

HOW WELL ARE WE DOING?

The tables below show some key areas of performance within both Housing Management and Property Services, this includes Current Tenant Rent Arrears, Number of Property Allocations and Repair Performance information.

We always encourage feedback from our tenants and customers, this helps us improve our service. Please get in touch and take part in our regular surveys that are issued.

Period between 1 October and 31 December 2025

CURRENT TENANT RENT ARREARS

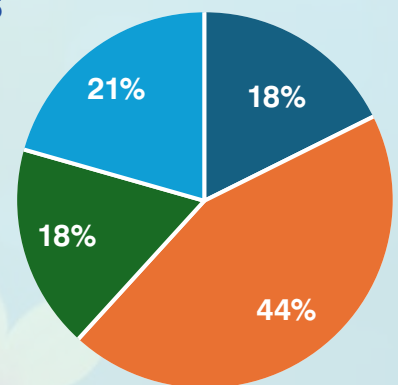
Month	Tenant Arrears	Level of Arrears
October	£90,752.17	1.87%
November	£94,130.10	1.94%
December	£102,362.11	2.08%

ALLOCATIONS

Month	No. of Lets
October	20
November	14
December	0

WHO WERE PROPERTIES ALLOCATED TO?

- Transfers
- Waiting List
- Section 5
- Nomination (EDC Waiting List)



*22 newbuild properties were let in Q3

REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	October	November	December
Emergency (24hours)	100	96.55	100
Urgent (3 days)	95.65	93.89	94.89
Routine (10 days)	91.93	92.00	92.45
Voids (7 days)	75.00	83.33	75.00
All Repairs - HHA 2000	94.25	93.36	93.43

HOW WE COMPARE TO OTHER HOUSING ASSOCIATIONS

As a member of Scottish Housing Networks, we take the opportunity to compare our performance against other Housing Association members.

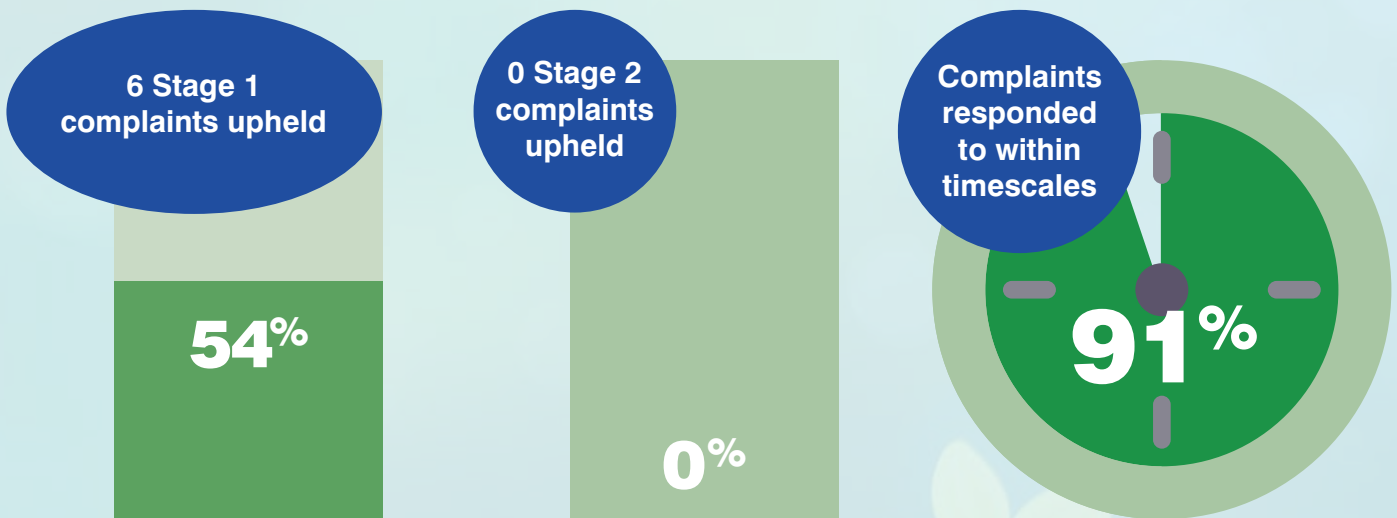
As shown in the table below, our performance remains favourable, with Hillhead's current tenant rent arrears and empty house/flat rent loss below the SHN average as well as relet times. In relation to average number of days to complete non emergency repairs, our timescales are significantly better than the SHN average.

Performance Area	Hillhead	Scotland Housing Network
Current Tenant Rent Arrears	1.94%	2.49%
Rent Loss for empty houses/flats	0.27%	0.73%
Average time taken to re-let a house	36.71 days	28.24 days
Average number of days to complete non-emergency repairs	3.06 days	6.60 days

COMPLAINTS

Between 1 October and 31 December 2025, the Association received eleven Stage 1 complaints and one Stage 2 complaint. The Stage 2 complaint was one which had been escalated from Stage 1.

COMPLAINTS RESULTS



COMPLAINTS BY NATURE OF COMPLAINT

Housing Quality & Maintenance – delay in providing service	3
Housing Quality & Maintenance – failure to provide service	4
Housing Quality & Maintenance – standard of service provided	1
Access to Housing and Support – dissatisfaction with policy	1
Customer / Landlord Relationship – Failure to provide service	1
Getting good value from rents & service charges – Dissatisfaction with policy	1
Complaints relating to equalities	0

ACTION TAKEN TO IMPROVE SERVICES

The upheld complaints were mainly related to delay in works. All such instances continue to be monitored.