



"A great community with a strong sense of belonging"

Building on progress for a brighter Hillhead



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Chairperson's Introduction

Welcome to our new look annual performance report. We have tried to make the information as clear and user-friendly as possible. Over the next 12 months we'll be working with interested tenants to understand if we have achieved that goal and consider any changes or improvements you'd like to see. If you'd like to be involved in those conversations or you have any comments on the content and design of the report please get in touch.

It has been another busy year at Hillhead Housing Association and we've seen some changes in the staff team. We said goodbye to Stephen Macintyre, our long serving Director in March 2024. Stephen led the organisation from the beginning and was hugely instrumental in the regeneration of Hillhead over the last 20 years. We all wish him well in his retirement.

Catherine McKiernan was appointed as Director and has been busy getting to grips with all the regulatory, governance and compliance requirements that are placed upon Scottish housing associations. She is ably supported by the other members of Hillhead's management team

As you can see from the content of this report, our performance remains strong across all the main areas of our service delivery and in many instances we compare well when measured against other social housing providers. We are particularly proud of our performance in repairs response times and satisfaction with repairs, we recognise that the quality of this service is the top priority for many tenants. Our Housing Management team continue to deliver value for money by providing an empathetic rent collection service and letting empty properties quickly.



John Jamieson
Chairperson

Management Team



Catherine McKiernan
Director



Stephen Tait
Depute Director /
Head of Assets



Mandy White
Head of Corporate Services



Paula McCann
Head of Housing Services

Managing Tenancies

Hillhead own and manage **830 high quality homes** in the Hillhead and Braes O'Yetts areas of Kirkintilloch.



In 2023-24 we let **40** properties.

9

1 bedroom

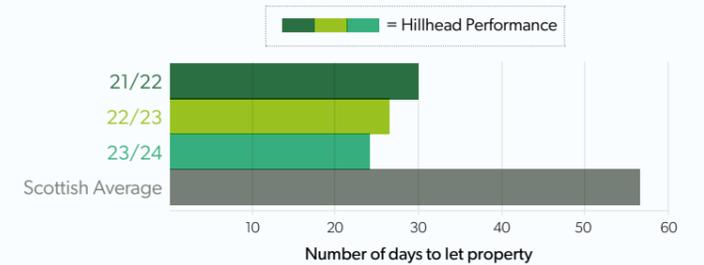
33

2 bedrooms

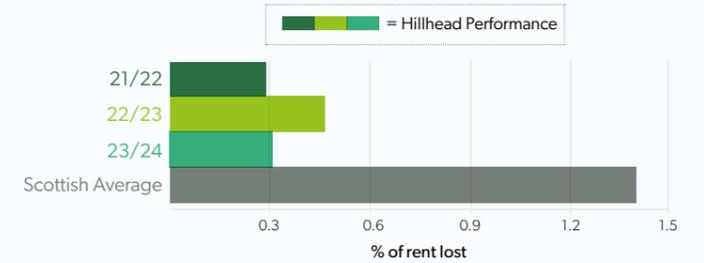
3

3 bedrooms

On average it took us **24.2** days to let those properties – Scottish average **56.7** days



As a result of properties being empty we lost **0.3%** of our rent – Scottish average **1.4%**



96%

96% of tenants who moved into a Hillhead property during 2022-23 stayed for more than a year.

We engage Simon Community Scotland to provide a tenancy sustainment service, and this is delivered by Angela Taylor. Angela provides vital support to tenants to make sure they are happy in their homes.

She helps with;

- Setting up a new tenancy
- Dealing with gas and electricity companies
- Accessing essential furniture and carpets
- Support during times of poor mental health and stress
- Accessing local services and support groups



Angela Taylor
Tenancy Support Officer

New Tenancies

Your Housing Officer is here to help. If you have any queries about your rent or any other aspect of your tenancy please get in touch.



6.6%



Our rents went up by **6.6%** from the previous year. During January 2024 we consulted with all tenants on our proposed rent increase. Tenants could participate in the consultation by text, email, Facebook, paper form or in person.

Size of home	Number of homes owned	Hillhead weekly rent	Scottish average weekly rent
1 bedroom	153	£89.54	£87.87
2 bedroom	384	£97.63	£90.29
3 bedroom	261	£104.09	£98.30
4 bedroom	32	£114.46	£108.29



99.9%
collected

We collected **99.9%** of the rent due to us in the year – Scottish average **99.4%**

Current tenant arrears have continued to fall year on year, and were **2.44%** at the end of March 2024 as compared to **3.27%** at end of March 2021. Our Housing Officers adopt a supportive early intervention approach to rent arrears, working with tenants as much as possible to maximise their income and agree sustainable and affordable repayment plans.



We had **31** cases of anti-social behaviour reported to us in the year. These were all dealt with quickly.

43 cases in
21/22

30 cases in
22/23

We work closely with Police Scotland and other agencies to tackle anti-social behaviour promptly and effectively.

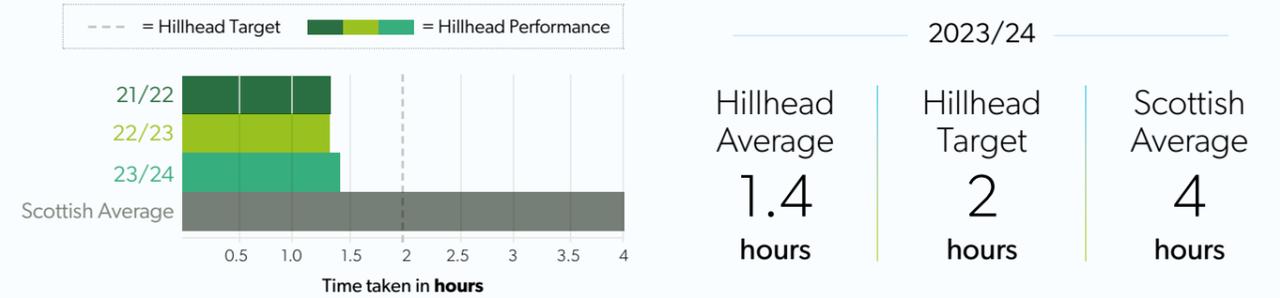


We work hard to support tenants who are experiencing financial, social or emotional difficulties. We are pleased that we have not carried out any evictions in the last **5** years.

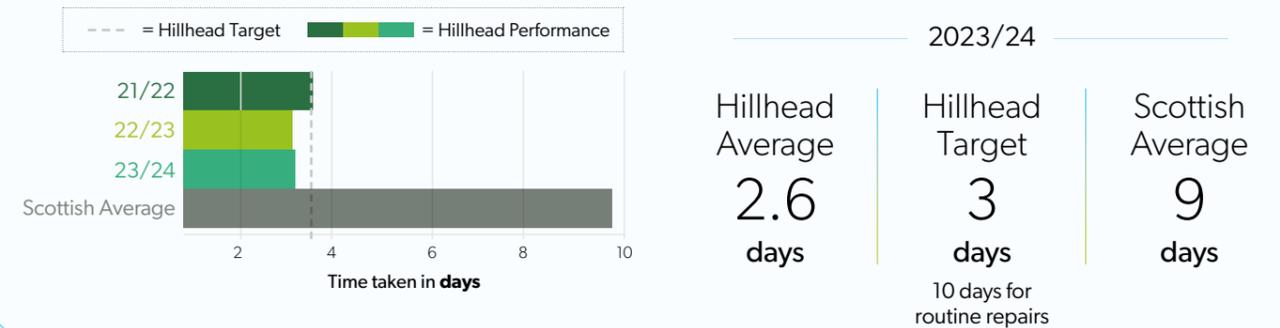
Repairs & Maintenance



Time taken to complete emergency repairs



Time taken to complete non-emergency repairs



Satisfaction with repairs service

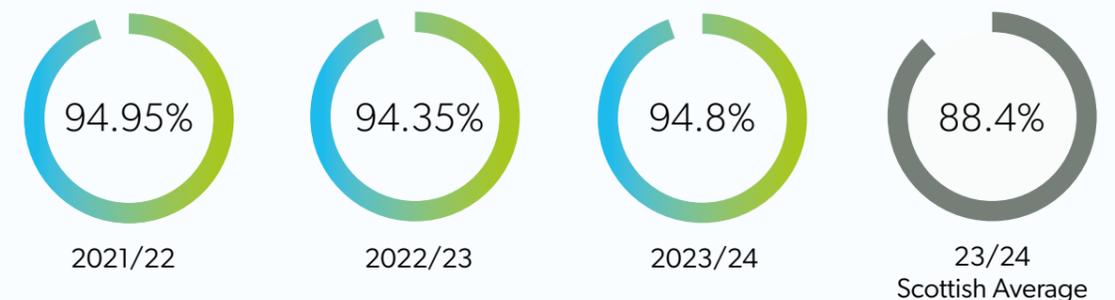


98% of tenants who used our repairs service in the last 12 months reported that they were satisfied or very satisfied, we are delighted to see our performance improving year on year in this measure. And remember we enter all respondents to our satisfaction survey into a quarterly prize draw.



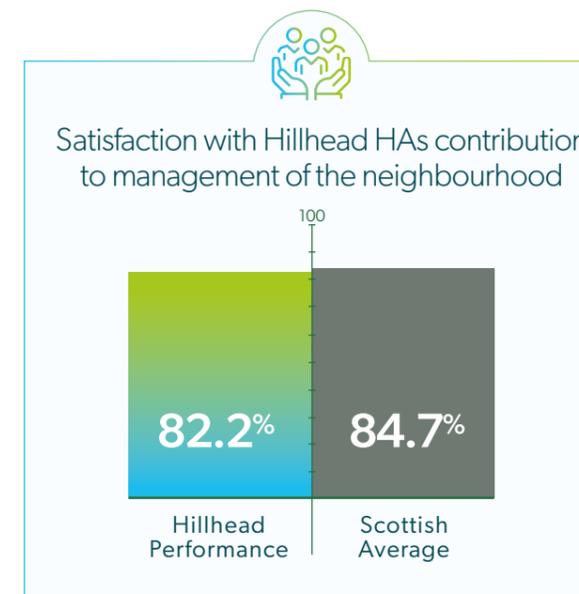
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Repairs "Right First Time"



Tenant Satisfaction

We carry out a large scale tenant satisfaction survey every 3 years, where all tenants are given the opportunity to tell us how we are doing across a whole range of measures. The last survey was carried out in autumn 2021 so the data shown here is now getting a bit old, but will give us a useful point of comparison against the new survey which is being carried out during autumn 2024.



Welfare Rights Service



In 2023/24 alone, the Welfare Rights Service brought in over **£518,000** by helping tenants and residents to claim benefits that they were entitled to.

This was in addition to the almost £50,000 that we were able to secure in charitable funding to provide emergency food & fuel vouchers.

The service is staffed by Morag Bisset, Welfare Rights Officer, and Heather Montgomery, Income Maximisation Assistant.

In the last year we saw over 260 clients for help with their benefits, budgeting, fuel assistance and general support needs. Over 290 emergency food/fuel vouchers were issued to struggling households, and over 200 Household Help care packages were distributed - these packs contained basic household items such as detergent, shower gel, toothbrushes & paste etc to help households out during the cost of living crisis that has yet to abate.

We also provided assistance to clear £5000 of fuel arrears for struggling households.

Hillhead Housing Association's Welfare Rights Service was founded in 2005 and has brought in over **£8.5 million** to the local community.



200

Over 200 Household Help care packages distributed



290

Over 290 food and fuel vouchers issued to struggling households



£518,000

Over £518,000 brought in by helping tenants and residents claim benefits



£50,000

Almost £50,000 secured in charitable funding for emergency food and fuel vouchers

Here are some examples of the help Morag & Heather have provided in the last year.

Reaching Pension Age

Morag supported a disabled tenant to move from Employment & Support Allowance & Universal Credit when they reached state pension age. She assisted the tenant to claim their state pension, pension credit, housing benefit and attendance allowance. With the help of the Welfare Rights Service, the tenant was over £9,400 better off a year after they reached their state pension age.

Setting Up Home

Heather supported a new tenant to get on their feet financially by helping them to claim Universal Credit and council tax reduction to help cover their rent and other living expenses. She assisted the tenant to claim for a Community Care Grant from the Scottish Welfare Fund so that they had flooring, white goods, and other furniture to be able to set up their first home.

Challenging Decisions

A tenant approached the service after being overpaid Universal Credit due to the DWP not acting on information that she had provided to them. Morag worked with the local MP, and challenged the decision, resulting in the DWP admitting fault, and agreeing that the tenant did not have to pay back over £2,000 in Universal Credit.



In 2023/24 we partnered with East Dunbartonshire Foodbank to deliver a project to provide advice in accessible settings. We are delighted that this partnership working has continued and either Morag or Heather attend the Foodbank every Wednesday afternoon to support those using the food bank with welfare benefit and income maximisation advice.

Contact Information

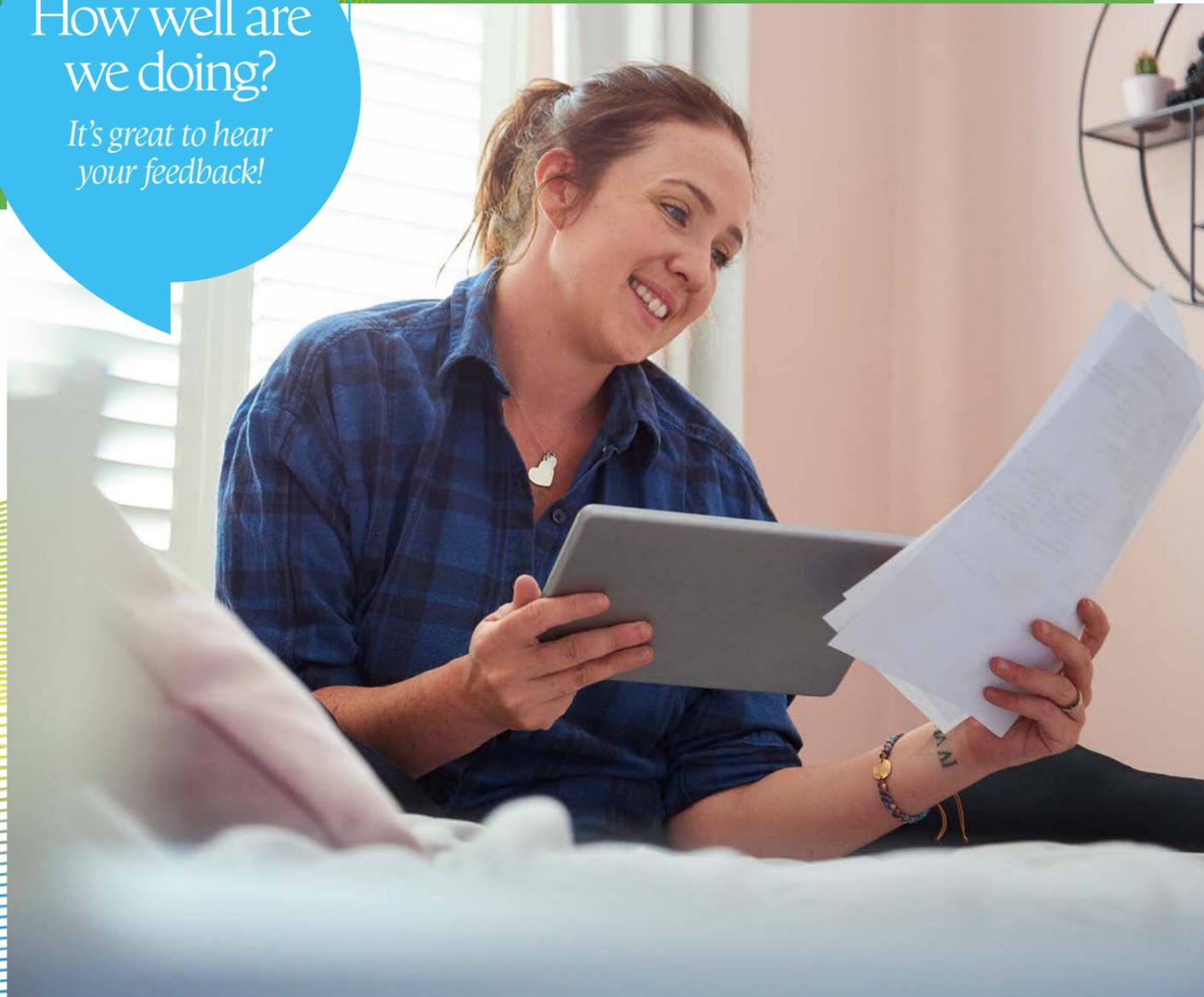
Make sure that we have your up to date email address and mobile phone number. That way you won't miss out on any surveys we issue or important announcements around service provision.

