

## HOW WELL ARE WE DOING?

The tables below let you see how we are performing against some key activities during the period 1 April to 30 June 2022

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.

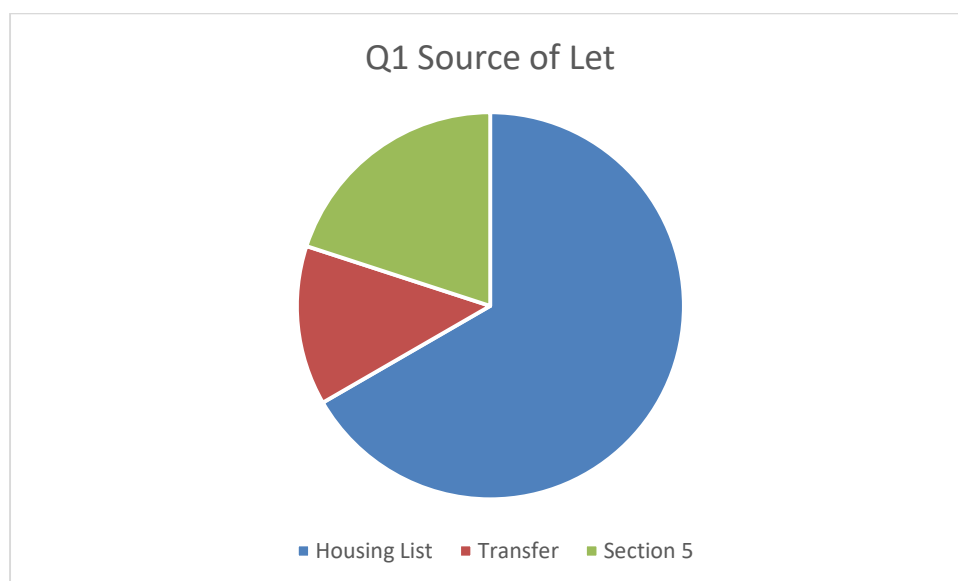
### KEY HOUSING MANAGEMENT AND MAINTENANCE PERFORMANCE STATISTICS

#### CURRENT TENANT RENT ARREARS

Month	Tenant Arrears	Level of Arrears
April	£110075.19	2.76%
May	£107775.88	2.70%
June	£107590.26	2.70%

#### ALLOCATIONS

Month	No. of Lets
April	4
May	4
June	7



#### REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	April	May	June
Emergency (24hours)	94.11	100	92.85
Urgent ( 3 days)	97.82	93.33	100
Routine (10 days)	98.57	95.34	100
Voids (7 days)	100	80.00	88.24
All Repairs - HHA 2000	97.94	94.48	97.77

## HOW WE COMPARE TO OTHER HOUSING ASSOCIATIONS

We compare our performance against those of other housing association members of Scotland's Housing Networks every quarter.

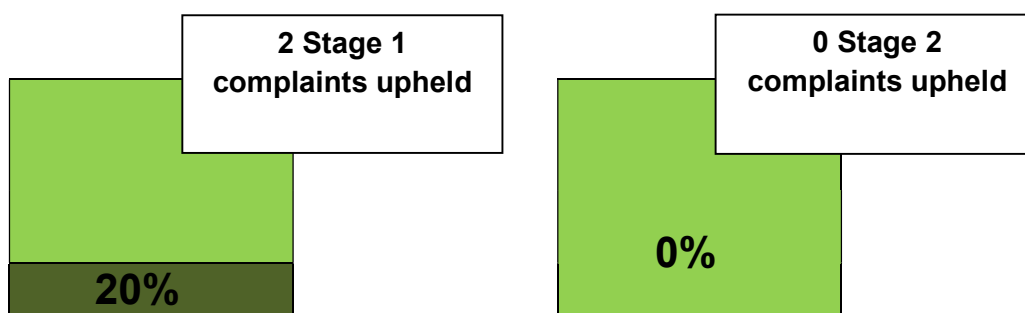
The table below lets you see how we are performing against the average of this group at the end of June 2022

Performance Area	Hillhead	Scotland Housing Network
Current Tenant Rent Arrears	2.70%	3.38%
Rent Loss for empty houses/flats	0.98%	0.91%
Average time taken to re-let a house	22 days	35.93 days
Average number of days to complete non emergency repairs	3.16 days	6.34 days

## COMPLAINTS

Between 1 January and 31 March 2022, the Association received 10 Stage 1 complaints and 1 Stage 2 complaint.

### Complaints Results



At the time of writing the report the Stage 2 complaint was still being investigated, therefore it has yet to be confirmed whether it will be upheld.

### Complaints by nature of complaint

Housing Quality & Maintenance	7
Access to Housing and Support	1
Customer / Landlord Relationship	0
Getting good value from rents & service charges	1
Neighbourhood and community	2

Complaints relating to equalities	0
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### Action taken to improve services

Both of the complaints upheld were in relation to the landscape maintenance contract. The Association now has another contractor in place who is working through the contract and any backlog.

### Complaints responded to within timescales:

