

# 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.

## Period between 1 October and 31 December 2024

### CURRENT TENANT RENT ARREARS

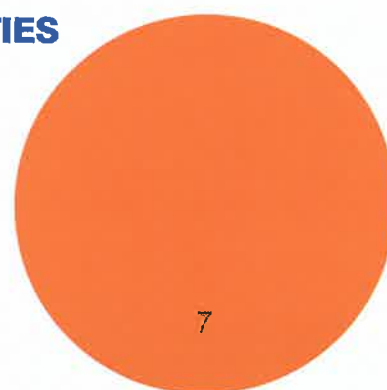
Month	Tenant Arrears	Level of Arrears
October	£87,021.95	1.91%
November	£87,995.07	1.93%
December	£104,861.89	2.31%

### ALLOCATIONS

Month	No. of Lets
October	3
November	3
December	1

### WHO WERE PROPERTIES ALLOCATED TO?

- Transfers
- Waiting List
- Other
- Section 5
- Nomination (EDC Waiting List)



### REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	October	November	December
Emergency (24hours)	95.00%	100%	96.96%
Urgent (3 days)	96.61%	98.86%	99.03%
Routine (10 days)	98.70%	98.00%	100%
Voids (7 days)	96.55%	100%	100%
All Repairs - HHA 2000	97.29%	98.78%	98.56%

## 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.

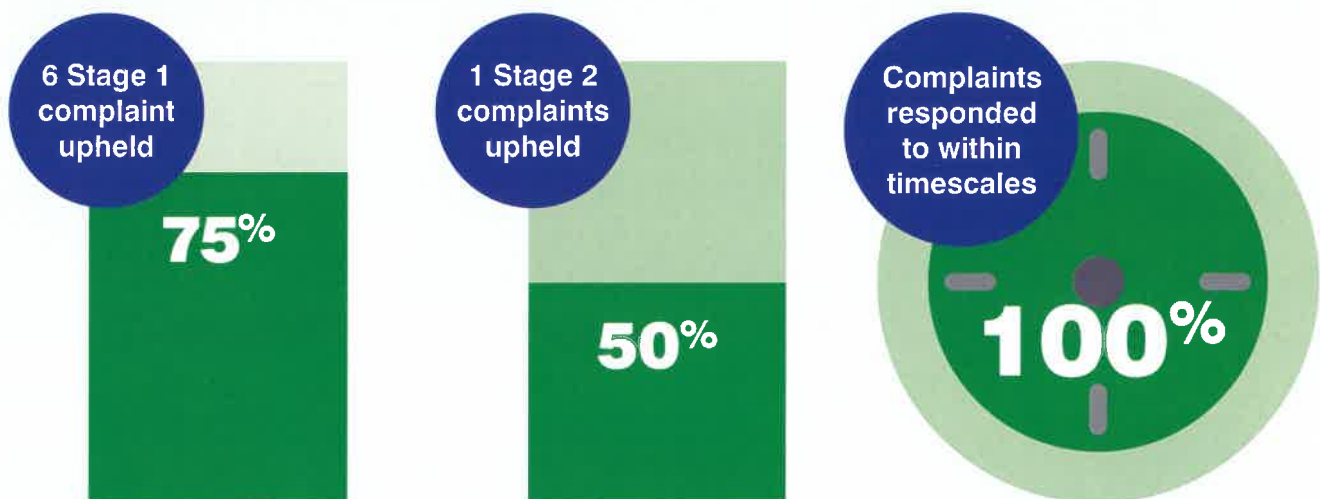
As shown in the table below, our performance remains favourable, with Hillhead's current tenant rent arrears and empty house/flat rent loss below the SHN average as well as relet times. In relation to average number of days to complete non-emergency repairs, our timescales are significantly better than the SHN average.

Performance Area	Hillhead	Scotland Housing Network
Rent Arrears	2.34%	2.63%
Rent Loss for empty houses/flats	0.33%	0.53%
Average time taken to re-let a house	32.7 days	26.4 days
Average number of days to complete non emergency repairs	2.32 days	6.12 days

# COMPLAINTS

Between 1 October and 31 December 2024, the Association received 8 Stage 1 complaints and 3 Stage 2 complaints.

## COMPLAINTS RESULTS



## COMPLAINTS BY NATURE OF COMPLAINT

Housing Quality & Maintenance	5
Access to Housing and Support	0
Customer / Landlord Relationship	3
Getting good value from rents & service charges	0
Neighbourhood and community	1
Complaints relating to equalities	0

## ACTION TAKEN TO IMPROVE SERVICES

The upheld complaints were related to minor issues with repair works, and delays in providing updates. All such instances continue to be monitored.

Two of the stage 2 complaints were initially Stage 1 complaints which were escalated to stage 2 and are not separate complaints.