Our website is a good source of information. If you have any thoughts on how we can make it even better please get in touch.

We are currently making sure we have up to date communication preferences for tenants. Let us know if you'd rather hear from us by text, email or letter.

How well are we doing?

It's great to hear your feedback!



Making a Complaint and paying a Compliment

We value what tenants have to say about our housing services and wherever possible we try to resolve complaints as quickly as possible. We don't always get everything right, and where we are able to make an improvement to our services we will.

Also, like everyone we love to hear when we have done something well, feel free to phone or call in to the office.

Or you can drop us an email at admin@hillheadhousing.org

During the period 1 April 2023 to 31 March 2024, **29** Stage 1 complaints and **3** Stage 2 complaints were received by the Association and responded to in full.



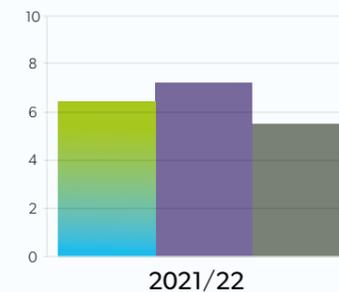
- Hillhead HA 2 days
- RSL Average 4.1 days
- Scottish Average 5.1 days
- SPSO Target 5 days



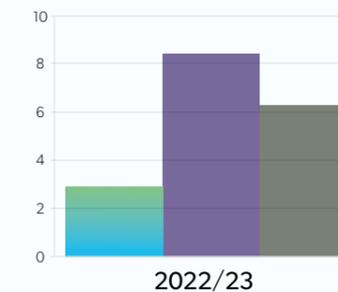
- Hillhead HA 62 days*
- RSL Average 16.6 days
- Scottish Average 17.5 days
- SPSO Target 20 days

* Average number of days to provide full response to Stage 2 complaints (62) was due to one lengthy and complex complaint

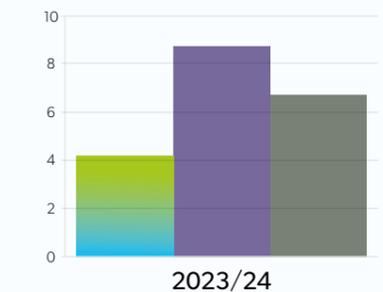
Complaints per 100 homes



- Hillhead HA 6.4
- All RSLs 7.2
- Scottish Average 5.5



- Hillhead HA 2.8
- All RSLs 8.2
- Scottish Average 6.1



- Hillhead HA 4.1
- All RSLs 8.57
- Scottish Average 6.55



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