Hillhead
HOUSING ASSOCIATION

Annual Performance Report 2025/26





Refurbished and upgraded playpark in Highfield Road

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Management Team



Catherine McKiernan
Director



Mandy White
Head of Corporate Services



Stephen Tait
Depute Director / Head of Assets



Paula McCann
Head of Housing Services

Chairperson's Remarks



Karen McIntyre,
Chairperson

My name is Karen McIntyre and I am delighted to have recently been elected as Chair of Hillhead Housing Association.

One of my first tasks is to introduce our annual performance report, looking back at the year from April 2025 until the end of March 2026.

As before, we have tried to make the information as clear and user-friendly as possible. The design and layout are broadly the same as last year to assist with clarity and allow for comparison.

One of the main achievements in the year was the delivery of 41 new homes for social rent at Findlay Drive in Kirkintilloch. This was a major milestone for the Association and represented our first new build project since 2019. Between July & October 2025, 41 households received the keys to their brand new homes. The development is made up of terraced houses, cottage flats and flats. Much more important than the detail of the bricks and mortar, is the life changing impact that a safe and secure home can bring. Everybody's story is different but we know that these new homes delivered the following positive impacts for households;

- Ended homelessness
- Allowed independent living
- Resolved overcrowding
- Released larger family homes
- Provided lower energy bills

We also spent the year working on our new Strategic Plan which will cover the five year period from April 2026. We did this in a very collaborative manner in order to take account of as many viewpoints as possible.

Over the course of the year we consulted with staff, Committee members, shareholding members, local stakeholders like the Council, GRACE, the food bank and CAB, and obviously with tenants. We are pleased with the end result which sees the Association set ambitious but achievable goals for the next 5 years.

The full plan is available on our website or paper copies are available from the office.

Our performance against the outcomes in the Scottish Social Housing Charter was excellent and across the vast majority of measures we perform well ahead of the Scottish average. We are pleased that we continue to score highly in terms of repairs response times.

We know how important continued investment in existing properties is to our tenants. During 2025/26 we fitted 149 new kitchens and 134 new boilers. And our kitchen replacement programme is ongoing with similar numbers expected this year.

I hope you enjoy reading about our performance in more detail and find the report useful.



Celebrating the opening of 41 new homes for social rent at Findlay Drive, Kirkintilloch.

Our four overarching objectives are that;

Our tenants are heard and happy

Our homes are well maintained and desirable

Our people are supported and engaged

Our organisation is strong and collaborative

Key Facts

Hillhead own and manage 871 high quality homes in the Hillhead, Waterside and Braes O'Yetts areas of Kirkintilloch.

In addition to letting the 41 new homes at Fauldhead, in 2025-26 we relet 37 existing properties.

6 1 bedroom

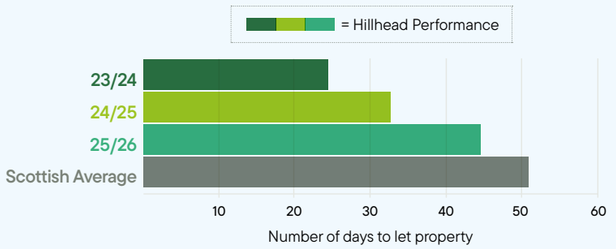
18 2 bedrooms

11 3 bedrooms

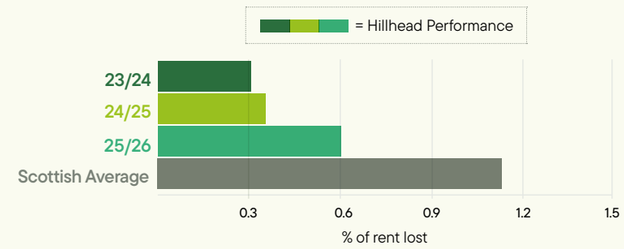
2 4 bedrooms



On average it took us 44.9 days to let those properties – Scottish average 51.7 days



As a result of properties being empty we lost 0.6% of our rent – Scottish average 1.13%





Angela Taylor
Tenancy Support Officer

We engage Simon Community Scotland to provide a tenancy sustainment service, and this is delivered by Angela Taylor. Angela provides vital support to both new and existing 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

During the course of the last year, Angela worked with 71 different tenants, 41 new tenants and 30 existing tenants.

92.5% of tenants who moved into a Hillhead property during 2024/25 stayed for more than a year.

This is the same tenancy sustainment rate as we achieved in the previous year. On this occasion it means that only 3 new tenancies did not last longer than 12 months.



92.5%

Rents

Our rents went up by 5.6% from the previous year. During January 2026 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.

We collected 100.9% of the rent due to us in the year

– Scottish average 99.7%





Current tenant arrears have continued to fall year on year, and were 1.81% at the end of March 2026 as compared to 2.03% at end of March 2025.

Our approach to managing arrears is preventative. We seek to engage with tenants as soon as arrears occur to prevent large debts building up. That early engagement is designed to assist tenants and signpost them to sources of help, information and support. Problems with rent payments often arise when there is a change in household circumstances and Housing Officers and our Welfare Rights Service are on hand to help understand what any change means, including reviewing benefit entitlements.

Weekly Rent

+5.6%

FROM PREVIOUS YEAR

Size of home	Number of homes owned	Hillhead weekly rent	Scottish average weekly rent	Difference from Scottish average
1 bedroom	161	£98.04	£98.60	0.6%
2 bedroom	411	£107.31	£101.42	5.8%
3 bedroom	267	£114.58	£110.33	3.9%
4 bedroom	32	£126.11	£121.71	3.6%

LATEST RESULT

31 cases in 2023/24

34 cases in 2024/25

40 cases in 2025/26

We had 40 cases of anti-social behaviour reported to us in the year. All but one of these were resolved within target timescales.

We work closely with Police Scotland and other agencies to tackle anti-social behaviour promptly and effectively. We also work with SACRO to provide independent, fully trained mediators to facilitate mediation between residents and help resolve disputes.

Repairs & Maintenance

88% of tenants who used our repairs service in the last 12 months reported that they were satisfied or very satisfied.



Planned Maintenance

Investment in our housing stock continued during the year. During 2025/26 we fitted 149 new kitchens and 134 new boilers.

Tenants were able to choose from a range of worktops, door and drawer fronts and handles.

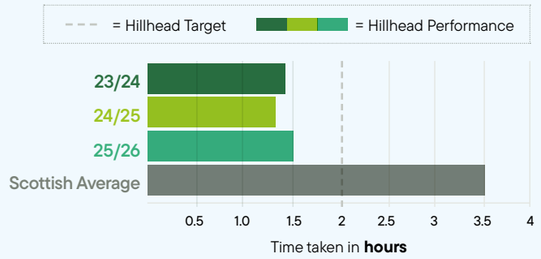
Feedback from tenants on their new kitchens has been extremely positive.



Time taken to complete emergency repairs

2025/26

Hillhead Average	Hillhead Target	Scottish Average
1.5 hours	2 hours	3.5 hours

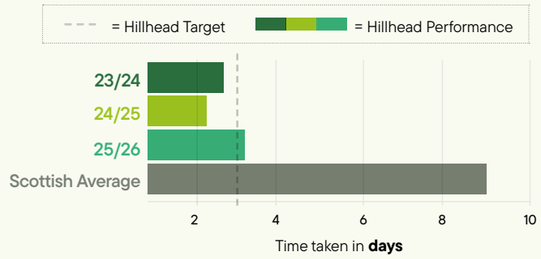


Time taken to complete non-emergency repairs

2025/26

Hillhead Average	Hillhead Target	Scottish Average
3.3 days	3 days	8.8 days

10 days for routine repairs



Satisfaction with repairs service

2023/24	2024/25	LATEST RESULT 2025/26	2025/26 Scottish Average
98%	88.31%	88%	88.1%

88% of tenants who used our repairs service in the last 12 months reported that they were satisfied or very satisfied. This compares to the Scottish average of 88.1%. Don't forget we enter all respondents to our satisfaction survey into a quarterly prize draw.

