



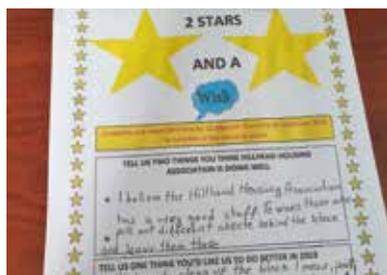
**HILLHEAD HOUSING ASSOCIATION 2000  
PERFORMANCE REPORT 2020-21**

# WELCOME

## Welcome to our Performance Report for 2020-21.

Welcome to our Performance Report for 2020-21. We hope you find it informative and a bit of fun. We are asking that you give us some feedback on our performance – so tell us 2 things that you think we are doing well and one thing you would like us to better at? Everyone who completes and returns the form will be entered into a Grand Prize Draw and the winner will be announced in the New Year!

In this year's Report you will be able to find out how the Association has been performing and where possible we have included comparisons with the national average as well a comparison with previous years.



The main challenge facing us all is the continued pandemic which saw our office having to close in mid-March 2020. However, services were maintained and we very quickly were able to re organise ourselves with our initial focus on supporting the residents in our local community.

During the year we have been able to continue our investment in the Environmental Improvements Programme.

A new 5 year strategic plan was developed over the year and now has been set in place.

Hopefully you'll find this year's report both interesting and informative.

**Stephen Macintyre**  
DIRECTOR

# ABOUT HILLHEAD HOUSING ASSOCIATION

We were set up in 2000 and since 2004 we have been the main housing provider in Hillhead with 830 homes. We are run by a voluntary management committee who is elected annually by our Members. Anyone can become a Member. It costs only £1.00 to join.

**If you join before 31 January 2022 you could win £50!**

## CONTENTS

Page 2	Welcome
Page 3	Message from Claire Taylor
Page 4	Hillhead's Report Card
Page 5-6	Managing Your Neighbourhood
Page 7- 8	How Well Are We Doing?
Page 9-10	Performance At A Glance
Page 11-12	Last Year's Expenditure and Value for Money
Page 13	Housing Quality and Maintenance
Page 14	Getting Involved
Page 15	Our Assurance Statement
Page 16	Community Projects
Page 17	Looking Ahead
Page 18	Staff, Consultants and Committee

# A MESSAGE FROM OUR CHAIR PERSON, CLAIRE TAYLOR



Firstly, I would like to thank the tenants for their patience and understanding during the last 18 months. It has been difficult for all of us, but I am very pleased that the Association has managed to maintain its services throughout this period by adapting so quickly to new ways of working. It is a credit to Stephen and his team that we have been able to do this without too much disruption.

As you know our Office remains closed but with the easing of restrictions, we are now able to have a greater number of staff working from the office. We are also in a position where we can now offer tenants face to face appointments with staff. The Management Team are keeping these arrangements under constant review and will make any necessary adjustments.

During the year we successfully accessed funds which has meant we have been able to direct financial support to some of our more vulnerable households. Our welfare rights team and tenancy support service are even more important than ever especially as Furlough ended and the impact in the reduction of Universal Credit takes hold.

The Management Committee has very recently approved a new Strategic Plan for the next 5 years. Information on our key priorities is highlighted in this report and we will update tenants and other stakeholders on our progress in meeting these over the course of the year.

Finally, I would like to thank the staff, committee members and tenants for continuing to support the Association. This was my final year as

Chairperson of the Association, and I would like to thank you all for the support you have given to me over the last 5 years. We now have a new Chair, John Jamieson who was elected by the Management Committee at its meeting in October 2021. I wish John well in his new role.

We published our Annual Assurance Statement in October and a copy of it can be read [here](#) and on our website.

**Claire Taylor**  
Chairperson



# HILLHEAD'S REPORT CARD



**Want to find out more?** You can see how Hillhead Housing Association performance measures up against other housing associations and councils across the country by accessing the website of the Scottish Housing Regulator.

<https://www.housingregulator.gov.scot/landlord-performance/landlords/hillhead-housing-association-2000>

## A MESSAGE FROM OUR DIRECTOR



Thank you for reading through our report. Unsurprisingly our main focus has been restarting and maintaining the delivery of our services. All our staff have worked incredibly hard to ensure we can support and assist tenants during these difficult times. Whilst government restrictions have eased considerably since this time last year, our office remains closed whilst we can only accommodate a limited number of staff in the office at any one time.

Working from home necessitated a significant investment in new technology as we had to develop the delivery of

services to fit the new situation. I am pleased that not only has this been completed ahead of schedule it has resulted in some cost savings which means we can continue to offer a wide range of services that our tenants need.

We are now taking forward plans for new housing for rent with CALA Homes at Fauldhead Road and Chryston Road. Subject to planning approval work on the site at Fauldhead Road will see the construction of 45 homes in early 2022.

Our significant investment in the environment of the area is nearing completion with over £1m having been invested in new fencing, paths and bin stores. We now have a newly created



Hillhead Staff Team

Estate Management team in place to ensure that we can respond to issues quickly and effectively.

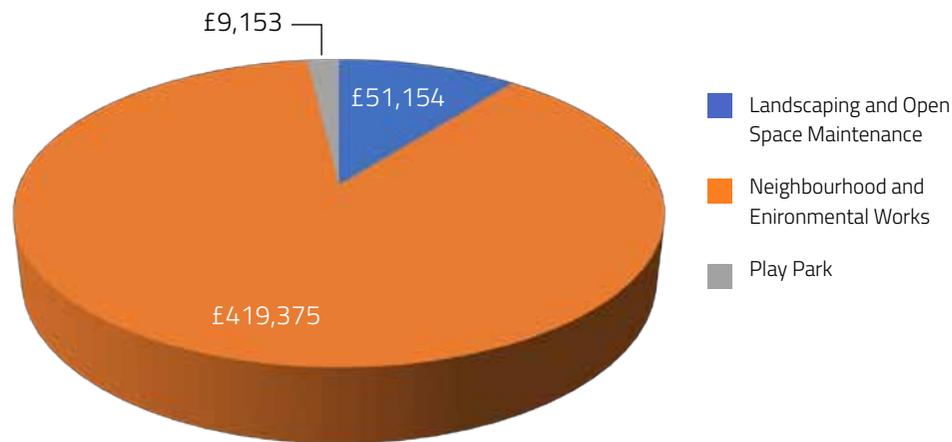
Our commitment to combating climate change has been highlighted in our new Strategic Plan and we commit to ensuring our homes are as energy efficient as possible by 2030.

**Stephen Macintyre**  
DIRECTOR

# MANAGING YOUR NEIGHBOURHOOD

## Tenant Satisfaction with the Association’s management of the neighbourhood

During 2020/21 we invested £470,529 in improvements to our management of the Neighbourhood! The amount invested to date in our Environmental Upgrade Programme is now at £815,681. The remaining works are continuing into 2022. Considering the recent neighbourhood investments made by the Association in fencing, drying facilities etc. 72.0% of tenants say that these investments have improved the local area with 40.7% saying ‘significantly improved’.



Aspect of Estate Management	Agree	Disagree	Don't Know
Common Areas are well maintained	87%	10%	3%
The Association has made significant improvements to the area	83%	7%	11%
The Community Gardens have improved the area	66%	8%	26%
There are sufficient play areas for children	65%	24%	11%
Community Policing has made the area safer	47%	16%	37%



Hillhead Tenants Satisfaction Survey, November 2021

# MANAGING YOUR NEIGHBOURHOOD

## Tenant Satisfaction with the Association's management of the neighbourhood



In our very recent Tenants Survey just over eight in ten tenants (82.2%) said they are satisfied with the contribution of their landlord to the management of their neighbourhood which compares to the Scottish Average for 2020/2021 of 86.1% 

Of the twelve percent of tenants who said they are dissatisfied with how the Association contributes to managing the local neighbourhood they recorded the four main actions that tenants see as improving their neighbourhood as a place to live are:

- Tackling problem neighbours (10.7%)
- Dealing with dog fouling (8.9%)
- Dealing with litter (7.6%)
- Better maintaining the local environment (7.6%).

Our services are therefore being reviewed to see how we can best meet these expectations. Already we have put in place a Mediation Service to assist with the reconciliation of some types of neighbour disputes. We recognise that during the pro-longed

lock down periods it has been very stressful for some neighbours.

Our ground maintenance service is being re-tendered in the New Year with a new and hopefully improved service and specification being introduced from April 2022.



# HOW WELL ARE WE DOING? IT'S GREAT TO HEAR YOUR FEEDBACK!

Would like to mention, I had to shield during covid and my housing officer said if I was ever down or lonely just to phone her and speak to her.



I think given the last 2 years has been a struggle for all I believe Hillhead Housing has done a great job in keeping tenants informed, being able to get in touch and talk to staff and in general, been a good support...

The staff were lovely during the pandemic, I didn't feel alone as I have good neighbours but one of the housing officers gave me her number in case I needed help and I really appreciated that.

Morag from the office has been a rock to me. I was put on furlough then made redundant, and she helped me from start to finish; she is absolutely amazing.

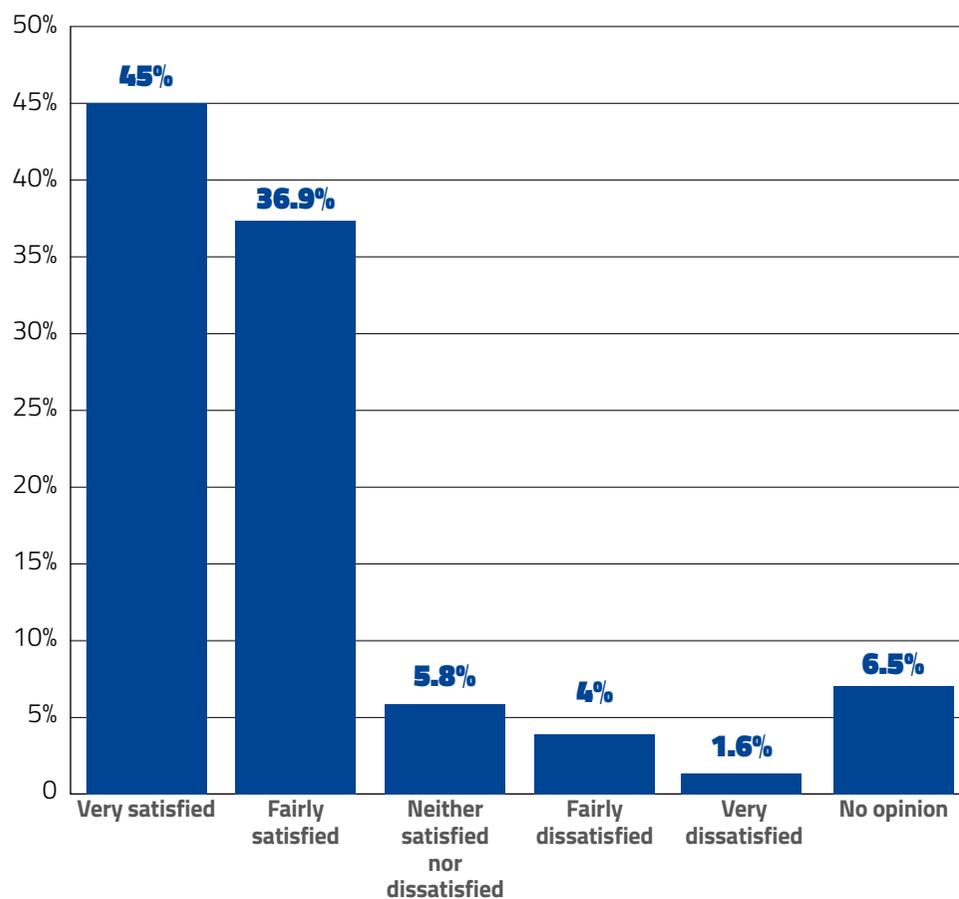
During the Pandemic we pivoted our services to supporting our local community and despite our local office being closed for almost a year we managed to ensure essential services such as repairs and gas heating servicing were able to continue with as little disruption as possible.

It was an incredibly difficult time for all of us. However we were able to access a wide range of funding sources so we could continue to provide practical support to many individuals and families. During the year we disbursed almost £20,000 of financial support in a wide range of areas including food and fuel vouchers, mobile phone top-ups, assistance with home schooling costs etc. The table to the right gives a detailed breakdown of how we spent this money.

FUNDING SOURCE	NUMBER OF FAMILIES / INDIVIDUALS & AMOUNTS	TOTAL VALUE
Supporting Communities Fund	50 x £30 school cost vouchers	£1500
Cash for Kids Winter Assistance	53 children x £100	£5300
One Parent Families & Mega Fund energy support	Don't have breakdown.	£1031
Cash for Kids Covid appeal	26 children x £35	£910
Warm home discount	20 x £140	£2800
HACT emergency energy vouchers	33 vouchers 11 x £28 22 x £49	£1386
Family Fund	8 laptops* & Cash for toys 2x£100	*£1600 £200
Hillhead's own Christmas appeal	60 children x £25	£1500
Energy vouchers from our own Communities Recovery funds	5 x £28 5 x £49	£385
Shopping vouchers from supporting communities and communities recovery funds	131x£25	£3275

# HOW WELL ARE WE DOING? IT'S GREAT TO HEAR YOUR FEEDBACK!

Tenants were asked to say how satisfied or dissatisfied they were with the communication and delivery of Hillhead Housing's services during lockdown. The results are shown in the chart below and indicate that 81.9% of tenants are satisfied on this measure whilst 5.8% are dissatisfied.



