

Hillhead Housing Association 2000

Performance Analysis Visit 2022/23
October 2023

- **Satisfaction** has on average continued to reduce across the sector. Those who have carried out new surveys have tended to see a reduction in satisfaction compared to their previous survey
- Despite the challenges this year in achieving EICR and Fire Safety requirements, RSLs have on average seen an **improvement in achieving SHQS**. LA's have also seen improvement but less progress overall
- Based on our voluntary **ESSH** Return data, there's been an **upward trend in compliance for RSLs** post pandemic while LAs have remained at a similar level to last year
- **Emergency repairs timescales** have begun to level off for LAs, but RSLs on average have seen a continuing upward trend (although RSLs are about an hour quicker to respond)
- **Non-emergency repairs timescales** improving for RSLs, but LAs continuing to see timescales increase, albeit at a slower pace than last year

- Despite this, improvements in **repairs satisfaction** for LAs compared to last year, RSL satisfaction declining
- **Gas safety fails** not yet back at pre-pandemic levels but reducing. A small number of landlords – both Councils and RSLs - make up a large proportion of all fails
- **Tenancy sustainment** is improving for both LAs and RSLs, including lets to homeless households
- **Rent increases across the sector** - but less than inflation. More pronounced amongst RSLs.
- **Rent collected** as a percentage of rent due – improving for LAs, reducing for RSLs - but RSLs still collecting more
- **Continuing increase in arrears for LAs**, RSLs remaining approximately in a similar position to previous years
- **Increasing relet times** for LAs, RSLs remaining at a similar level to last year - marginal increase

Comparator Organisations

Ardenglen Housing Association

Atrium Homes

Cadder Housing Association

Calvay Housing Association

Cassiltoun Housing Association

Easthall Park Housing Cooperative

Forth Housing Association

Glen Housing Association

Hillhead Housing Association 2000

Larkfield Housing Association

North View Housing Association

Pineview Housing Association

Rosehill Housing Co-operative

Tenant Satisfaction

Survey Date:

August 2021

Number of tenants surveyed:

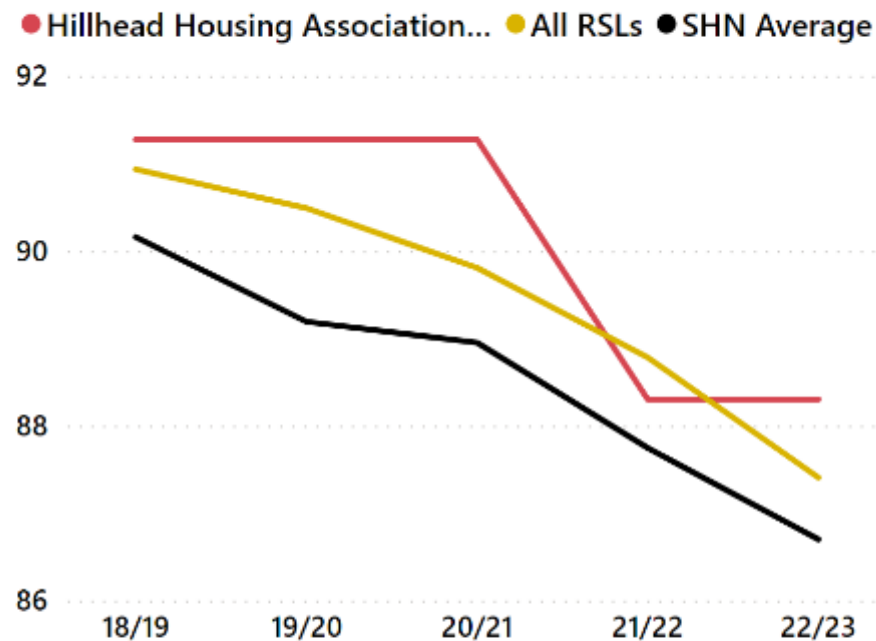
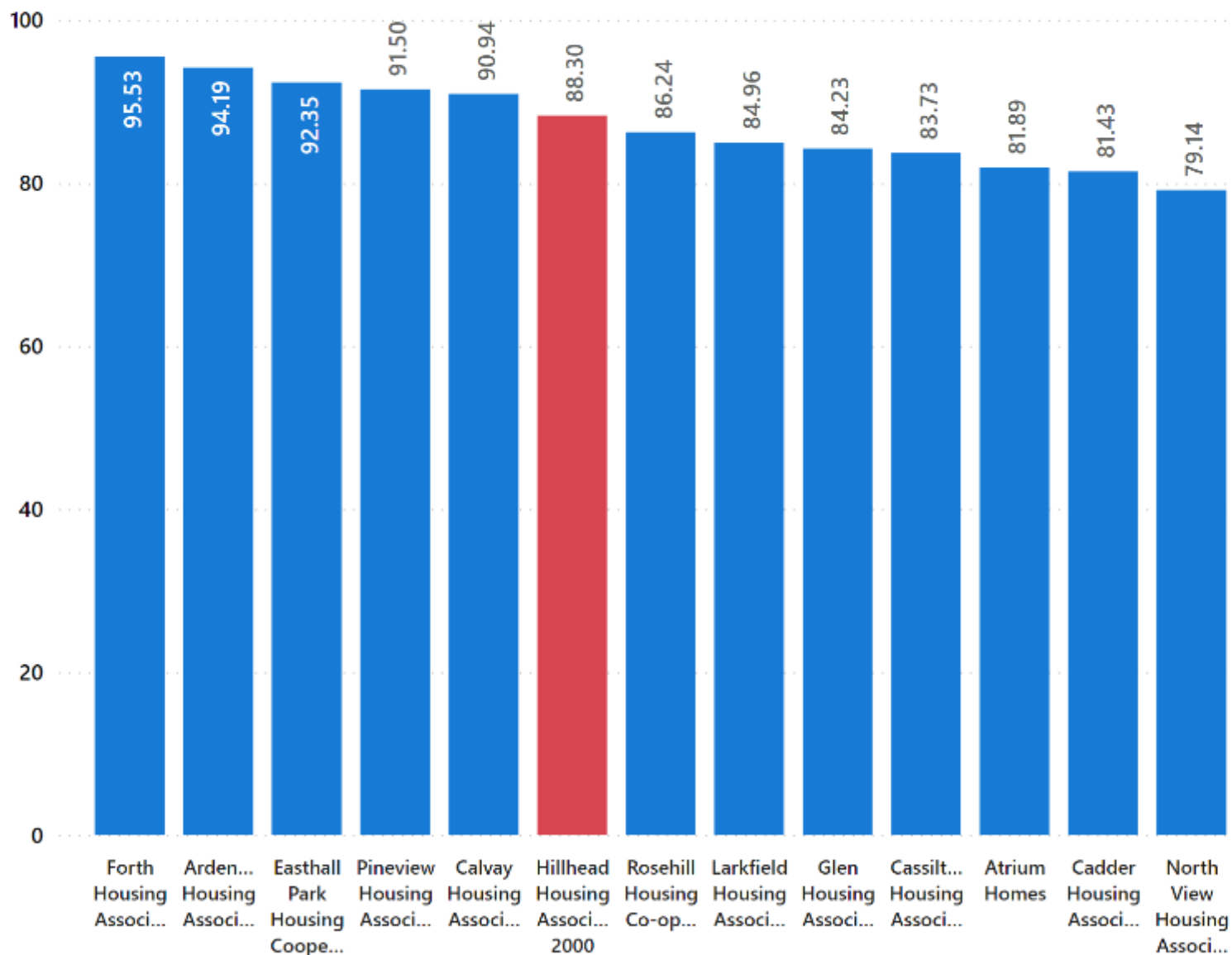
393

Survey Method:

**Online
Telephone**

Overall Satisfaction

11 Percentage satisfied with overall service



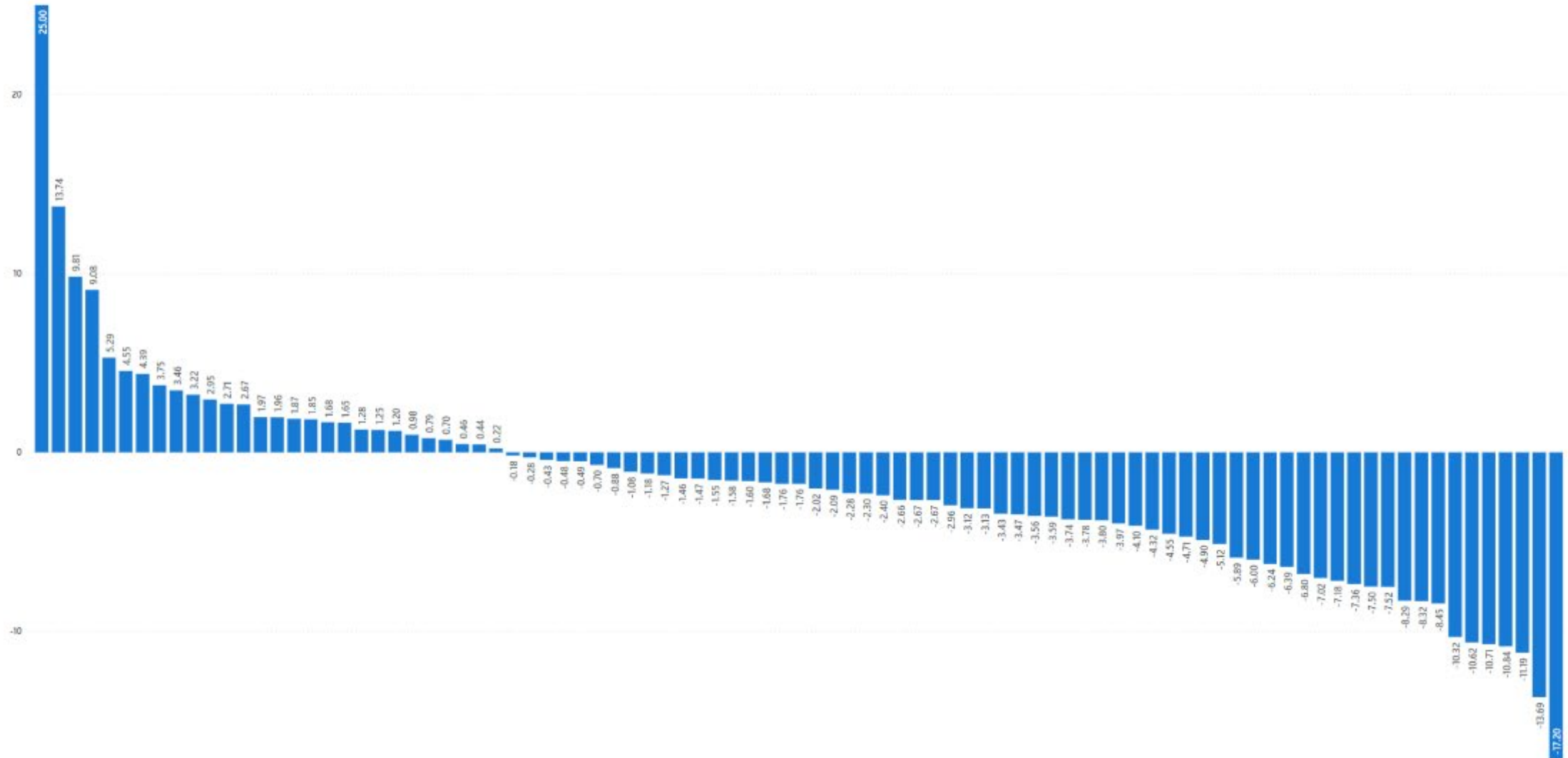
| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 91.27 | 88.30 | 88.30 |
| Peer Group 6 - Small stock transfer | 90.86 | 89.14 | 86.90 |
| All RSLs | 89.80 | 88.78 | 87.41 |
| SHN Average | 88.95 | 87.74 | 86.70 |