Repairs "Right First Time"

2023/24	2024/25	LATEST RESULT 2025/26	2025/26 Scottish Average
94.8%	94.3%	94.1%	95.3%

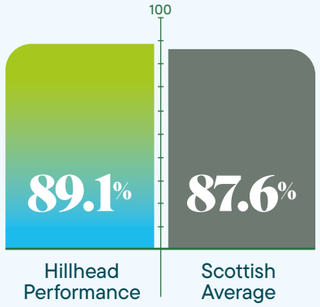
Tenant Satisfaction

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. This was carried out most recently in autumn 2024 and over 60% of all tenants took part.

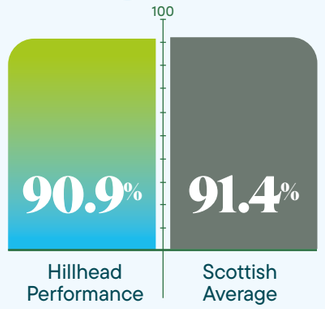
This large scale survey will next be run in autumn 2027.



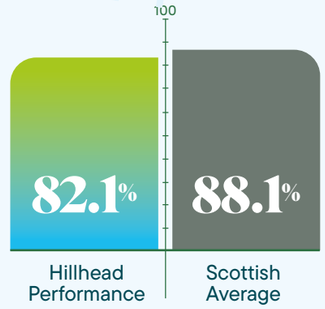
Satisfaction with overall service



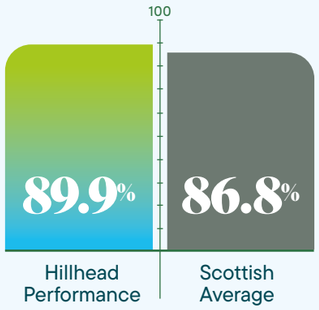
Satisfaction with being kept informed about services and outcomes



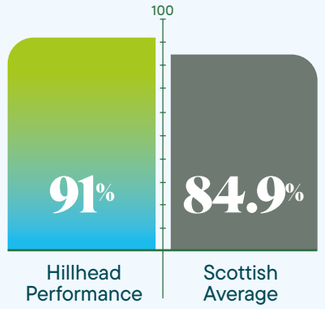
Satisfaction with opportunities to participate in decision making



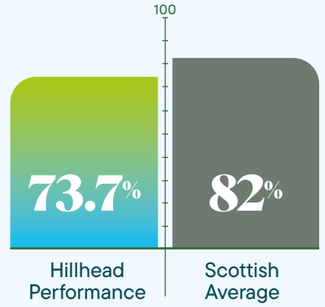
Satisfaction with the quality of your home



Satisfaction with Hillhead HAs contribution to management of the neighbourhood



Satisfaction that rent represents good value for money



Tenant and Resident Participation

We've continued to bring people together and create opportunities. Tenant scrutiny and feedback remain central to shaping our services and making improvements.

Gala Day

We held a community Gala day on 27 June 2025 to celebrate Hillhead Housing Association's 21st birthday.

Despite some windy weather the day was a huge success, we got lots of support from our contractors and other local partners. It was great to bring so many people together and there were plenty of laughs and chats, as well as constructive feedback for the Association. The event also raised over £600 for the Beatson Cancer Charity.



Scrutiny

Hillhead Housing Association's Tenant Scrutiny Group selected the Anti-Social Behaviour (ASB) service as the focus of its latest review. The review examined how the service operates from a tenant's perspective, identified areas for improvement and considered how the overall tenant experience could be strengthened. From January – August 2026, the Group reviewed the Association's Anti-Social Behaviour Policy, tenant information and communications, case and performance data, met with staff at a dedicated question-and-answer session, and gathered feedback from 143 tenants through a survey. The Group found that the Policy provides a broad framework for responding to ASB, but identified a gap between the Association's formal processes and how clearly these are understood and experienced by tenants. The review concluded with a report setting out eight recommendations. All eight have been accepted by our Housing Services Team, and an action plan is now in place to implement them.

Digital Feedback

Over the past year, we have made greater use of CX Feedback to give tenants more opportunities to share their views and help shape our services. We asked tenants about their experiences of reporting repairs and moving into a new home, and invited feedback on our Allocations, Arrears and Customer Care policies. We also used surveys to hear what tenants thought about our Gala Day, gather views on plans for the playpark at Highfield Road and invite nominations for the Good Neighbour Award. Tenant feedback has also helped us develop content for our newsletters, while making applications available online has encouraged more families to join the Dolly Parton Imagination Library. Just as importantly, we have kept survey respondents updated, letting them know how their feedback has made a difference and what we plan to do next.

We continue to consult with tenants on important policies and matters which affect them and welcome anyone who wants to be more involved to get in touch!



Environment

Another real success has been the refurbishment and upgrade of the playpark in Highfield Road which concluded at the tail end of the financial year. The upgrade included some accessible play equipment which we hope makes it easier for all children to enjoy the playpark. The bulk of the funding for this project came from external sources, and we are very grateful for that outside support. Our funders were FCC Communities Foundation (a not-for-profit organisation) and EB Scotland Ltd who both award grants for community projects through the Scottish Landfill Communities Fund.

Chair's Fund

We have a Chair's fund which is designed to support children and young people to access educational and development opportunities that might be challenging for their families to finance. Last year we supported two Primary 7 pupils at Hillhead Primary School to attend residential school trips. It's great to be able to make a difference to young lives in this way.

Welfare Rights Service

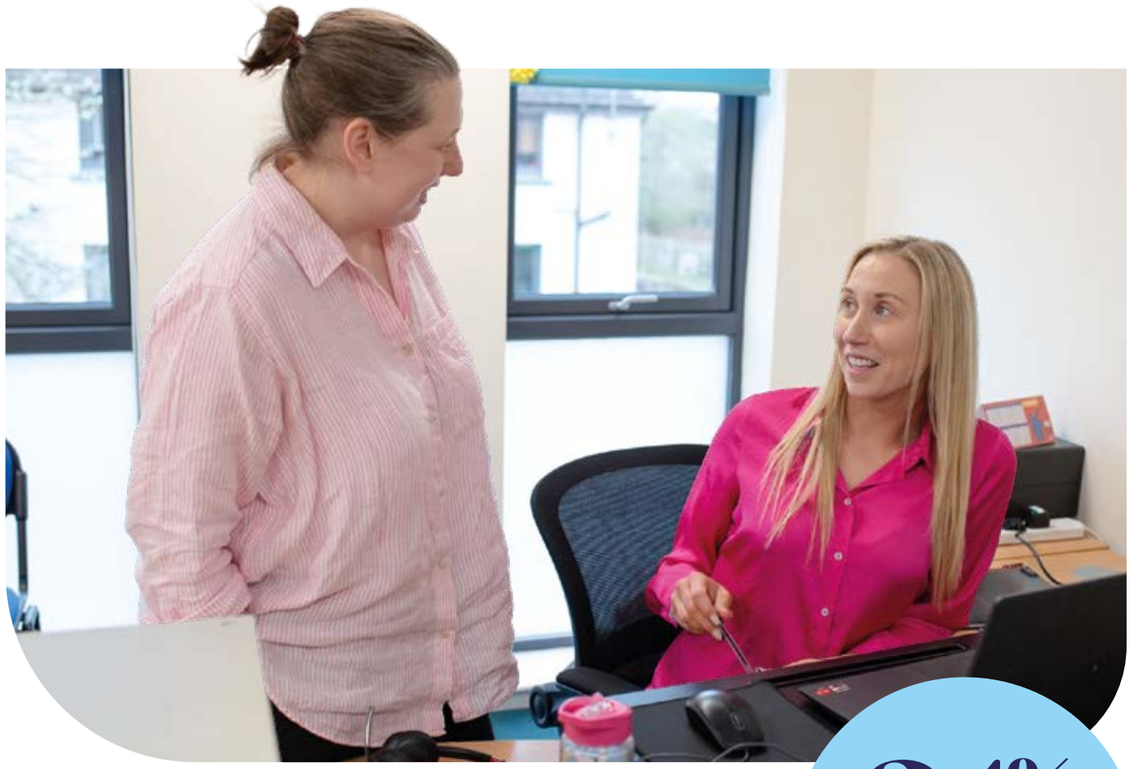
Hillhead Housing Association's Welfare Rights Service had another busy and successful year. Over £1 million was generated by helping tenants and residents to claim benefits that they were entitled to. This included over £800,000 going directly to Hillhead HA tenants.

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



Morag Bisset
Welfare Rights Officer

Heather Montgomery
Income Maximisation Assistant



In the last year, we supported 294 clients with benefits, budgeting, fuel assistance and general support needs, compared with 237 in the previous year—an increase of 57 clients (24%).

We continued our partnership working with East Dunbartonshire Foodbank and Caledonia Housing Association. This work generates some income for Hillhead to cover the costs of providing the service externally.

24%
Increase in clients helped compared to last year

294
Clients helped with financial advice

Caledonia Housing Association

East Dunbartonshire Foodbank
Together with Trussell

Making a Complaint and Paying a Compliment

We aim to provide high-quality services to all our tenants and customers. However, we recognise that sometimes things can go wrong. When they do, we want to hear about it so that we have the opportunity to put things right and learn from your experience.

"Thanks to the welfare rights staff for sending out information booklets – they have been really helpful. Also thank you to the housing officers and all the staff – you have been truly amazing and so quick to fix any issues or get back to us about any concerns"

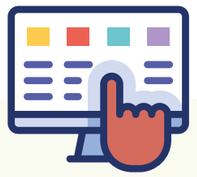
"Thank you for responding so quick regarding the issue with my fence – it is much appreciated"



How well are we doing? It's great to hear your feedback!



A complaint is any expression of dissatisfaction about the standard of service we provide. This could include, for example, delays in responding to a request, dissatisfaction with one of our policies, or where we have not provided the service you expected.





Review → Learn

Our complaints process has two stages and is designed to deal with concerns as quickly and effectively as possible. We review the complaints we receive and use what we learn from them to help us improve the way we deliver our services.

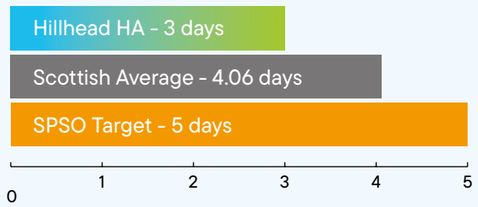


But we also want to hear when we get things right! If you have received great service or would like to recognise a member of staff or something we have done particularly well, please let us know.

You can contact us by phone, visit the office or email **admin@hillheadhousing.org.**

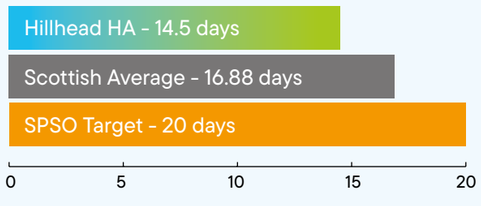
During the period 1 April 2025 to 31 March 2026, 37 Stage 1 complaints and 6 Stage 2 complaints were received by the Association and responded to in full.

Responding to stage 1 complaints



2 days within target

Responding to stage 2 complaints



5.5 days within target



Contact Information

Remember to keep us updated with your contact details. It is important that we hold up to date email addresses and mobile phone numbers.

This is the quickest way for us to communicate with you and send out surveys and we wouldn't want anyone to miss out on important information.

Please let us know if you have a particular preference for how we communicate with you (text, e-mail or letter).

We hope you take the chance to visit our website from time to time as a lot of information on our services can be found here. Please let us know if you have any feedback on what you think of the website and even any suggestions on how we could improve it.

Hillhead
HOUSING ASSOCIATION

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