



# WELCOME

## Welcome to our Performance Report for 2019-20.

We hope you find it informative and a bit of fun. We are asking that you give us some feedback on our performance – so tell us 2 things that you think we are doing well and one thing you would like us to improve? Everyone who completes and returns the form will be entered into a Grand Prize Draw and the winner will be announced in the New Year!

In this year's Report you will be able to find out how the Association has been performing and where possible we have included comparisons with the national average as well as a comparison with previous years.

Our big highlight last year was the completion of our first new build outwith Hillhead at Braes O Yetts, Kirkintilloch. This development which is part of a bigger Barrat Homes site includes 22 homes for rent and 8 that were sold on a shared equity basis.

The main challenge facing us all is the continued pandemic which saw our office having to close in mid-March. However services were maintained and we very quickly were able to re-organise ourselves with our initial focus on supporting the residents in our local community.

Hopefully you'll find this year's report both interesting and informative.

**Stephen Macintyre**  
DIRECTOR

# ABOUT HILLHEAD HOUSING ASSOCIATION

We were set up in 2000 and since 2004 we have been the main housing provider in Hillhead with 830 homes. We are run by a voluntary management committee who is elected annually by our Members. Anyone can become a Member. It costs only £1.00 to join.

**If you join before 31 January 2021 you could win £50!**

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# A MESSAGE FROM OUR CHAIR PERSON, CLAIRE TAYLOR



Firstly I am very pleased to see that we have made really good progress with our Environmental Improvements which is resulting in one million pounds of new investment by the

Association in Hillhead. Despite a break during the Lockdown Period the contract is back up and running and will continue into the autumn as planned.

Secondly, I would like to thank the tenants for their patience and understanding during the recent Lockdown and now during the current restrictions. Whilst we have been back up and running with our housing and repairs services we are having to find new and different ways of managing and delivering these. It is credit to our staff team that we have been able to do so under the current restrictions.

As you know our Office remains closed but the staff have found new ways of working to ensure we are able to offer the support and help that many of our tenants need. We have also been able to access over £30,000 of external funding which has meant we are able



to direct financial support to some of our more vulnerable households.

Looking ahead we are aiming to complete our programme of environmental improvements around our community and this investment of around £1M will continue into 2021.

Despite the challenges of lockdown our Management Committee has continued to meet throughout the pandemic to oversee the work of the Association and with its

Management Team ensure our housing services continue with minimal disruption.

We published our Annual Assurance Statement in November and a copy of it can be read [here](#) and on our website.

Finally I would like to thank the Staff, Committee Members and Tenants for continuing to support the Association.

**Claire Taylor**  
Chairperson

# HILLHEAD'S REPORT CARD



**Want to find out more?** You can see how Hillhead Housing Association performance measures

up against other housing associations and councils across the country by accessing the website of the Scottish

Housing Regulator. Copies are also available in our reception.

<https://www.housingregulator.gov.scot/landlord-performance/landlords/hillhead-housing-association-2000>

## A MESSAGE FROM OUR DIRECTOR



Thank you for reading through our report. Whilst this report looks back on another very successful year for Hillhead, more recent events since March

continue to be uppermost in our minds as we tailor our services to comply with the current government restrictions. All of our staff are working very hard to ensure we can support and assist tenants during these difficult times.

After the successful completion of our first newbuild development outwith Hillhead at Braes O'Yetts farm we are now taking forward plans for new housing for rent with CALA Homes at Fauldhead Road

and Chryston Road. Subject to planning approval both sites are planned to start in January 2022.

We are midway through a significant investment in the environment of the area and are fortunate that progress was only temporarily suspended between April and June.

In order to support our move to providing more of our services digitally we recruited an Information Technology Officer. Maureen Cameron started in February 2020 and is assisting us to enhance our on line services as well as review and upgrade the Association's IT systems. Maureen's role was also crucial in our rapid change over from office to home working in March as Lockdown happened.



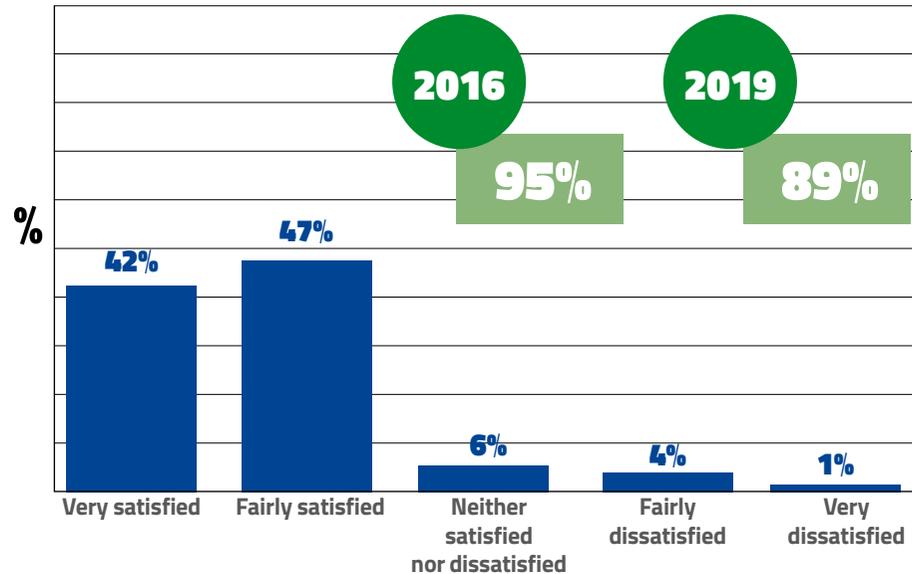
Of course, since March all of our lives have been dominated by the Corona Virus pandemic and I want to pay tribute to our staff and committee teams who have all worked so hard to keep our services going and to provide support to our tenants when needed. It continues to be a challenge but as we look forward to 2021 we hope it won't be too long before our office can reopen.

**Stephen Macintyre**  
DIRECTOR

# MANAGING YOUR NEIGHBOURHOOD

## Tenant Satisfaction with the Association’s management of the neighbourhood

Overall, how satisfied are you with the way the Association manages the neighbourhood you live in?



The Scottish Average for 2019/20 is 87.59%

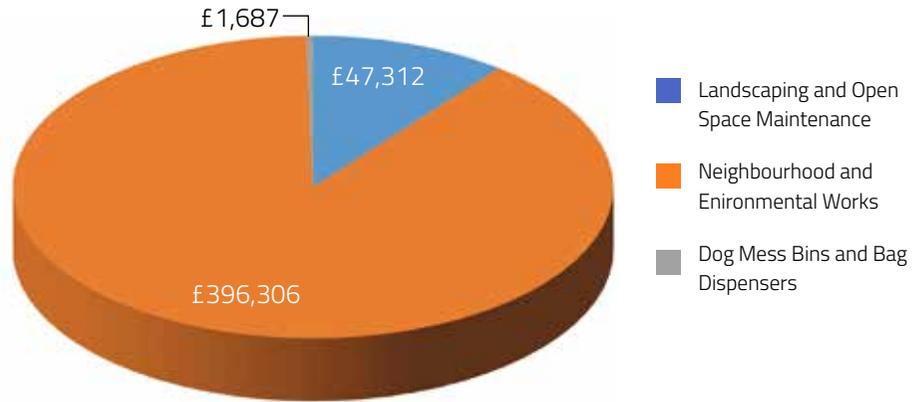


We asked our Tenants which four changes would make Hillhead a better place to live.

The Association aims to make Hillhead a better place to live in. What three changes would make Hillhead a better place to live?		
Importance	Activity	Progress to Date
1	More activities for Children	During 2019 and until Lockdown in March 2020 we offered activities for children in our Community Garden
2	Tackle Dog Fouling	We offer free Poo Bags and have provided a second Dog Poo Bin in Ivanhoe Drive
3	Improving Pavements and Roads	We continue to upgrade footpaths and retaining walls which are our responsibility
4	Better Fencing	We continue to work towards the completion of our Fencing Programme

# MANAGING YOUR NEIGHBOURHOOD

During 2019/20 we invested over £445,305 in the improving and management of the Neighbourhood!



Our community garden continues to thrive, we have 3 local primary schools, 1 Nursery school, Positive Achievements and a number of volunteers that attend the garden.

The community garden has been awarded a Britain in Bloom recognition certificate from The Royal Horticultural Society and a Keep Scotland Beautiful Its Your Neighbourhood recognition certificate for the work carried out in the community garden this year.

We would like to thank Scottish Gas Networks and Utilita's Community Fund who have both made a contribution to the association to purchase 2 new raised beds for the community garden.

The community garden donated fruit and vegetables that were grown in the garden this year to Hillhead Primary School.

We have held the following events since the Community Garden has opened:-

- Christmas events for the local nurseries
- Easter Family Craft days
- Easter event for the local nurseries
- Halloween Events
- Halloween event for local nurseries



## Cycling Scotland Award

As part of developing our green strategy to reduce the impact we make on our environment we are encouraging more of our staff to cycle about the area instead of using cars for short local journeys.

We received a grant award from Cycling Scotland to develop our cycling facilities for staff and local residents.

We have purchased two new bikes, an outdoor secure bike parking storage pod and a community bike pump with the grant that we received from Cycling Scotland.

Please make use of the free air bike pump that is located next to the Association's front door.



# HOW WELL ARE WE DOING? IT'S GREAT TO HEAR YOUR FEEDBACK!

Mrs Clive - "thank you for the response time to a repair I am very pleased it was fixed quickly"



Mr Honeyman called to say, "he was very impressed with the service we provide"

A resident at Crossgate visited the office and remarked " the guys are doing a great job & I am impressed how they worked in all weather conditions. I am really pleased with the fence"

Ms Kilpatrick- "this is when we realise we have a good association", when hearing about our Christmas Grant Scheme we are offering tenants.

There are some occasions where we don't always get it right first time so it's important that you get in touch to let us know.....

"Grass contractors failed to cut grass. Got in touch with HHA and they came out next morning."

## MAKING A COMPLAINT AND MAKING A COMPLIMENT

We value what tenants have to say about our housing services and wherever possible we try to resolve complaints as speedily as possible. We don't always get everything right! Where we are able to make an improvement to our services we will. Like everyone we like to hear when we have done something well and we have a customer comments box for you to leave any type of comments, good or bad!!

Complaints about the Housing Service	2017/ 2018	2018/ 2019	2019/ 2020	% resolved within timescales	Scottish Performance
Complaints received in the year	17	24	41	<b>62.50%</b>	56.94%

# PERFORMANCE AT A QUICK GLANCE - AND HOW WE COMPARE NATIONALLY

● Not doing so well     
 ● On target     
 ● Doing really well

## Gross Arrears as a Percentage of Rent Due

	2017/2018	2018/2019	2019/2020
	£192,986	£180,546	£202,124
Actual Performance	<b>5.8%</b>	<b>5.29%</b>	<b>5.64%</b>
Target for year	5.0%	5.0%	5.0%

Gross Arrears is the total of both current and former tenant arrears. Information on current tenant arrears is on page 10.

The Scottish Average for 2019/20 is 5.81%.



## Empty Homes – Rent Loss

	2017/2018	2018/2019	2019/20
	£12,506	£23,401	£19,573
Actual Performance	<b>0.38%</b>	<b>0.69%</b>	<b>0.55%</b>
Target for year	1.0%	1.0%	1.0%

The Scottish Average for 2019/20 is 1.2%



## Number of Days to Relet a Home

	2017/2018	2018/2019	2019/20
Actual Performance	<b>19.51 days</b>	<b>30.15</b>	<b>24 days</b>
Target for year	21 days	21 days	21 days

The Scottish average for 2019/20 is 31.8 days



# PERFORMANCE AT A QUICK GLANCE - AND HOW WE COMPARE NATIONALLY

● **Not doing so well**
● **On target**
● **Doing really well**

## Repairs Time taken to complete emergency repairs

	2017/2018	2018/2019	2019/20
Actual Performance	<b>1.19 hours</b>	<b>1.18 hours</b>	<b>1.21 hours</b>
Target for year	2 hrs	2 hrs	2hrs

The Scottish average for 2019/20 is 3.6 hours



## Repairs – Time taken to complete non emergency repairs

	2017/2018	2018/2019	2019/2020
Actual Performance	<b>2.9 days</b>	<b>2.4 days</b>	<b>2.65 days</b>
Target for year	6.5 days (3 days for urgent and 10 days for routine repairs)		

