

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 January and 31 March 2024

CURRENT TENANT RENT ARREARS

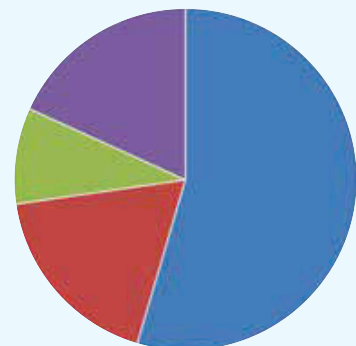
Month	Tenant Arrears	Level of Arrears
January	£117,145.11	2.74%
February	£112,448.74	2.63%
March	£104,277.13	2.44%

ALLOCATIONS

Month	No. of Lets
January	7
February	2
March	2

WHO WERE PROPERTIES ALLOCATED TO?

- Waiting List
- Nomination
- Section 5
- Transfer



REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	January	February	March
Emergency (24hours)	97.97%	98.91%	97.89%
Urgent (3 days)	97.36%	96.66%	100%
Routine (10 days)	99.00%	95.06%	97.10%
Voids (7 days)	95.65%	100%	100%
All Repairs - HHA 2000	97.72%	97.36%	98.05%

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.

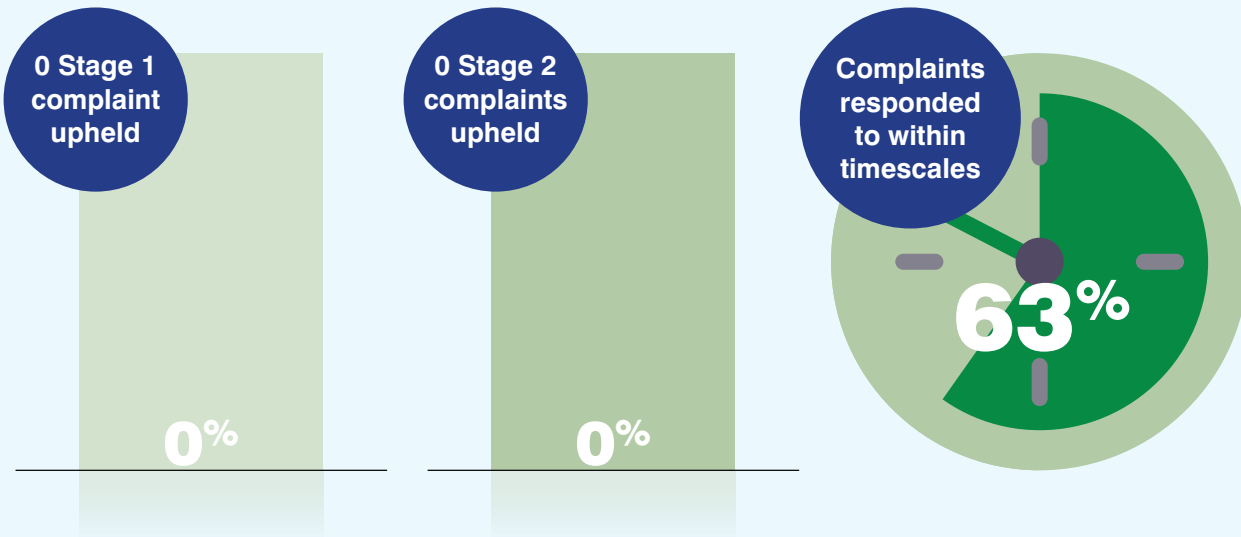
As shown in the table below, our performance remains favourable, with Hillhead’s current tenant rent arrears and empty house/flat rent loss only slightly above the SHN average. In relation to relet times and average number of days to complete non emergency repairs, our timescales are significantly better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

Performance Area	Hillhead	Scotland Housing Network
Rent Arrears		
Rent Loss for empty houses/flats		
Average time taken to re-let a house		
Average number of days to complete non emergency repairs	2.67 days	

COMPLAINTS

Between 1 January and 31 March 2024, the Association received 8 Stage 1 complaints and 3 Stage 2 complaints

COMPLAINTS RESULTS



COMPLAINTS BY NATURE OF COMPLAINT

Housing Quality & Maintenance	8
Access to Housing and Support	2
Customer / Landlord Relationship	0
Getting good value from rents & service charges	0
Complaints relating to equalities	0

ACTION TAKEN TO IMPROVE SERVICES

No complaints were upheld during this period.