

HOW WELL ARE WE DOING?

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

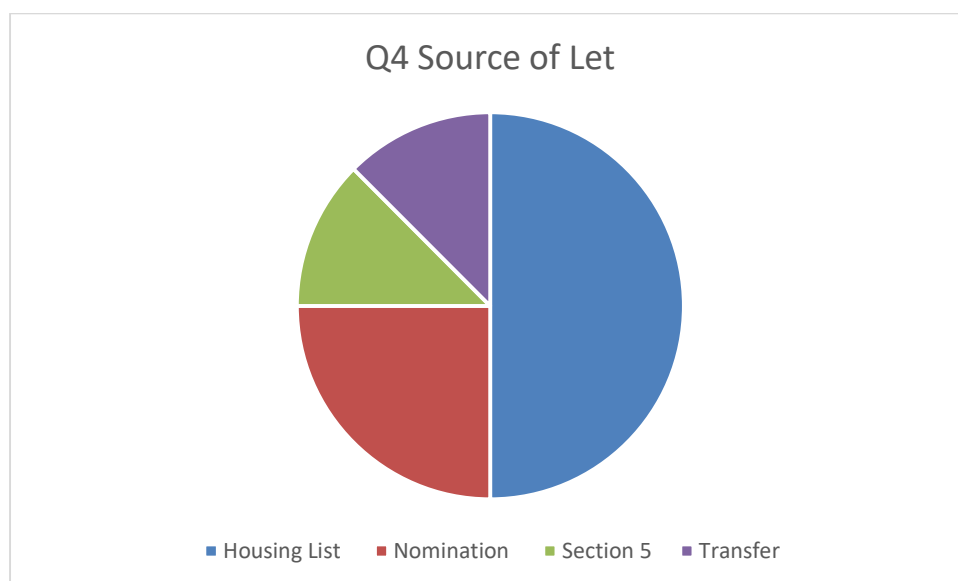
KEY HOUSING MANAGEMENT AND MAINTENANCE PERFORMANCE STATISTICS

CURRENT TENANT RENT ARREARS

Month	Tenant Arrears	Level of Arrears	Rent Arrears Target
January	£118379.20	3.09%	5%
February	£118796.55	3.10%	5%
March	£106485.77	2.78%	5%

ALLOCATIONS

Month	No. of Lets
January	4
February	3
March	1



REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	January	February	March
Emergency (24hours)	100%	100%	96.30%
Urgent (3 days)	100%	97.53%	94.73%
Routine (10 days)	98.83%	98.36%	96.51%
Voids (7 days)	100%	100%	100%
All Repairs - HHA 2000	99.47%	98.19%	95.32%

HOW WE COMPARE TO OTHER HOUSING ASSOCIATIONS

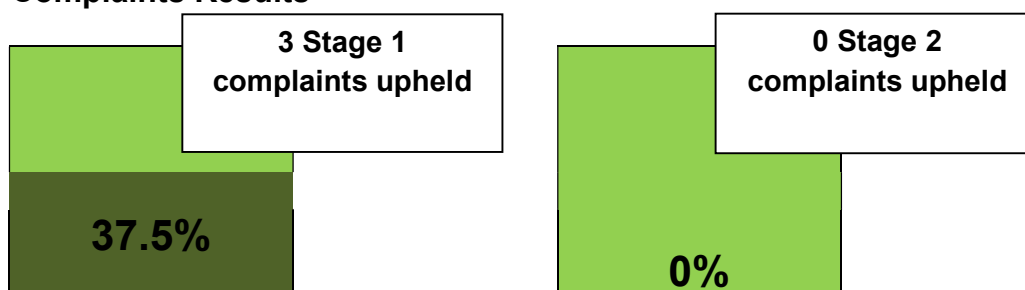
We compare our performance against those of 3 other housing associations every quarter. The table below lets you see how are performing against the average of this group at the end of March 2022

Performance Area	Hillhead	Housing Association Group
Rent Arrears		
Rent Loss for empty houses/flats		
Average time taken to re-let a house		
Average number of days to complete non emergency repairs	3.53 days	

COMPLAINTS

Between 1 January and 31 March 2022, the Association received 8 Stage 1 complaints and 0 Stage 2 complaints.

Complaints Results



Complaints by nature of complaint

Housing Quality & Maintenance	3
Access to Housing and Support	0
Customer / Landlord Relationship	5
Getting good value from rents & service charges	0
Neighbourhood and community	0

Complaints relating to equalities	0
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Action taken to improve service

Two of the complaints upheld were the responsibility of third parties who were informed of issues. The third was related to a telephone message not being passed on, however there was no awareness of such a message being left.

Complaints responded to within timescales:

