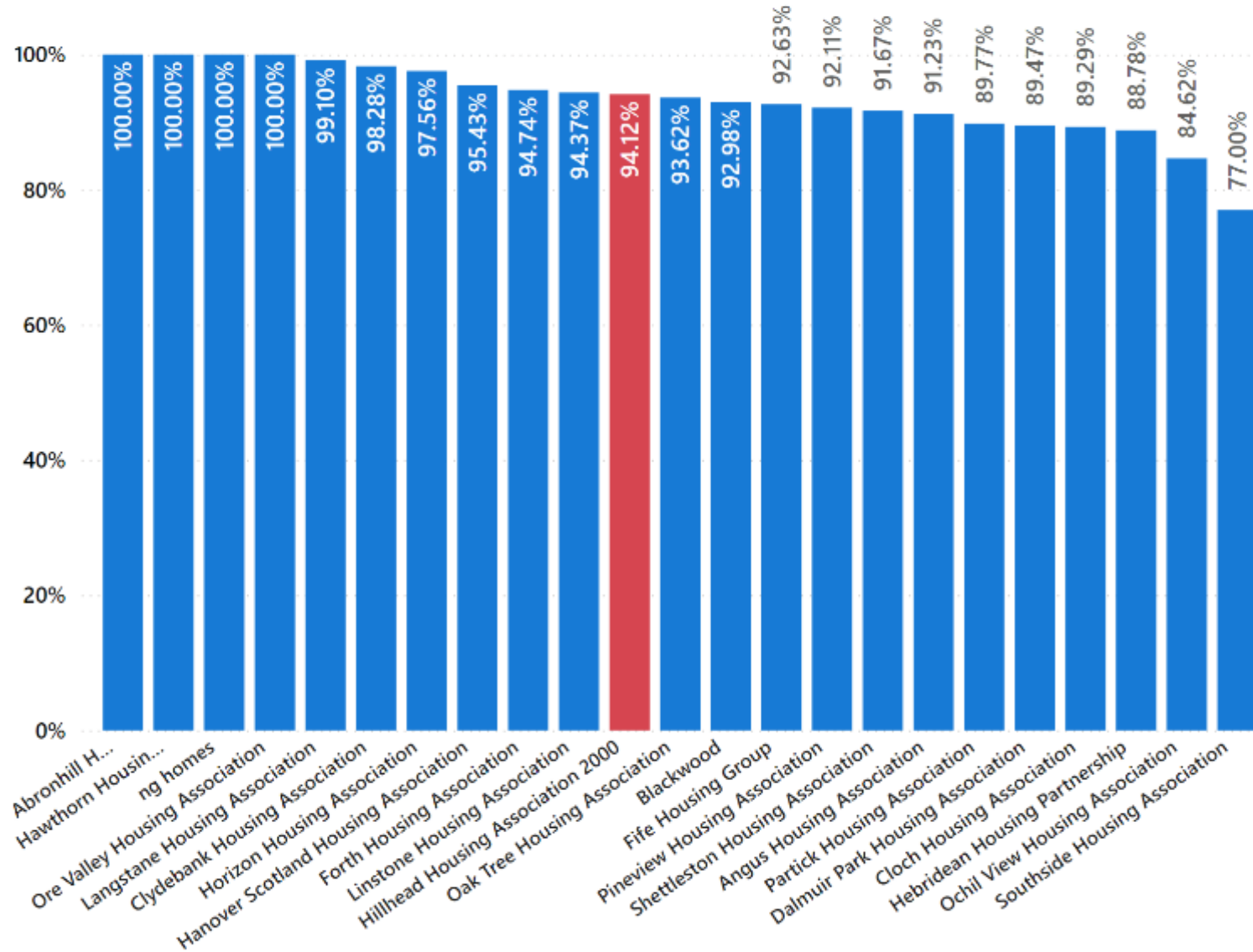
Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	26.51	24.22	33.40
Peer Group 6 - Small stock transfer	42.51	31.27	31.77
All RSLs	44.14	39.35	40.39
SHN Average	55.61	56.79	60.59



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	26.51	24.20	33.40
All RSLs	35.21	31.17	33.50
SHN Average	44.07	41.53	38.35


Standard of Home when Moving In

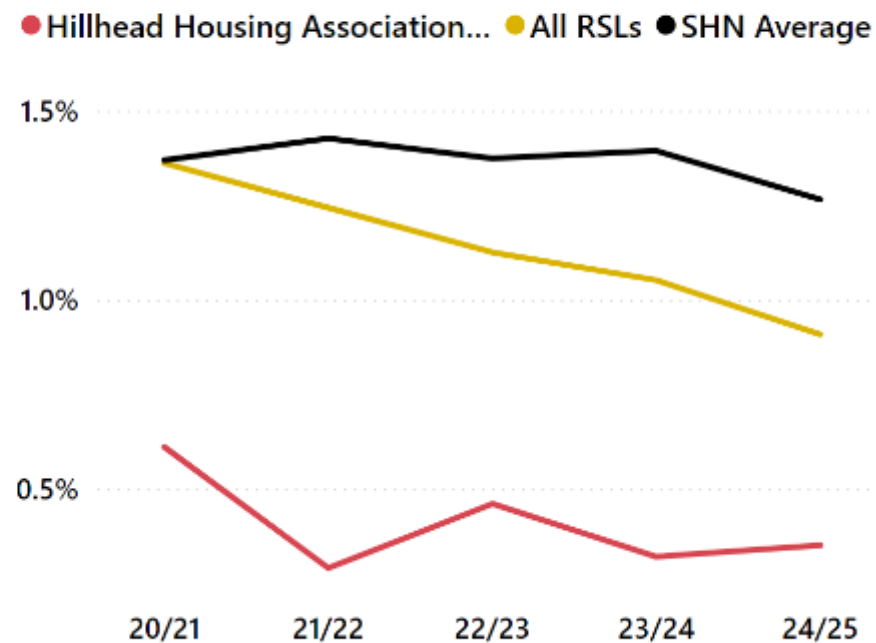
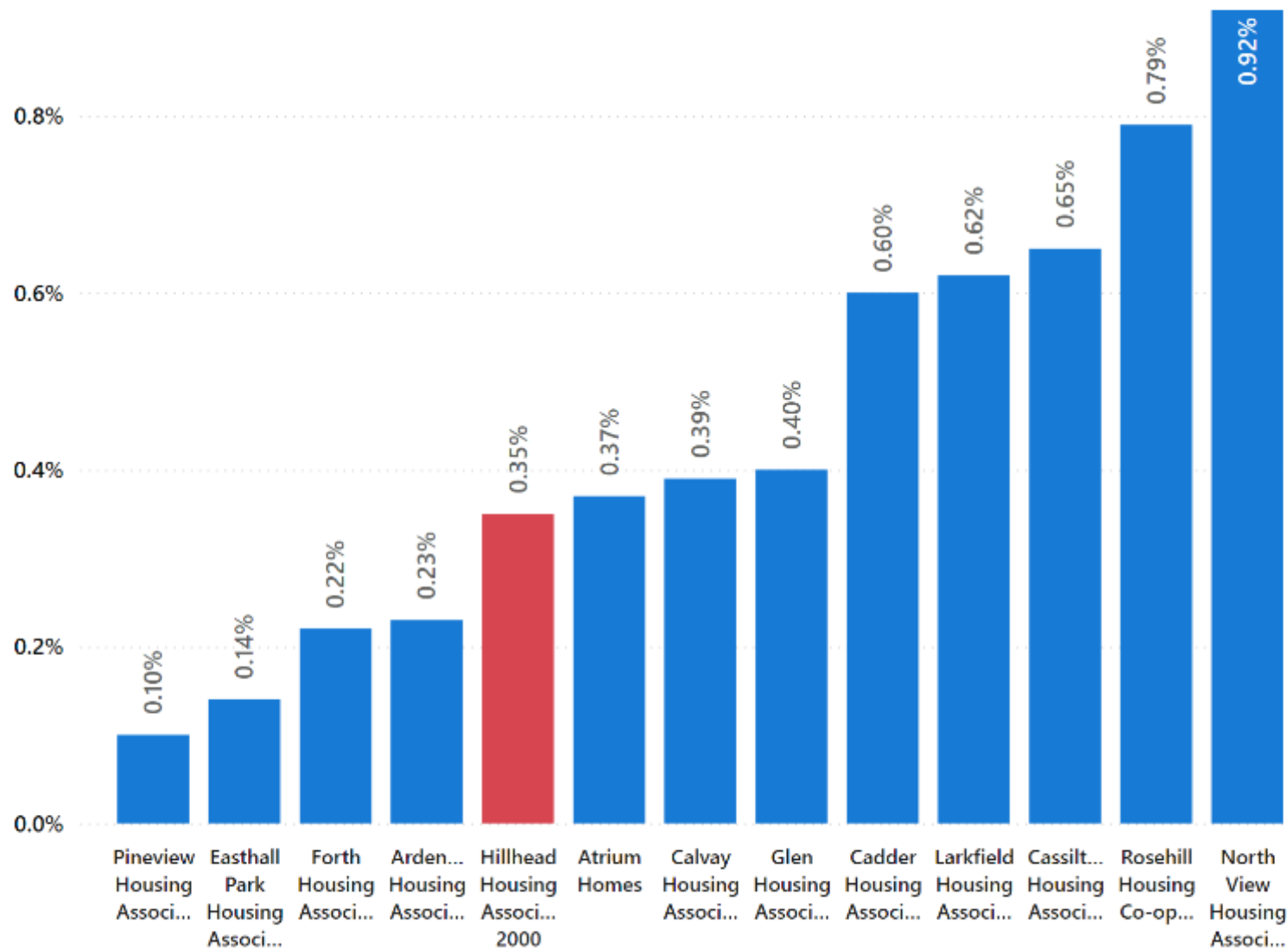
N43 Percentage satisfied with standard of home when moving in 



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	100.00%	81.25%	94.12%
All RSLs	94.09%	90.57%	93.34%
SHN Average	90.32%	88.79%	89.40%

Void Rent Loss

118 Percentage of rent due lost through properties being empty 



Organisation Name	22/23	23/24	24/25
Hillhead Housing Association 2000	0.46%	0.32%	0.35%
Peer Group 6 - Small stock transfer	0.70%	0.59%	0.53%
All RSLs	1.13%	1.05%	0.91%
SHN Average	1.37%	1.39%	1.27%

Service

Satisfaction:

Overall

Keeping informed

Opportunities to Participate

SHQS

Emergency repairs time

Non-emergency repairs time

Right first time

Repairs satisfaction

ASB cases completed

Value for Money

Average weekly rent

Annual rent increase

Void relet time

Void rent loss

Rent collected

Landlord Report

Organisation Name	Overall satisfaction	Informed	Involved	SHQS	Emergency repairs	Non-emergency repairs	Right first time	Repairs satisfaction	Anti-social behaviour	Rent increase	Average rent 3-apt	Average rent - all	Rent collected	Void rent loss	Re-let time
Forth Housing Association	95.53	98.32	98.04	99.27	2.54	5.91	96.25	92.17	99.06	5.10	97.32	96.02	99.51	0.22	14.62
Ardenglen Housing Association	94.19	98.23	99.75	99.80	2.36	5.52	93.22	89.47	94.90	3.90	95.81	96.23	99.76	0.23	15.77
Glen Housing Association	92.83	93.63	87.65	98.38	2.69	7.37	86.25	98.71	100.00	5.00	99.07	97.45	100.64	0.40	26.74
North View Housing Association	92.45	98.20	99.28	99.86	1.75	3.98	99.34	97.89	98.04	3.30	102.63	104.22	99.94	0.92	25.33
Easthall Park Housing Association	92.35	96.03	97.17	90.22	2.17	4.41	99.19	79.49	100.00	3.50	83.58	88.39	104.10	0.14	16.27
Pineview Housing Association	91.50	97.36	99.41	99.77	3.07	3.02	95.69	95.11	99.30	4.47	85.87	88.51	100.28	0.10	11.10
Calvay Housing Association	90.94	95.62	93.12	88.59	2.86	3.84	92.38	98.17	97.01	3.30	90.21	90.98	100.49	0.39	20.78
Hillhead Housing Association 2000	89.05	90.95	82.11	99.40	1.31	2.24	94.34	88.31	100.00	3.30	104.14	105.37	101.04	0.35	33.40
Larkfield Housing Association	86.75	87.18	83.76	94.94	3.06	9.50	72.54	82.67	100.00	4.00	104.24	114.89	99.13	0.62	45.85
Rosehill Housing Co-operative	86.24	88.76	89.34	97.51	2.78	4.46	86.69	100.00	97.87	4.00	92.58	91.50	99.79	0.79	42.27
Atrium Homes	84.91	86.58	82.81	85.24	1.55	5.30	95.18	80.95	100.00	3.50	102.45	107.71	100.39	0.37	22.81
Cassiltoun Housing Association	83.73	94.81	97.41	99.81	2.63	4.84	90.44	92.93	100.00	5.30	94.62	98.38	101.35	0.65	29.09
Cadder Housing Association	75.42	87.04	69.44	99.28	2.61	5.21	90.89	91.35	100.00	3.20	100.90	105.00	100.67	0.60	33.50
East Dunbartonshire Council	70.83	77.82	87.86	71.45	3.75	11.41	85.05	88.77	21.54	4.00	94.75	93.52	104.00	0.96	114.84

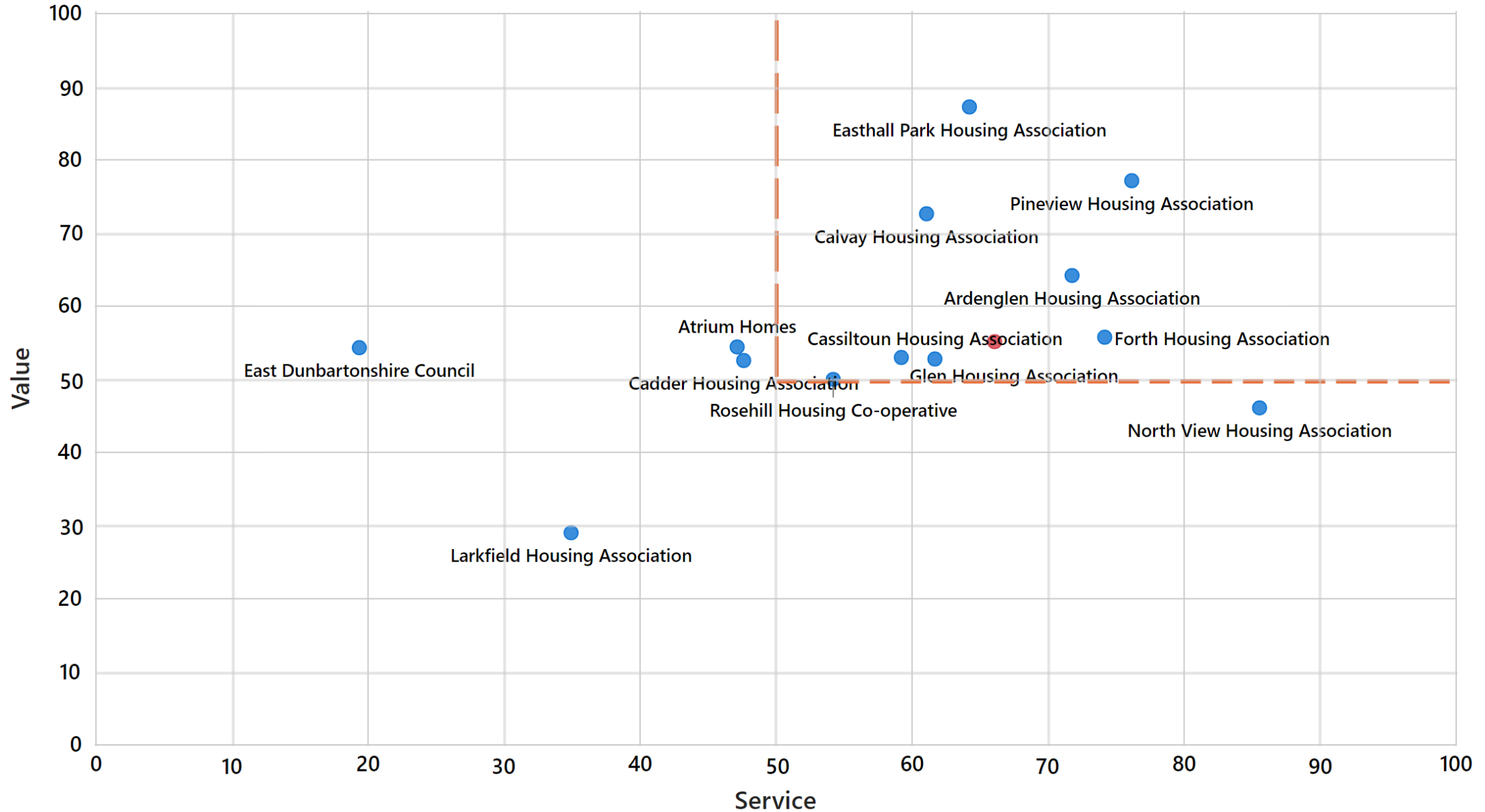


Landlord Report

Service vs Value for money



Comparison with Comparator Group



Tenant Satisfaction

- Improved overall and above averages.
- Declined for “opportunities to participate”.

Complaints

- Volume of complaints and average times to respond are below averages and improved from last year’s rates.

Housing Quality & Safety

- SHQS compliance remains very high at 99.40%
Above all averages.
- 1 gas safety compliance failure.

Repairs & Maintenance

- Repairs performance is impressively better than the averages and showing improving trends.

