

HOW WELL ARE WE DOING?

The tables below let you see how we are performing against some key activities during the period July-September 2020.

Remember, we always want to hear from you, whether it is good or bad. We can only improve our service if we hear from you.

KEY HOUSING MANAGEMENT AND MAINTENANCE PERFORMANCE STATISTICS

RENT ARREARS

Month	Tenant Arrears	Level of Arrears	Rent Arrears Target
July	£189,999.12	5.02%	5.0%
August	£191,245.40	5.03%	5.0%
September	£171,932.21	4.52%	5.0%

ALLOCATIONS

Month	No. of Lets
July	5
August	4
September	5

REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	July	August	September
Emergency (24hours)	100%	100%	100%
Urgent (3 days)	97.96%	98.73%	100%
Routine (10 days)	82.23%	98.50%	93.54%
Voids (7 days)	100%	62.50%	80.00%
All Repairs - HHA 2000	96.04%	97.17%	96.51%

HOW WE COMPARE TO OTHER HOUSING ASSOCIATIONS

We compare our performance against those of 3 other housing associations every quarter. The table below lets you see how we are performing against the average of this group at the end of September 2020.

Performance Area	Hillhead	Housing Association Group
Rent Arrears	4.52%	4.23%
Rent Loss for empty houses/flats	0.69%	0.46%
Average time taken to re-let a house	83 days	35.6 days
Average number of days to complete non emergency repairs	3.12 days	4.11 days

2021 CALENDAR

Remember your rent is due on the **28th** of each month

JANUARY 2021

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

FEBRUARY 2021

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

MARCH 2021

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

APRIL 2021

M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

MAY 2021

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

JUNE 2021

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

JULY 2021

M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

AUGUST 2021

M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

SEPTEMBER 2021

M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

OCTOBER 2021

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

NOVEMBER 2021

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

DECEMBER 2021

M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

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Email: admin@hillheadhousing.org • Web: www.hillheadhousing.org

Free Phone Number: 0800 0523 188 • Text Number: 07491 163429

OUT OF HOURS EMERGENCY REPAIRS CONTACT NUMBERS:

(Gas Heating repairs–James Frew Ltd): 01294 468 113

(all other repairs–Rodgers & Johnston): 0844 247 2120

For tenants of new build properties built within 1 year call NPA: 0345 6016 084