The Scottish Average for 2019/20 is 6.4 days



## Repairs – Tenant Satisfaction % of Tenants satisfied who have used the Repairs Service in the last 12 months

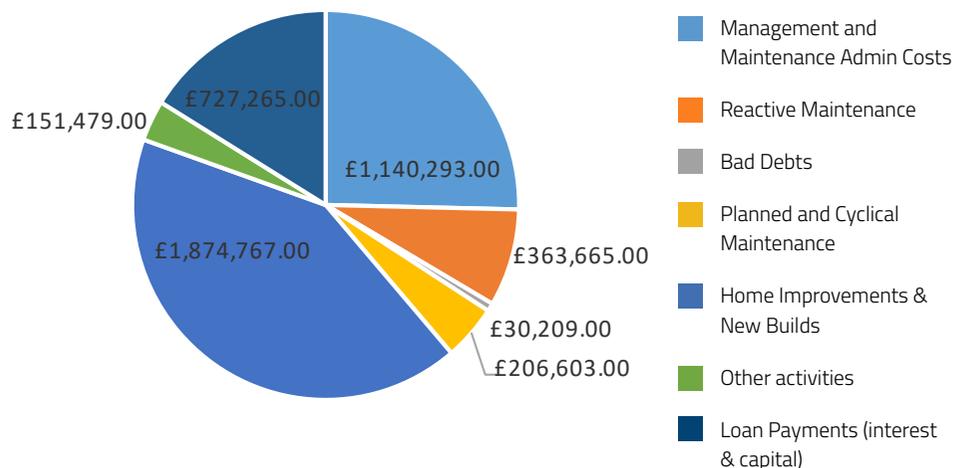
	2017/2018	2018/2019	2019/2020
Actual Performance	<b>96.7%</b>	<b>94.64%</b>	<b>97.22%</b>
Target for year	is 95%		

The Scottish Average for 2019/20 is 91.3%



# LAST YEAR'S EXPENDITURE

## The Association's Annual Expenditure 2019/20



For every £ 1.00 of rent you pay it was spent in the following areas:-

Management and Maintenance Admin Costs	£0.25
Reactive Maintenance	£0.08
Bad Debts	£0.01
Planned and Cyclical Maintenance	£0.05
Home Improvements & New Builds	£0.42
Other activities	£0.03
Loan Payments (interest & capital)	£0.16
<b>£2.08M in Scottish Government Grant</b>	

## Rebuilding Hillhead

Since 2004 we have invested over £44 M in regenerating our community. Following completion of our first newbuild in 2006 we are now beginning a longer term programme of planned renewals across all of our homes.

In May last year we took ownership of our last newbuild homes at Braes O Yetts and sold all 8 of our Shared Equity Homes within days of handover!

# VALUE FOR MONEY

Our Tenants Survey in 2019 told us that 79% of tenants indicated that they felt that the rent for their property represents good value for money. The Scottish average was 83%.

We try to maintain rent increases in line with inflation whilst providing a range of additional services for our tenants. We are continuing to invest in wider environmental improvements which we know is what our tenants want us to do.

The Scottish average was 83%



## Current Tenant Rent Arrears

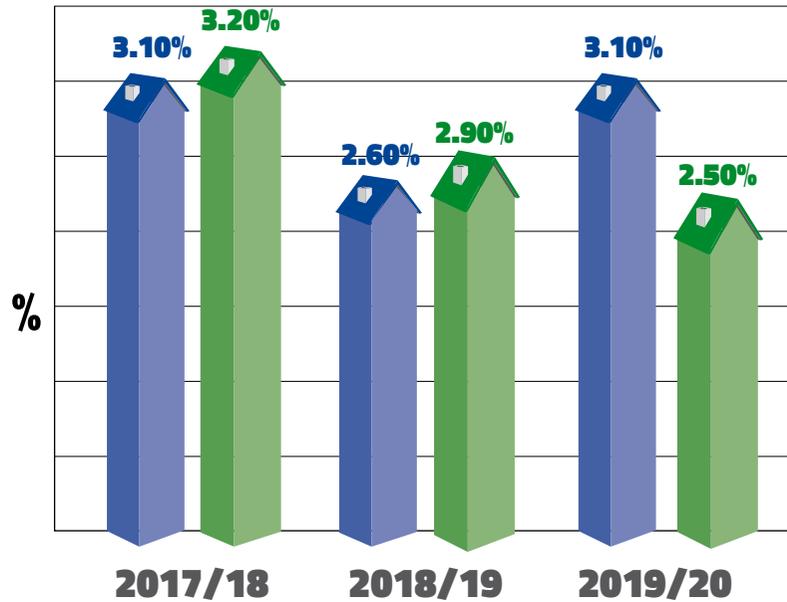
	2017/2018	2018/2019	2019/2020
Amount	£ 113,531	£ 135,641	£ 158,880
Actual Performance	4.07%	3.93%	4.32%
Target for year	4.00%	4.00%	4.00%