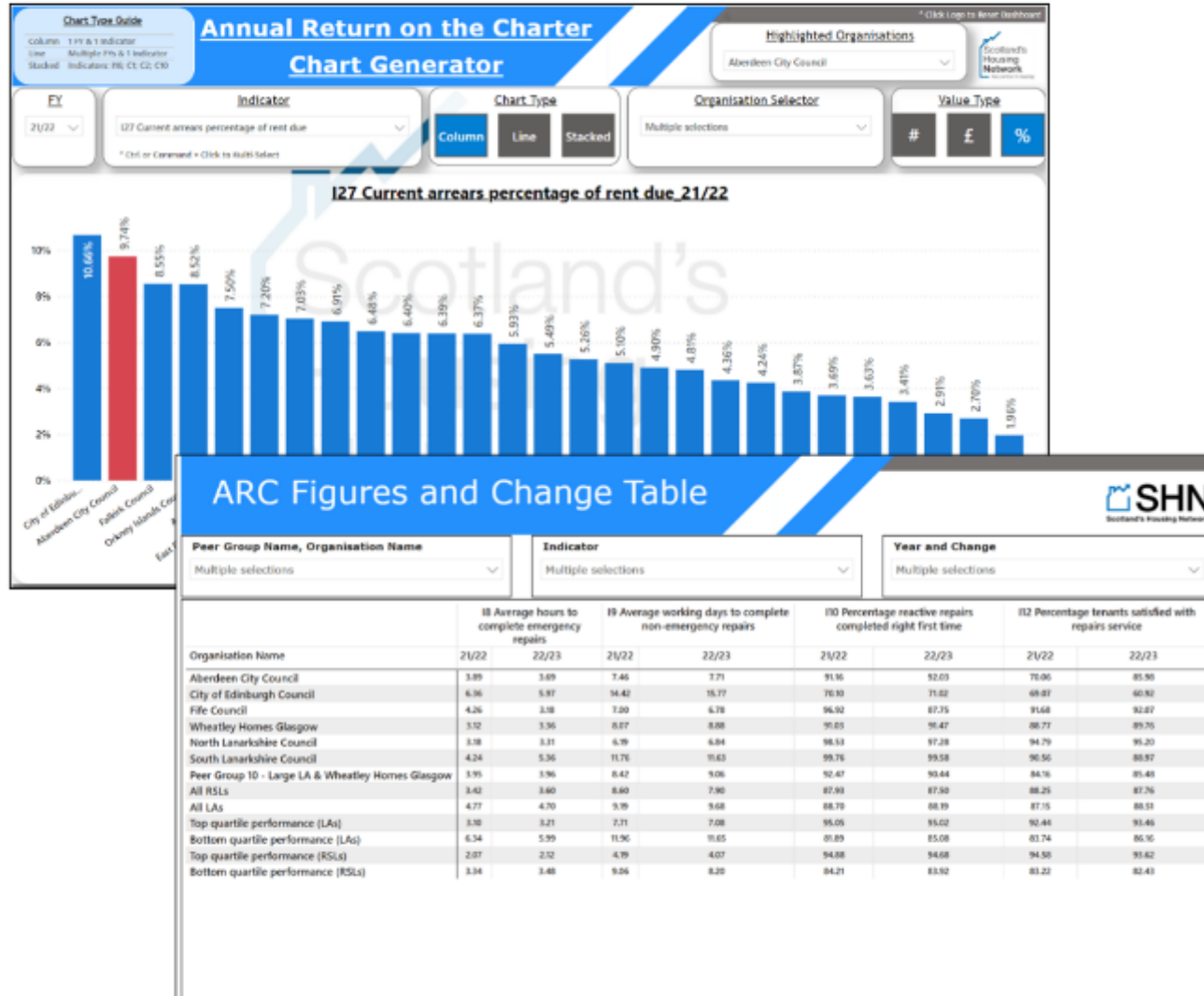
Access to Housing

- Stock turnover marginally decreased (5.6% → 5%)
- Increasing trend of refusals, currently at 20% but still below the averages.
- Lets to homelessness (35%) above peers but below RSLs average.
- Sustainment rates above 92%

Rent & Financial Performance

- Weekly rent levels and increases remain below averages.
- Rent collection above 100%
- Arrears decreasing and below averages.
- Increase relet times slightly above averages but low void rent loss.

SHN Business Intelligence Tools



- New Business Intelligence Tools utilising Microsoft Power BI
- Integrated into SHN website and accessible to all SHN members
- Create bespoke reports using our interactive dashboards, including:
 - Annual Return on the Charter (ARC) Chart Generator
 - ARC Table Generator
 - Annual Network Indicators thematic dashboard
 - Quarterly Benchmarking Chart Generator
 - Homelessness Chart Generator
 - Housing Revenue Account (HRA) Tool
- Intention to build thematic dashboards for ease of reference
 - SHQS
 - Rent arrears
 - Repairs etc.

- Asset Management and Development
- Community and Resident Engagement
- Data Users
- Homelessness
- Housing Management
- Local Housing Strategy
- Mid-Market Rent
- Performance and Service Improvement
- PRS Homelessness
- Private Sector Housing
- Repairs and Maintenance
- Rural Housing
- SOLO and Link Officers
- Specialist Housing and Support
- Welfare Reform



Membership Offer

- Communities of Practice
- Data Insights and Benchmarking
- Value for Money
- Development Value for Money
- Self-Assessment Tools
- Exclusive Publications and Guidance Documents
- Training
- Private Sector Services
- Welfare Reform Services
- Data Validation Services






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