

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.

KEY HOUSING MANAGEMENT AND MAINTENANCE PERFORMANCE STATISTICS

PERIOD BETWEEN 1 JULY AND 30 SEPTEMBER 2024

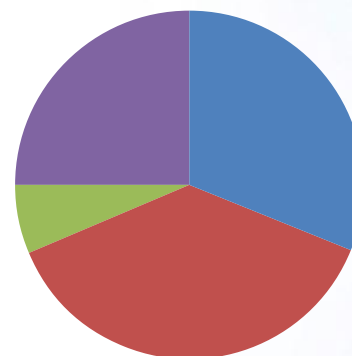
CURRENT TENANT RENT ARREARS

Month	Tenant Arrears	Level of Arrears
July	£85,294.69	1.88%
August	£82,638.30	1.82%
September	£93,404.43	2.05%

ALLOCATIONS

Month	No. of Lets
July	7
Aug	5
Sep	4

WHO WERE PROPERTIES ALLOCATED TO?



- Transfer
- Section 5
- Waiting List
- Nomination
- Other

REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	July	August	September
Emergency (24hours)	100%	98.49%	100%
Urgent (3 days)	100%	100%	100%
Routine (10 days)	100%	100%	100%
Voids (7 days)	96.00%	95.24%	100%
All Repairs - HHA 2000	99.32%	98.69%	100%

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	2.05%	2.54%
Rent Loss for empty houses/flats	1.82%	0.63%
Average time taken to re-let a house	30 days	29.88 days
Average number of days to complete non emergency repairs	2.36 days	6.25days

COMPLAINTS

Between 1 July and 30 September 2024, the Association received 13 Stage 1 complaints and 2 Stage 2 complaints.

COMPLAINTS RESULTS



COMPLAINTS BY NATURE OF COMPLAINT

Housing Quality & Maintenance	10
Access to Housing and Support	0
Customer / Landlord Relationship	3
Getting good value from rents & service charges	0
Neighbourhood and community	0
Complaints relating to equalities	0

ACTION TAKEN TO IMPROVE SERVICES

The upheld complaints were related to minor issues with repair works, some delays in works being instructed and issues regarding the landscape maintenance contract. One also related to incorrect information given regarding rent arrears. All such instances continue to be monitored and further training given regarding advice on rent accounts.

The two stage 2 complaints were initially Stage 1 complaints which were escalated to stage 2 and are not separate complaints.