Source: Hillhead Tenants Survey November 2021

## MAKING A COMPLAINT AND MAKING A COMPLIMENT

We value what tenants have to say about our housing services and wherever possible we try to resolve complaints as speedily as possible. We don't always get everything right! Where we are able to make an improvement to our services we will! "We encourage our tenants to give feedback, whether it's good or bad.

### Time to respond to 1st & 2nd stage complaints

	Hillhead HA	RSL Average	National Average	SPSO Target
1st stage – days to respond	2.2	3.8	5.4	5.0
2nd stage – days to respond	8.4	16.6	19.3	20.0

RSL Registered Social Landlord, SPSO Scottish Public Services Ombudsman

### Complaints per 100 homes

	2018/2019	2019/2020	2020/2021
Hillhead HA	3.0	2.8	4.0
All RSLs	6.3	6.7	5.1
National Average	4.7	5.1	3.7

# PERFORMANCE AT A QUICK GLANCE - AND HOW WE COMPARE NATIONALLY

● **Not doing so well**
● **On target**
● **Doing really well**

## Gross Arrears as a Percentage of Rent Due

	2018/2019	2019/2020	2020/2021
	£180,546	£202,124	£165,529
Actual Performance	<b>5.29%</b>	<b>5.64%</b>	<b>4.43%</b>
Target for year	5.0%	5.0%	5.0%

Gross Arrears is the total of both current and former tenant arrears. Information on is on page 10.

The Scottish Average for 2020/21 is 6.1%.



## Empty Homes – Rent Loss

	2018/2019	2019/2020	2020/2021
	£23,401	£19,573	£22,944
Actual Performance	<b>0.69%</b>	<b>0.55%</b>	<b>0.61%</b>
Target for year	1.0%	1.0%	1.0%

The Scottish Average for 2020/21 is 1.37%



## Number of Days to Relet a Home

	2018/2019	2019/2020	2020/2021
Actual Performance	<b>30.15</b>	<b>24 days</b>	<b>54 days</b>
Target for year	21 days	21 days	21 days

The Scottish average for 2020/21 is 56.3 days



# PERFORMANCE AT A QUICK GLANCE - AND HOW WE COMPARE NATIONALLY

● Not doing so well     
 ● On target     
 ● Doing really well

## Repairs Time taken to complete emergency repairs

	2018/2019	2019/2020	2020/2021
Actual Performance	<b>1.18 hours</b>	<b>1.21 hours</b>	<b>1.35 hours</b>
Target for year	2 hrs	2hrs	2hrs

The Scottish average for 2020/21 is 4.2 hours



## Repairs – Time taken to complete non emergency repairs

	2018/2019	2019/2020	2020/2021
Actual Performance	<b>2.4 days</b>	<b>2.65 days</b>	<b>2.75 days</b>
Target for year	6.5 (3 days urgent and 10 days for routine repairs)		

The Scottish Average for 2020/21 is 6.7 days



## Repairs – Tenant Satisfaction % of Tenants satisfied who have used the Repairs Service in the last 12 months

	2018/2019	2019/2020	2020/2021
Actual Performance	<b>94.64%</b>	<b>97.22%</b>	<b>93.42%</b>
Target for year	is 95%		

The Scottish Average for 2020/21 is 90.1%



# LAST YEAR'S EXPENDITURE

Our Tenants Survey in 2021 told us that 76.4% of tenants indicated that they felt that the rent for their property represents good value for money.



The Scottish average for 20/21 was 82.8%

Over the last 3 years we have maintained our rent increases in line with inflation and below the average of all other Landlords in Scotland. We continue to provide a range of additional services for our tenants and are now completing our £1m programme of wider environmental improvements which is a key priority for our community.

Despite the pandemic and the necessary changes to how we operate we have successfully maintained delivery of all of our services. We now offer a welfare rights service, an income maximisation service and in partnership with the Simon Community a tenancy support service. These are all vital services which are available to any of our tenants. We invested £90,397 in the provision of these services which are fully funded out of our rental income. In return these services have generated £650,000 in additional benefits income for residents.

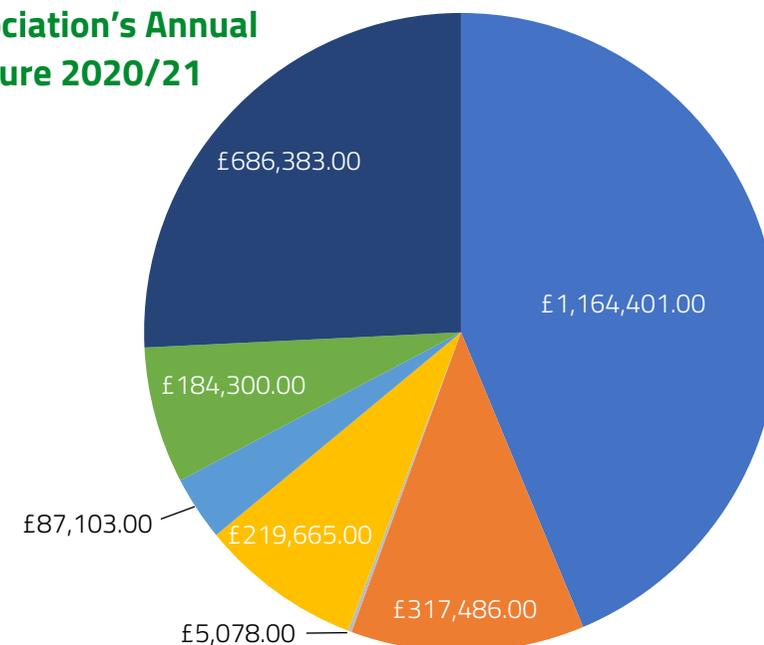
During the last year we have supported 71 tenants via our Tenancy Support Service.

We are in the process of upgrading fire detection systems in everyone's home and are on target to complete this work by February 2022 at an estimated cost of £46,000

For every £1.00 of rent you pay it was spent in the following areas:-

<b>Management and Maintenance Admin Costs</b>	<b>£0.44</b>
<b>Reactive Maintenance</b>	<b>£0.12</b>
<b>Bad Debts</b>	<b>£0.00</b>
<b>Planned and Cyclical Maintenance</b>	<b>£0.08</b>
<b>Home Improvements &amp; New Builds</b>	<b>£0.03</b>
<b>Other activities</b>	<b>£0.07</b>
<b>Loan Payments (interest &amp; capital)</b>	<b>£0.26</b>

## The Association's Annual Expenditure 2020/21

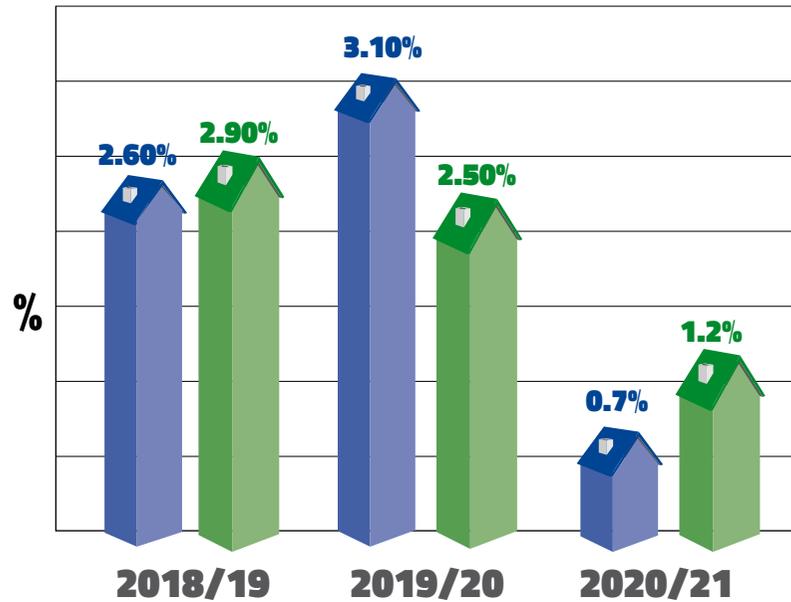


- Management and Maintenance Admin Costs
- Reactive Maintenance
- Bad Debts
- Planned and Cyclical Maintenance
- Major Repairs & New Builds
- Other activities
- Loan Payments (interest & capital)

# VALUE FOR MONEY

## Average Annual Rent Increase

■ HILLHEAD ■ Scottish Average

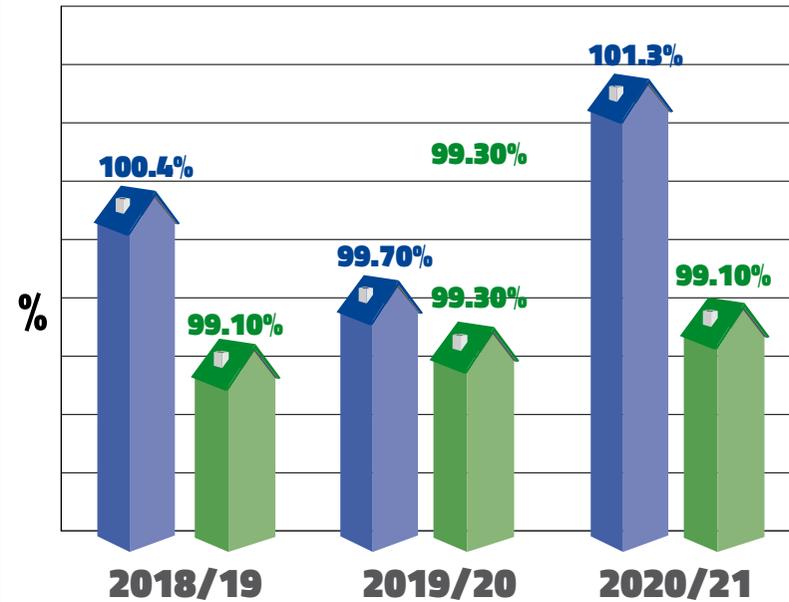


The Scottish Average rent increase in April 2021 was 1.2%. In April 2021 Hillhead increased rents by 0.7%



## Rent Collected

■ HILLHEAD ■ Scottish Average



The Scottish Average for the amount of rent collected in 2020/2021 is 99.1%. In 2020/21 Hillhead collected 101.3%



## MANAGING OUR RENTS

### Current Tenant Arrears

	2018/2019	2019/2020	2020/2021
Amount	£135,641	£158,880	£124,251
Actual Performance	3.93%	4.32%	3.27%
Target for year	4.00%	4.00%	5.00%

# HOUSING QUALITY AND REPAIRS

## Our Repairs Service

Our tenants group wanted us to include some more information on our Repairs Service than is collected nationally.

Our multi trade contractor – Rodgers & Johnson Ltd provides our Repairs Service for emergency, urgent & routine repairs.



Not doing so well



On target



Doing really well

Repairs Service	Target	2018/19	2019/20	2020/21
Average length of time taken to complete an emergency repair is	<b>2 hours</b>	<b>1.18hrs</b>	<b>2hrs</b>	<b>2hrs</b>
Average length of time taken to complete a non-emergency repair is	<b>6.5 days (3 days for urgent &amp; 10 for routine)</b>	<b>2.4 days</b>	<b>2.7days</b>	<b>2.7days</b>
% emergency repairs completed on time	<b>100%</b>	<b>98.73%</b>	<b>97.63%</b>	<b>98.50%</b>
% non emergency repairs completed on time	<b>95%</b>	<b>100%</b>	<b>99.44%</b>	<b>97.94%</b>
% of repairs appointments kept	<b>95%</b>	<b>96.7%</b>	<b>97.63%</b>	<b>97.63%</b>
% of all properties requiring a gas safety certificate that have had continuous certification throughout the year	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

# GETTING INVOLVED!

Each year we set aside an amount of money for tenant participation. In 2020/21 we spent £14,083 on supporting tenant participation and engagement including our quarterly newsletters and our annual report. This represents about £16 per Tenant.

Unfortunately, due to the Pandemic we have been unable to offer our usual range of opportunities for tenants to engage with us. We have however been engaging with tenants more by digital means including WhatsApp, Text and through our social media channels. As soon as it is safe to do so we will arrange for face-to-face meetings.

**Whilst the opportunities for tenant engagement were limited throughout the year Tenant satisfaction with being kept informed was recorded at 90.5% against as Scottish average of 91.7%.**

The pandemic has meant we have had to communicate with tenants using a wider variety of ways including a greater use of digital means. The table below records Tenant preferences for our communications with them.

Method	Informed by	Consulted using
Letters	61.1%	51.9%
Newsletter	49.6%	36.1%
E-mail	29.8%	28.5%
Text message	17.3%	18.8%
Facebook	9.4%	11.5%
Website	4.8%	7.9%
Face to face meetings	3.8%	9.7%
Twitter	3.1%	7.9%
Sum of digital preferences	(68.2%)	(84.2%)

Source: Hillhead Tenants Survey November 2021

## Your Views and Feedback

Our latest tenant survey took place in October 2021 and recorded the views of 353 Tenants, a 56% sample.

We also record and monitor tenant feedback on our repairs service on an ongoing basis.

**Annual Rent Review Consultations – These take place in December and January are complemented by Website and Facebook questionnaires.**



# OUR ASSURANCE STATEMENT TO THE SCOTTISH HOUSING REGULATOR

## 2021 Annual Assurance Statement

The Management Committee of Hillhead Housing Association confirms that it has assurance that the Association is compliant with the Regulatory Standards of Governance and Financial Management including: -

- all the relevant requirements set out at chapter 3 of the Regulatory Framework
- all relevant standards and outcomes in the Scottish Social Housing Charter.
- all relevant legislative duties.

As part of this process, we have been self-assessing our compliance against a broad range of evidence from both internal and external independent sources. These have included: -

- Quarterly Performance Reports on our Housing and Repairs Service
- Quarterly Financial Management Reports provided by our Finance Agents
- Internal and External Audit Reports
- Feedback from Tenant Surveys
- Benchmarking Reports from our local group as well as from Scotland's Housing Network
- Reports, advice, and information from members of the Management Team

## Equalities & Human Rights

We hope that the way we deliver services and develop policies would be consistent with an equalities and human rights approach. We are reviewing the recently published guidance from SHR, CIH Scotland and the Scottish

Human Rights Commission and we will look to use this, and any other relevant guidance that is produced in the future, to inform our work to review our own approach and consider whether any changes might be needed to our services or policies.

## Corona Virus

Corona Virus has impacted on our ability to meet some of our statutory and regulatory requirements, and these were communicated to the Scottish Housing Regulator at the time. Other than Gas Safety obligations being impacted by the Virus none represent a material non-compliance.

Despite the Corona Virus restrictions, we have been able to maintain our commitment to continuous improvement and as part of our evidence review, we have in place an Improvement Action Plan which will be completed by March 2022. The Committee is assured that none of these actions represent material instances of non-compliance.

Date of Meeting of Management Committee: - 6 October 2021

## Signed by



**John Jamieson,  
Chairperson**

**On behalf of the Management Committee**

# COMMUNITY PROJECTS

## Community Growing Project

Our community garden continues to thrive, Positive Achievements have continued to attend, and we have a number of new volunteers that are helping to look after the garden and grow their own fruit and vegetables.

The community garden had been awarded the Royal Horticultural Societies Level 3 School Gardening Award. This included a certificate and a voucher for a fantastic Schools Constant Garden from Rocket Gardens,. This year we have received 2 boxes brimming full of young vegetable and fruit plants ready to plant in the garden.



**In June 2021 we registered for a new and exciting scheme called the Dolly Parton Imagination Library. This scheme is being sponsored by our Repairs Contractor Rodgers & Johnston Ltd. By December we had 16 families taking part.**

Dolly Parton's Imagination Library is a 60 volume set of books beginning with the children's classic The Tale of Peter Rabbit for children aged 0-5 years old. Each month a new, carefully selected book will arrive by mail in your child's name and will be delivered directly to your home.

Best of all - this is free. There is no cost or obligation to your family.

### **Who Is Eligible?**

All children of Hillhead Housing Association tenants under the age of five.

### **How do I register my child/children?**

A parent or guardian should contact the association and request a registration form which should be completed and returned to our office.

### **When Will I Receive Books?**

Once we receive the completed registration form we will post you the first welcome book. Six to eight weeks after your registration form has been received, books will begin arriving from the Imagination Library to your home and will continue until your child turns five or you

move out of the area.

Since launching in 1995, Dolly Parton's Imagination Library has become the preeminent early childhood book gifting program in the world. The flagship program of The Dollywood Foundation has gifted well over 150 million free books in Australia, Canada, The Republic of Ireland, United Kingdom and the United States. The Imagination Library mails more than 1.8 million high-quality, age-appropriate books each month to registered children from birth to age five.

Dolly envisioned creating a lifelong love of reading, inspiring them to dream. The impact of the program has been widely researched and results suggest positive increases in key early childhood literacy metrics. Penguin Random House UK is the exclusive publisher for Dolly Parton's Imagination Library. For more information, please visit [imaginationlibrary.com](http://imaginationlibrary.com).

If you require any further information please contact Marie Savage on 0141 776 8623.



# LOOKING AHEAD

## Our Management Committee is elected by the Association's Members every year.

Each year we carry out a Committee Effectiveness Review which also assesses the current level of skills and knowledge amongst our Committee.

We engaged SHARE to carry out an independent review and it found that the Committee continues to operate effectively. The report concluded that:

"the results of the appraisal show a Committee whose members appear to be confident, experienced, knowledgeable and working well together.

SHARE is pleased to have had this

opportunity to work with the Chair and Management Committee and hopes this feedback report will assist the Committee members of Hillhead HA in their continuing work as a governing body.



Hillhead's Management Committee set the Strategic Direction of the Association, oversee the Association's Business Plan which ensures its strategic objectives are met and ensure that resources are in place to deliver the objectives. It employs the staff to carry out the day to day running of the organisation and to ensure its objectives are met in line with our current regulatory environment.

