

HOW WELL ARE WE DOING?

The tables below let you see how we are performing against some key activities during the period **1 July to 30 September 2021**

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

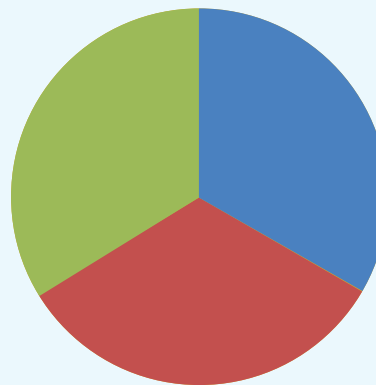
CURRENT TENANT RENT ARREARS

Month	Tenant Arrears	Level of Arrears	Rent Arrears Target
July	£123,805.92	3.23%	5.0%
August	£118,394.07	3.09%	5.0%
September	£117,649.37	3.07%	5.0%

ALLOCATIONS

Month	No. of Lets
July	2
August	4
September	3

WHO WERE PROPERTIES ALLOCATED TO?



- Transfer - Hillhead Tenants
- Waiting List
- Section 5

REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	July	August	September
Emergency (24hours)	100%	100%	100%
Urgent (3 days)	100%	100%	98.46%
Routine (10 days)	80%	100%	98.24%
Voids (7 days)	95.91%	100%	85.71%
All Repairs - HHA 2000	98.20%	100%	97.82%

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 2021

Performance Area	Hillhead	Housing Association Group
Rent Arrears	3.79%	3.46%
Rent Loss for empty houses/flats	0.28%	1.0%
Average time taken to re-let a house	36 days	27.5 days
Average number of days to complete non emergency repairs	2.72 days	3.55 days