- Not doing so well
- On target
- Doing really well

# VALUE FOR MONEY

## Average Annual Rent Increase

■ HILLHEAD ■ Scottish Average

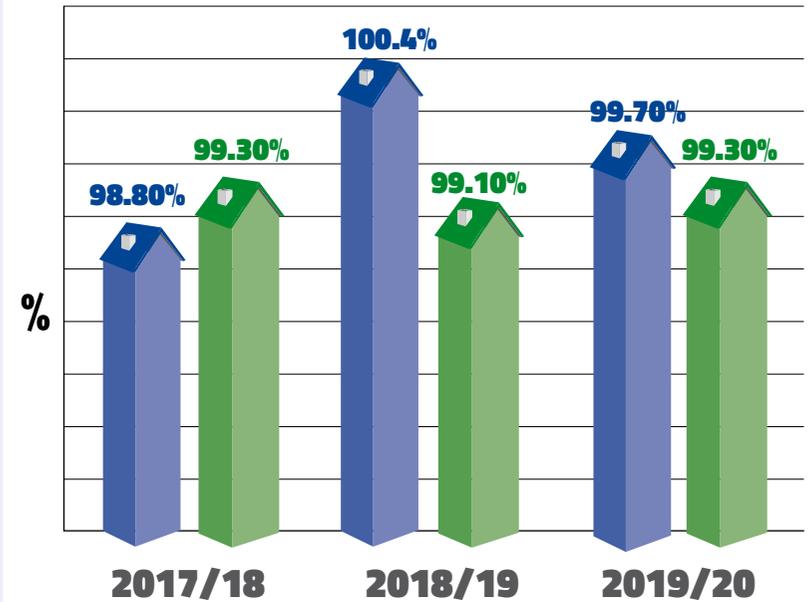


The Scottish Average rent increase in April 2020 was 2.5% In April 2020 Hillhead increased rents by 3.1%



## Rent Collected

■ HILLHEAD ■ Scottish Average



The Scottish Average for the amount of rent collected in 2019/2020 is 99.3%. In 2019/20 Hillhead collected 99.7%



We invested £82,759 in our welfare rights and tenancy support services which are fully funded out of our rental income. In return these vital services generated

£740,474.10 of additional income for residents. Our Tenancy support service supported 107 tenants during the last year.

# HOUSING QUALITY AND REPAIRS

## Our Repairs Service

Our tenants group wanted us to include some more information on our Repairs Service than is collected nationally.

Our multi trade contractor – Rodgers & Johnson Ltd provides our Repairs Service for emergency, urgent & routine repairs.



● Not doing so well

● On target

● Doing really well

Repairs Service	Target	2017/18	2018/19	2019/20
Average no. of reactive repairs completed per occupied property	N/A	2.90	1.61	1.91
Average length of time taken to complete an emergency repair is	2 hours	1.19hrs	1.18hrs	2hrs
Average length of time taken to complete a non-emergency repair is	6.5 days (3 days for urgent & 10 for routine)	2.9 days	2.4 days	2.7days
% of repairs appointments kept	95%	97.9%	96.7%	97.63%
% of all properties requiring a gas safety certificate that have had continuous certification throughout the year	100%	99.9%	100%	100%

# GETTING INVOLVED!

Each year we set aside an amount of money for tenant participation. In 2019/20 we spent £12,511 on supporting tenant participation including for newsletters and our annual report. This represents about £15.07 per Tenant. We offer many different ways to become involved and Tenants can participate in any of the following groups highlighted below:

**Customer Care Working Group** met 4 times during the year.

Topics that were discussed included: Tenancy Support Service

- Reporting Hate Crime
- Environmental improvements
- Anti-social behaviour

**Community Garden Project** - This group oversees the work of the Community Garden project and meets every couple of months. The project offers Volunteering opportunities too.

**Welfare Rights Service Tenants Group** – It has met 2 times during the year with 3 tenants attending.

The group helps to shape our service and supports the staff with our welfare rights newsletters that we send out twice per year.

**Service Improvement Panel** - The group did not meet during the year.

**Estate Walkabout Group** - 1 walkabout took place in May 2019.

**Information!** We issue quarterly newsletters and an Annual Performance

**Annual Rent Review Consultations** – These take place in December and January are complemented by Website, Facebook questionnaires and community Drop In meetings.

## Your Views and Feedback

Our latest tenant survey took place in November 2020 and recorded the views of 80 Tenants, a 10% sample.

We also record and monitor tenant feedback on our repairs service on an ongoing basis.

Thanks to the following residents who attended our meetings during 2019/20:- Lisa Scott, Irene Cowie, Mary Webster, David McKirdie, Lorna Macrae, Mary Kelly, Gillian Ola, Claire Taylor, Helen McDowell, Alyson Softley, Susan Strang, Fe & Ricard Albana



# GOVERNANCE AND COMMUNITY CONTROL

## Our Assurance Statement to the Scottish Housing Regulator

The Management Committee of Hillhead Housing Association confirms that it has assurance that the Association is compliant with the Regulatory Standards of Governance and Financial Management including:-

- all of the relevant requirements set out at chapter 3 of the Regulatory Framework
- all relevant standards and outcomes in the Scottish Social Housing Charter;
- all relevant legislative duties;

As part of this process we have been self-assessing our compliance against a broad range of evidence from both internal and external independent sources. These have included:-

- Quarterly Performance Reports on our Housing and Repairs Service
- Quarterly Financial Management Reports provided by our Finance Agents
- Internal and External Audit Reports
- Feedback from our Customer Care Group
- Benchmarking Reports from our local group as well as from Scotland's Housing Network
- Reports, advice and information from members of the Management Team

Corona Virus has impacted on our ability to meet some of our statutory and regulatory requirements and these were communicated to the Scottish Housing Regulator at the time. Other than Gas Safety obligations being impacted by the Virus none represent a material non-compliance. In spite of the Corona Virus restrictions we have been able to maintain our commitment to continuous improvement and as part of our evidence review we have in place an Improvement Action Plan which will be completed by January 2021. The Committee is assured that none of these actions represent material instances of non-compliance.

Date of Meeting of Management Committee:-

4 November 2020

Signed by



Claire Taylor, Chairperson

Our Management Committee is elected by the Association's Members every year.

Each year we carry out a Committee Effectiveness Review which also assesses the current level of skills and knowledge amongst our Committee.

We engaged SHARE to carry out an independent review and it found that the Committee continues to operate effectively. The report concluded that:

"In conclusion, the online survey, comments made during the one-to-one discussions and observation of a Committee meeting show a Committee whose members are confident of their abilities and appear to work well together."

Hillhead's Management Committee set the Strategic Direction of the Association, oversee the Association's Business Plan which ensures its strategic objectives are met and ensure that resources are in place to deliver the objectives. It employs the staff to carry out the day to day running of the organisation and to ensure its objectives are met in line with our current regulatory environment.



# OUR OTHER SERVICES

## Tenancy Support Service

Heather Montgomery is our Tenancy Support Officer and is based in the Association's Office. This service is provided by The Simon Community and is fully funded by the Association.

During 2019/20 The service has supported 107 clients. Feedback from clients continues to very appreciative and supportive of Heather's work.

"I was asked to work with Heather last year didn't think I needed her help I spoke with her a month ago and wish I worked with her before she has helped me so much"

There has been extra funding and grants available to support people on low income for example utilities grant, single parent fund, laptops available for pupils and gift cards for supermarkets.

"Heather helped me get a laptop for my daughter when school stopped. I would never have been able to afford one. She also helped with food vouchers with my kids being home all the time money was tight"



## Welfare Rights Service

Moira Escreet and Morag Bisset are our Welfare Rights Officers.

Since 2005 the service has assisted thousands of tenants in securing additional benefits and advice.

By March 2020 we surpassed £6.75M in additional benefit income for our tenants, with 194 tenants being supported.

During the last year we have been helping many of our Tenants ensure that they can access the on line Universal Credit system. Remember our team are here to help you!



## Community Support

Throughout the Pandemic our main priority has to ensure we are doing all we can to support our local community.

Every member of our team has been working tirelessly to offer support and assistance to our tenants. Whether it has been a phone call or more in depth help we have tried our utmost to be there when help is needed.

It is heartening for our staff to receive feedback like the one below:

**"Just to let you know Carol\* has been on the phone again, just wanting to say a huge thank you to everyone for helping her through this tough time. She wanted to especially thank Sharon & Suzanne for being so helpful and supportive. She's had a food voucher from our supply, and just wanted to reach out and thank us, and let us know what a huge difference it's made to her this morning. She says it's really given her a boost, and that's made her get in touch!"**

What a positive note to finish this year's report on.

\*Carol is not her real name.

# COMMITTEE, STAFF, CONSULTANTS AND SERVICES DURING 2019/20

## Staff

Stephen Macintyre, Director  
Catherine McKiernan, Depute Director/ Housing Manager  
Mandy White, Head of Corporate Services  
Gail Fitzpatrick, Corporate Services Assistant  
Services Assistant  
Kieran Tait, Finance & Corporate Services Assistant  
Laura Tait, Finance Assistant  
Tracy McGrath, Admin Assistant (Reception)  
Betty Borland, Housing Officer  
Sharon Singer, Housing Officer  
Suzanne McGraw, Housing Officer  
Elaine Scullion, Housing Officer  
Heather Robertson, Housing Officer/Assistant  
Kelly Wallace, Housing Assistant  
Emily Connell, Temporary Housing Assistant  
(joined September 2020)  
Moirá Escreet, Welfare Rights Officer  
Morag Bisset, Welfare Rights Officer  
Maureen Cameron, Systems Support Officer  
(joined February 2020)  
Stephen Tait, Head of Development & Property Services  
Marie Savage, Property Services Officer  
Diane Bridges Property Services Assistant  
Tom Brunton, Estates Inspector  
Garry Laurieston, Estates Officer  
Dorothy Semple, Office Cleaner (retired August 2020)  
Dorothy Campbell, Office Cleaner

## Consultants and Other Services

### Auditors:

Chiene + Tait

### Internal Auditors:

Quinn Internal Audit

### Solicitors:

BTO

### Bank:

The Royal Bank of Scotland

### Development Services:

Mulholland Consultants

### Financial Services:

FMD Financial Services Ltd

### Tenancy Support Services:

The Simon Community

## Management Committee

Claire Taylor, Chairperson,  
Lisa Scott, Vice Chairperson  
Mary Docherty Secretary  
Stuart Niven, Treasurer  
Robert Smith  
David Wilson  
Councillor Susan Murray  
Councillor Stewart MacDonald  
John Jamieson  
Gary Jackson  
Walid Hassan

During lockdown our staff keep a diary and during the summer we published a weekly diary for some of our members of staff. You can find these on our website.



# OUR 2020 CHRISTMAS CARD WINNERS





Our website is an important place to find out what is happening and for a wide variety of information on the Association.

WEBSITE – [www.hillheadhousing.org](http://www.hillheadhousing.org)

You can also leave comments on our Facebook Page

[www.facebook.com/hillhead](http://www.facebook.com/hillhead)



MILLENIUM  
BENCHMARKING  
CLUB





# BUILDING ON PROGRESS FOR A BRIGHTER HILLHEAD



HOUSING ASSOCIATION

Building on progress for a brighter Hillhead

**Hillhead Housing Association 2000, 2 Meiklehill Road, Hillhead, Kirkintilloch G66 7LA**

Phone: 0141 578 0200 ▪ Fax: 0141 578 4817 ▪ Freephone: 0800 0523 188

E-mail: [admin@hillheadhousing.org](mailto:admin@hillheadhousing.org) ▪ Web: [www.hillheadhousing.org](http://www.hillheadhousing.org) ▪ [@HHA\\_2000](https://twitter.com/HHA_2000)

Hillhead Housing Association 2000 is a Scottish charity, (SC029908), a Registered Social Landlord with the Scottish Housing Regulator (326) and a Registered Society registered under the Co-operative and Community Benefit Societies Act 2014 Register number 2562R (S)