## Key Priorities

Our Management Committee has agreed on 8 key priorities to ensure that we stay focused on working towards our vision over the next 5 years. All of our activities will be aligned to delivering these specific objectives and outcomes. We will set targets that will help us measure our performance.

- To enhance our customer services.
- To improve quality of life locally.
- To strengthen local decision-making.
- To encourage wider community engagement.
- To maximise our use of digital technologies.
- To safeguard our financial position.
- To combat climate change.
- To explore opportunities for growth.



## OUR TEXT MESSAGING SERVICE 07941 163429

### – Making it easier for you to contact us

By now all tenants will have received a text card in the post to introduce the launch of our new text messaging service. If you have registered your mobile telephone number with us we will have sent you a "welcome message" to confirm the number is correct.

Once you have registered you can text:

- |        |                                           |
|--------|-------------------------------------------|
| RENTS  | to contact your housing officer           |
| BAL    | to check the balance on your rent account |
| REPAIR | to report a repair                        |
| STO    | to set up a standing order                |
| DD     | to set up a direct debit                  |
| CARD   | to order a new payment card               |

# COMMITTEE, STAFF, CONSULTANTS AND SERVICES DURING 2020/21

## Staff

Stephen Macintyre, Director  
Catherine McKiernan, Depute Director/Housing Manager  
Mandy White, Head of Corporate Services  
Gail Fitzpatrick, Corporate Services Assistant (retired June 2021)  
Kieran Tait, Finance & Corporate Services Assistant  
Laura Tait, Finance Assistant  
Tracy McGrath, Admin Assistant (Reception)  
Betty Borland, Housing Officer (retired December 2020)  
Sharon Singer, Housing Officer  
Suzanne McGraw, Housing Officer  
Elaine Scullion, Housing Officer  
Heather Robertson, Housing Officer  
Kelly Wallace, Housing Assistant  
Emily Connell, Temporary Housing Assistant (resigned March 2021)  
Moirá Escreet, Welfare Rights Officer (resigned April 2021)  
Morag Bisset, Welfare Rights Officer  
Heather Montgomery, Income Maximisation Assistant (joined April 2021)  
Maureen Cameron, IT Systems Support Officer  
Stephen Tait, Head of Development & Property Services  
Marie Savage, Property Services Officer  
Diane Bridges Property Services Assistant  
Tom Brunton, Estates Inspector  
Garry Laurieston, Estates Officer  
Dorothy Campbell, Office Cleaner

## Consultants and Other Services

### Auditors:

Chiene + Tait

### Internal Auditors:

Quinn Internal Audit

### Solicitors:

BTO

### Bank:

The Royal Bank of Scotland

### Development Services:

Mulholland Consultants

### Financial Services:

FMD Financial Services Ltd

### Tenancy Support Services:

The Simon Community

## Management Committee

Claire Taylor, Chairperson (stood down October 2021)

John Jamieson, Chairperson

Lisa Scott, Vice Chairperson

Mary Docherty Secretary

Stuart Niven, Treasurer

Robert Smith

David Wilson

Councillor Susan Murray

Councillor Stewart MacDonald

Gary Jackson

Walid Hassan

Peter O'Connell (elected September 2021)

Alistair McPhee (elected September 2021)

Karen McIntyre (co-opted October 2021)



Our website is an important place to find out what is happening and for a wide variety of information on the Association.

WEBSITE – [www.hillheadhousing.org](http://www.hillheadhousing.org)

You can also leave comments on our Facebook Page

[www.facebook.com/hillhead](http://www.facebook.com/hillhead)

If you need this performance report in any other format please contact us.



MILLENIUM BENCHMARKING CLUB



# BUILDING ON PROGRESS FOR A BRIGHTER HILLHEAD



HOUSING ASSOCIATION

Building on progress for a brighter Hillhead

**Hillhead Housing Association 2000, 2 Meiklehill Road, Hillhead, Kirkintilloch G66 7LA**

Phone: 0141 578 0200 ▪ Fax: 0141 578 4817 ▪ Freephone: 0800 0523 188

E-mail: [admin@hillheadhousing.org](mailto:admin@hillheadhousing.org) ▪ Web: [www.hillheadhousing.org](http://www.hillheadhousing.org) ▪ [@HHA\\_2000](https://twitter.com/HHA_2000)

Hillhead Housing Association 2000 is a Scottish charity, (SC029908), a Registered Social Landlord with the Scottish Housing Regulator (326) and a Registered Society registered under the Co-operative and Community Benefit Societies Act 2014 Register number 2562R (S)