

# HOW WELL ARE WE DOING?

The tables below let you see how we are performing against some key activities during the period 1 October to 31 December 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

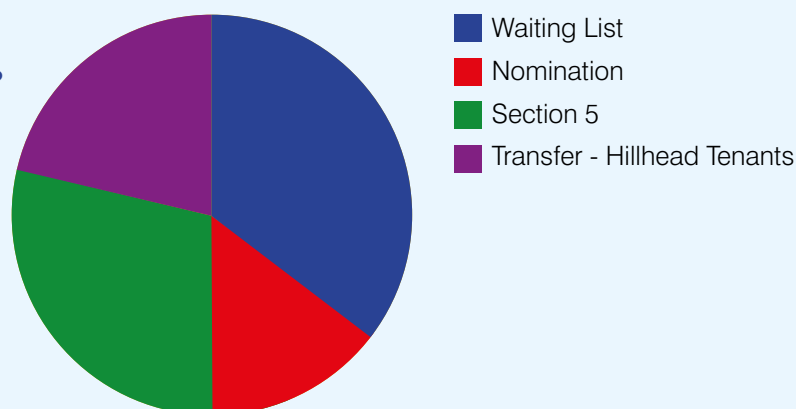
### RENT ARREARS

Month	Tenant Arrears	Level of Arrears	Rent Arrears Target
October	£133,250.60	3.51%	5.0%
November	£131,445.55	3.46%	5.0%
December	£141,244.73	3.72%	5.0%

### ALLOCATIONS

Month	No. of Lets
October	5
November	4
December	5

### WHO WERE PROPERTIES ALLOCATED TO?



### REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	October	November	December
Emergency (24hours)	100%	95.45%	100%
Urgent (3 days)	96.82%	97.75%	97.93%
Routine (10 days)	91.54%	95.78%	96.42%
Voids (7 days)	91.67%	85.71%	100%
All Repairs - HHA 2000	94.44%	96.24%	97.87%

## 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 December 2020.

Performance Area	Hillhead	Housing Association Group
Rent Arrears	4.72%	5.1%
Rent Loss for empty houses/flats	0.70%	0.8%
Average time taken to re-let a house	28 days	21.23 days
Average number of days to complete non emergency repairs	3.04 days	3.59 days



# PLEASE TELEPHONE STAFF DIRECT FOR THE FOLLOWING SERVICES:

**WHEN PHONING THE DIRECT 776 NUMBERS  
- THERE WILL BE A SLIGHT DELAY WHILE  
THE CALL DIVERTS TO THE MOBILE PHONE**

## To speak with a member of the Repairs Team:

Diane Bridges (to report repairs or for general repair enquiries)	Property Services Assistant	0141 776 8625/ 07458 301116
Malcolm Macdonald (for queries relating to fencing works)	Property Services Officer	0141 776 8627
Marie Savage (for queries relating to medical adaptation works)	Property Services Officer	0141 776 8623 (Tue-Fri)

## To speak with a member of the housing team:

Elaine Scullion	Housing Officer	0141 776 8635/ 07458 300984
Sharon Singer	Housing Officer (Mon-Wed)	0141 776 8634/ 07458 309048
Suzanne McGraw	Housing Officer (Wed-Fri)	0141 776 8632/ 07458 309046
Heather Robertson	Housing Officer	0141 776 8636/ 07458 301330

***If your enquiry is related to an application for housing,  
please telephone 0141 776 8629 / 07458 309044.***

## To speak with a member of our support services team:

Morag Bisset	Welfare Rights Officer	0141 776 8631/ 07458 309043
Moira Escreet	Welfare Rights Officer (Tue-Fri)	0141 776 8630/ 07458 309022
Heather Montgomery	Tenancy Support Officer	0141 776 8628

## For General Enquiries:

Gail Fitzpatrick	Corporate Services Assistant	0141 776 8622 (Mon, Tue, Fri)
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***To make a payment, you can contact the main office number  
- 0141 578 0200 between 10am and 3pm***

**Remember you can also text enquiries to 07491 163 429  
or email [admin@hillheadhousing.org](mailto:admin@hillheadhousing.org)**