Overall Satisfaction

11 Percentage satisfied with overall service

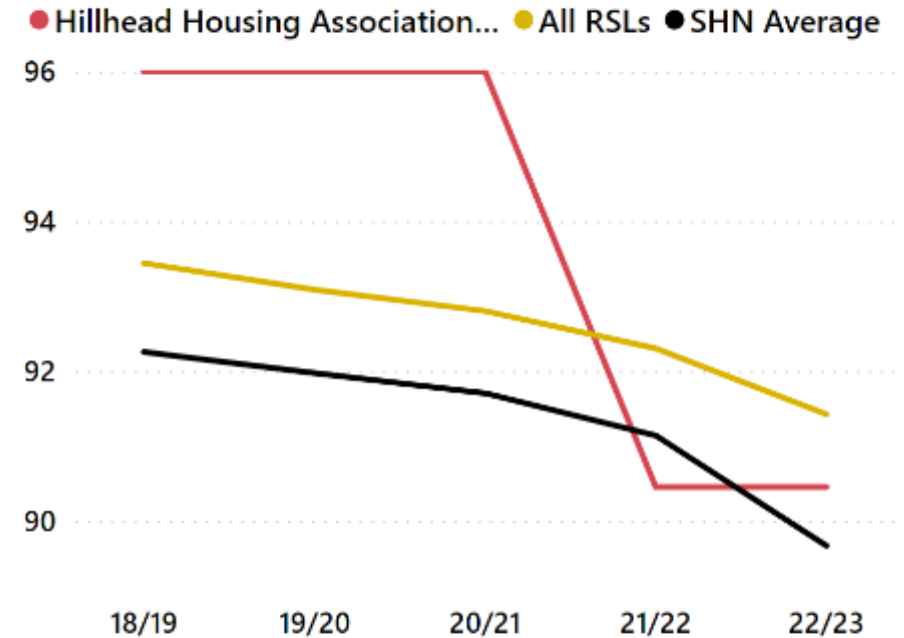
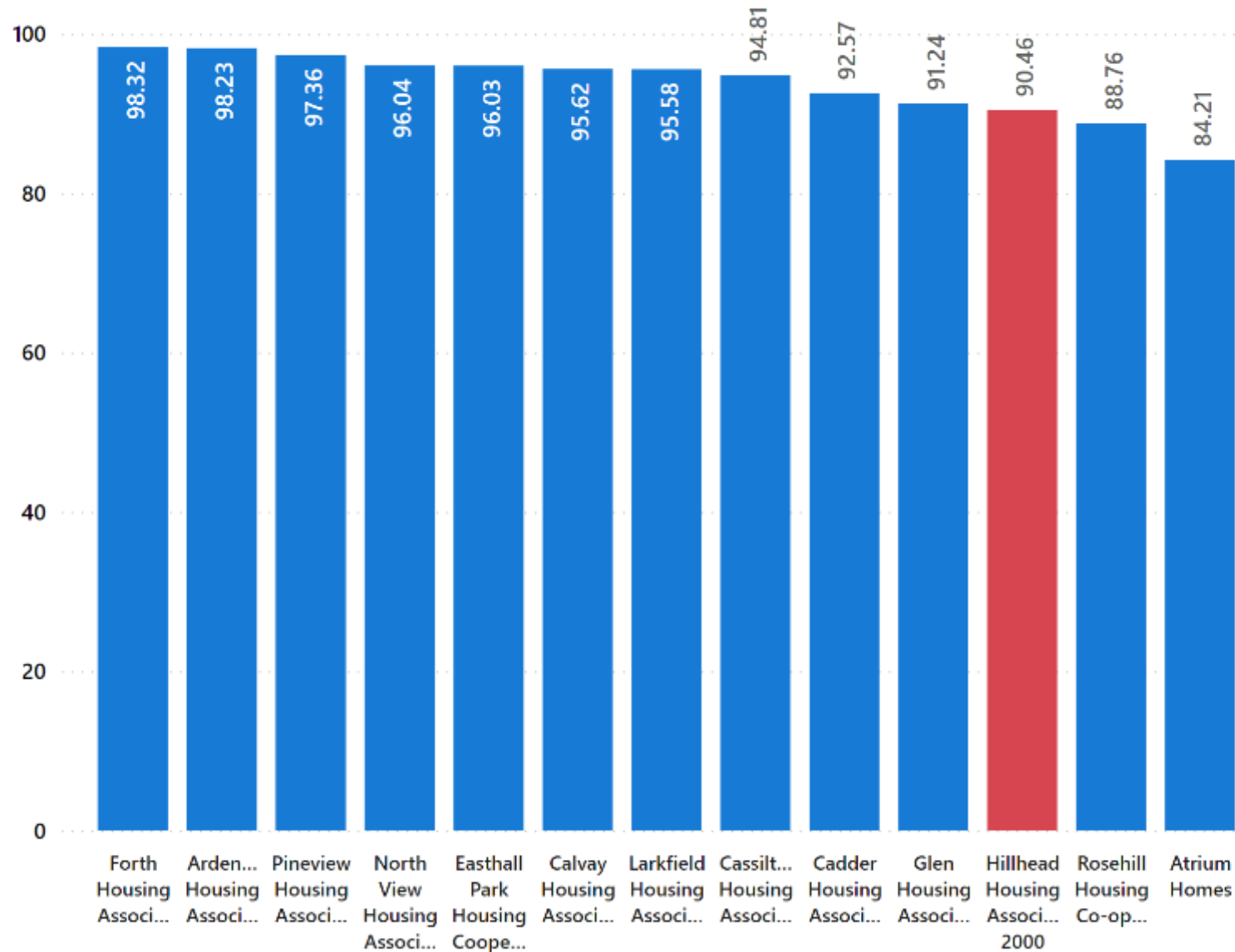


Change from previous survey



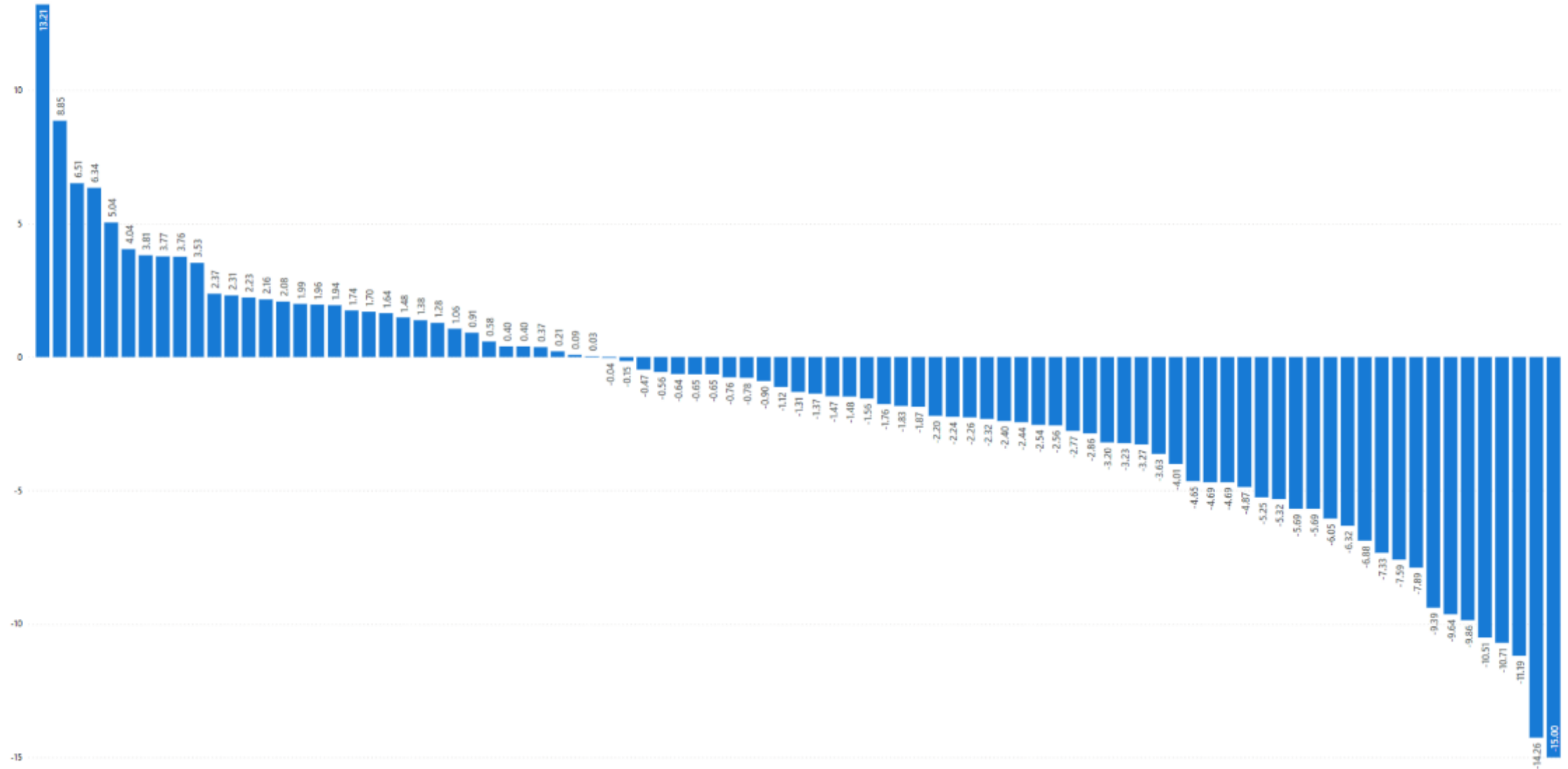
Kept Informed

12 Percentage tenants who feel landlord is good at keeping them informed about services and decisions



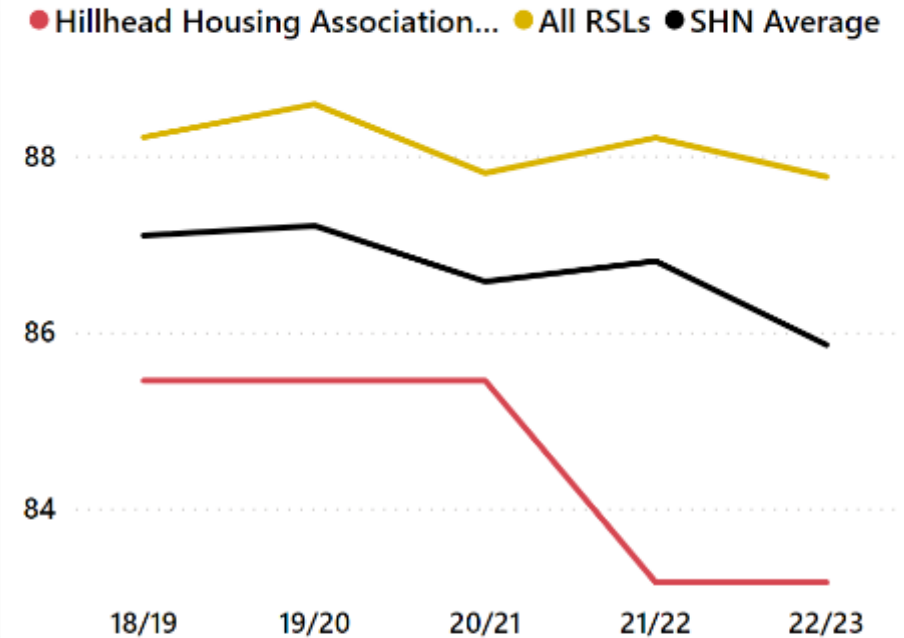
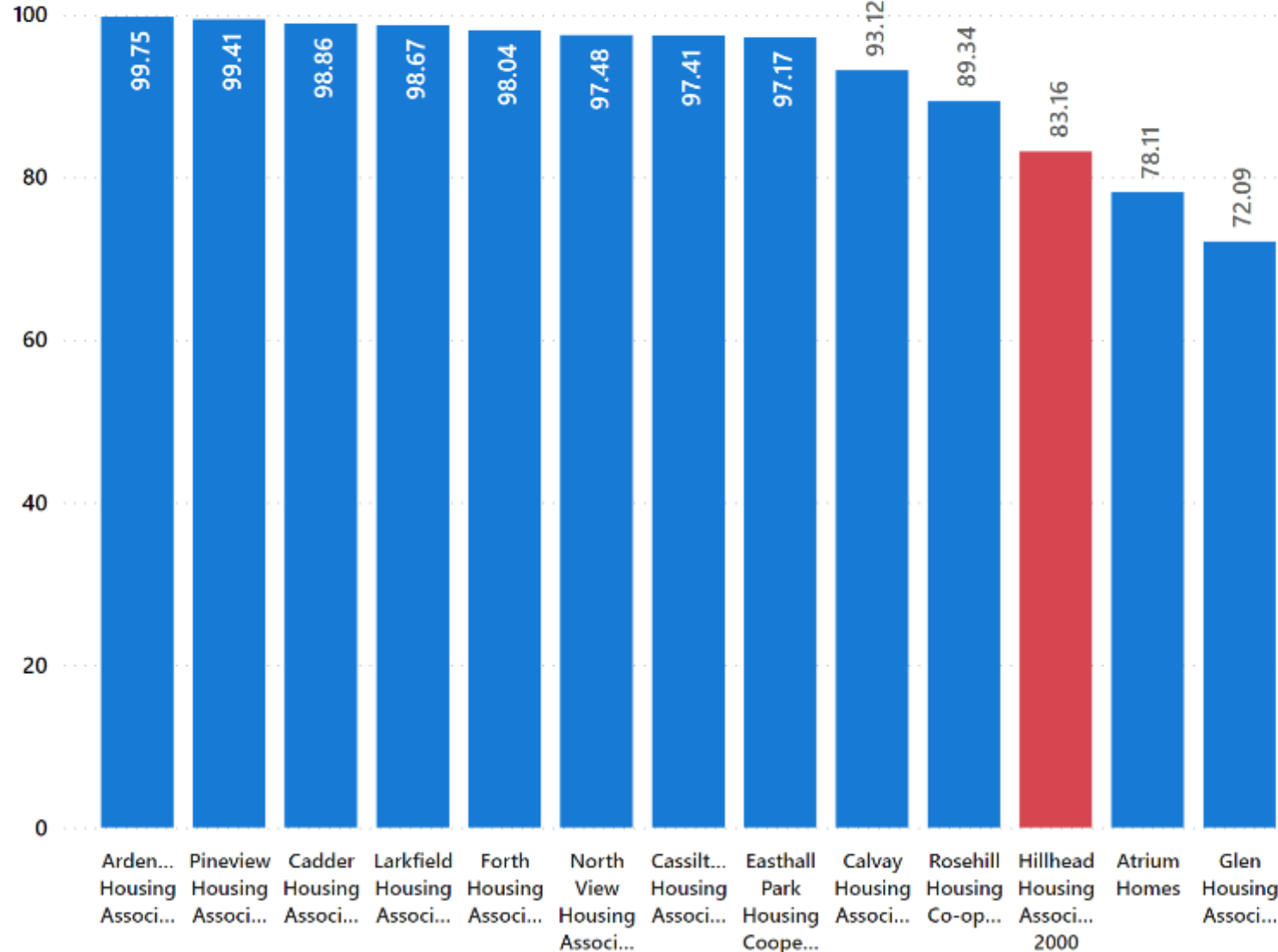
| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 96.00 | 90.46 | 90.46 |
| Peer Group 6 - Small stock transfer | 96.19 | 95.25 | 93.26 |
| All RSLs | 92.81 | 92.31 | 91.43 |
| SHN Average | 91.71 | 91.15 | 89.68 |

Change from previous survey



Opportunities to Participate

15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision making

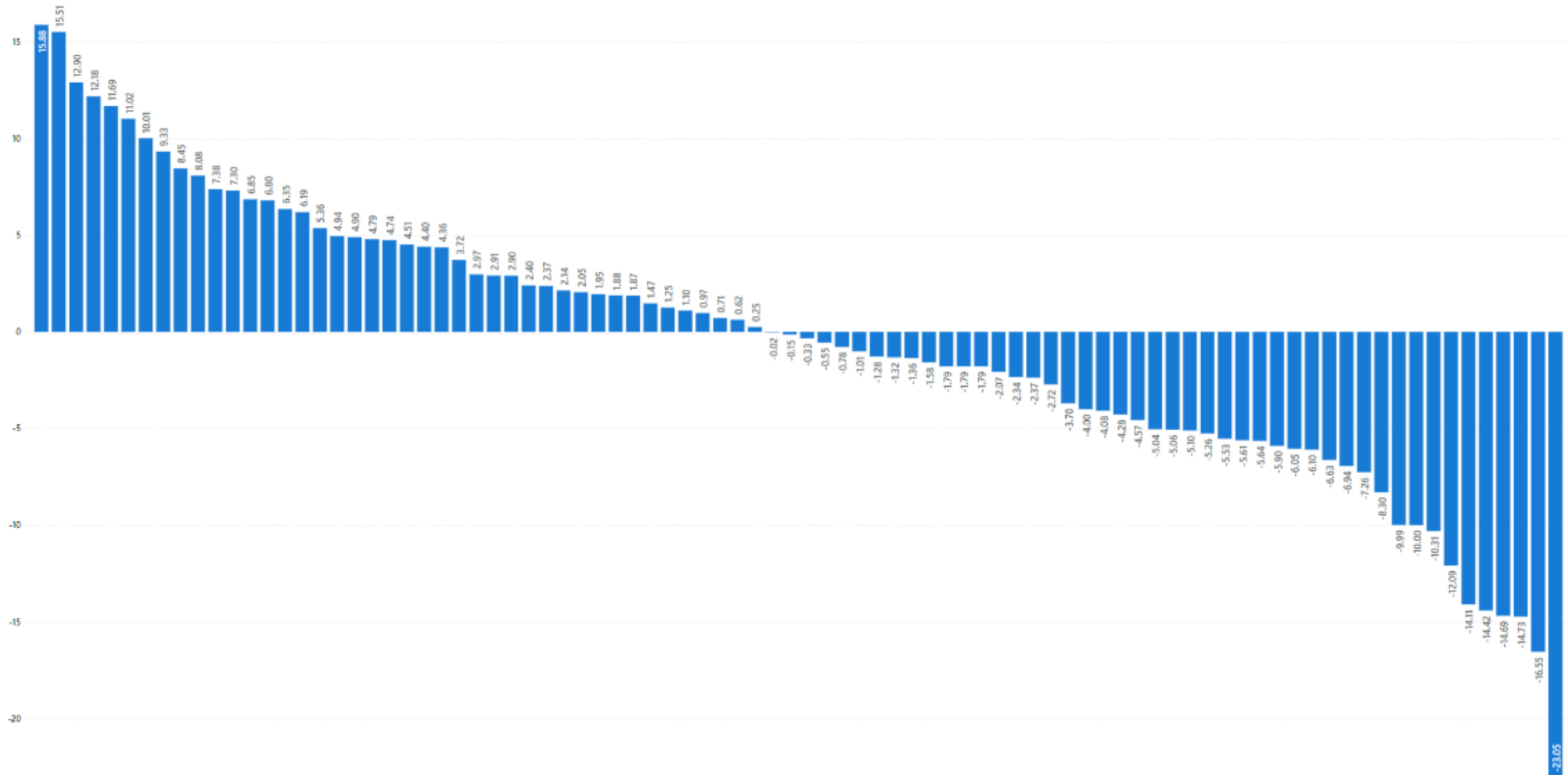


| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 85.45 | 83.16 | 83.16 |
| Peer Group 6 - Small stock transfer | 93.74 | 93.28 | 95.22 |
| All RSLs | 87.81 | 88.21 | 87.76 |
| SHN Average | 86.57 | 86.81 | 85.86 |

Opportunities to Participate

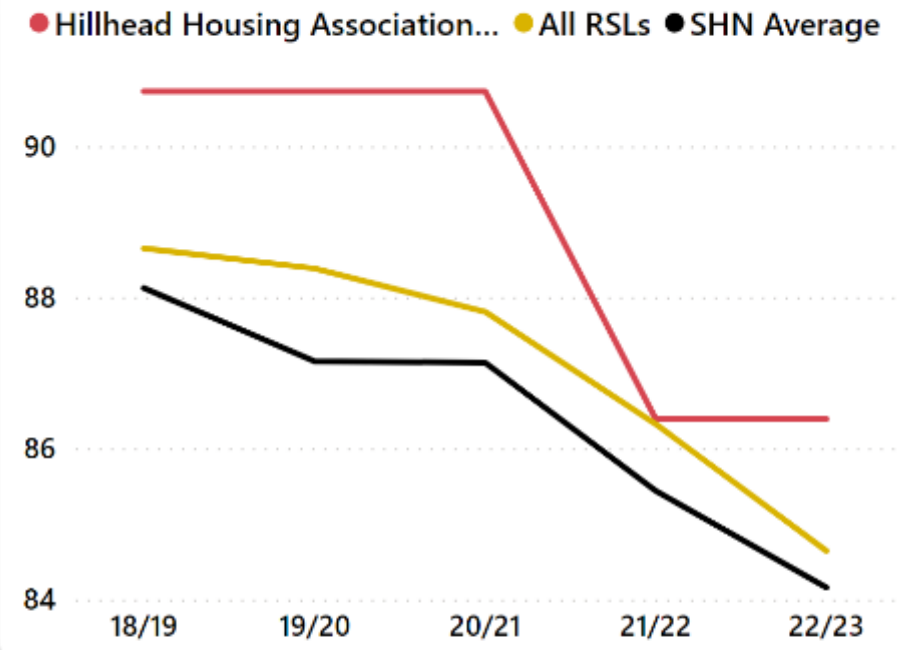
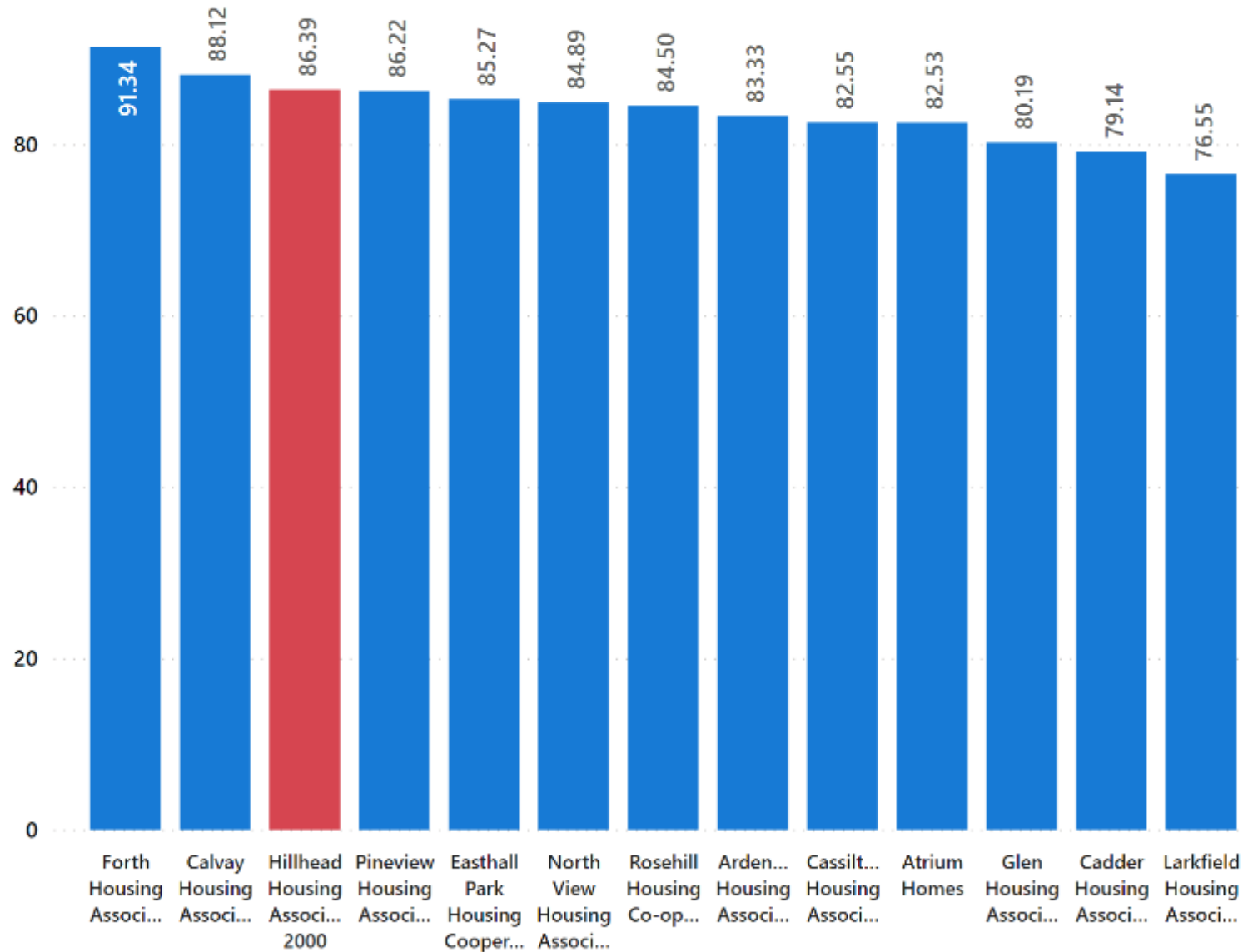
15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision making

Change from previous survey



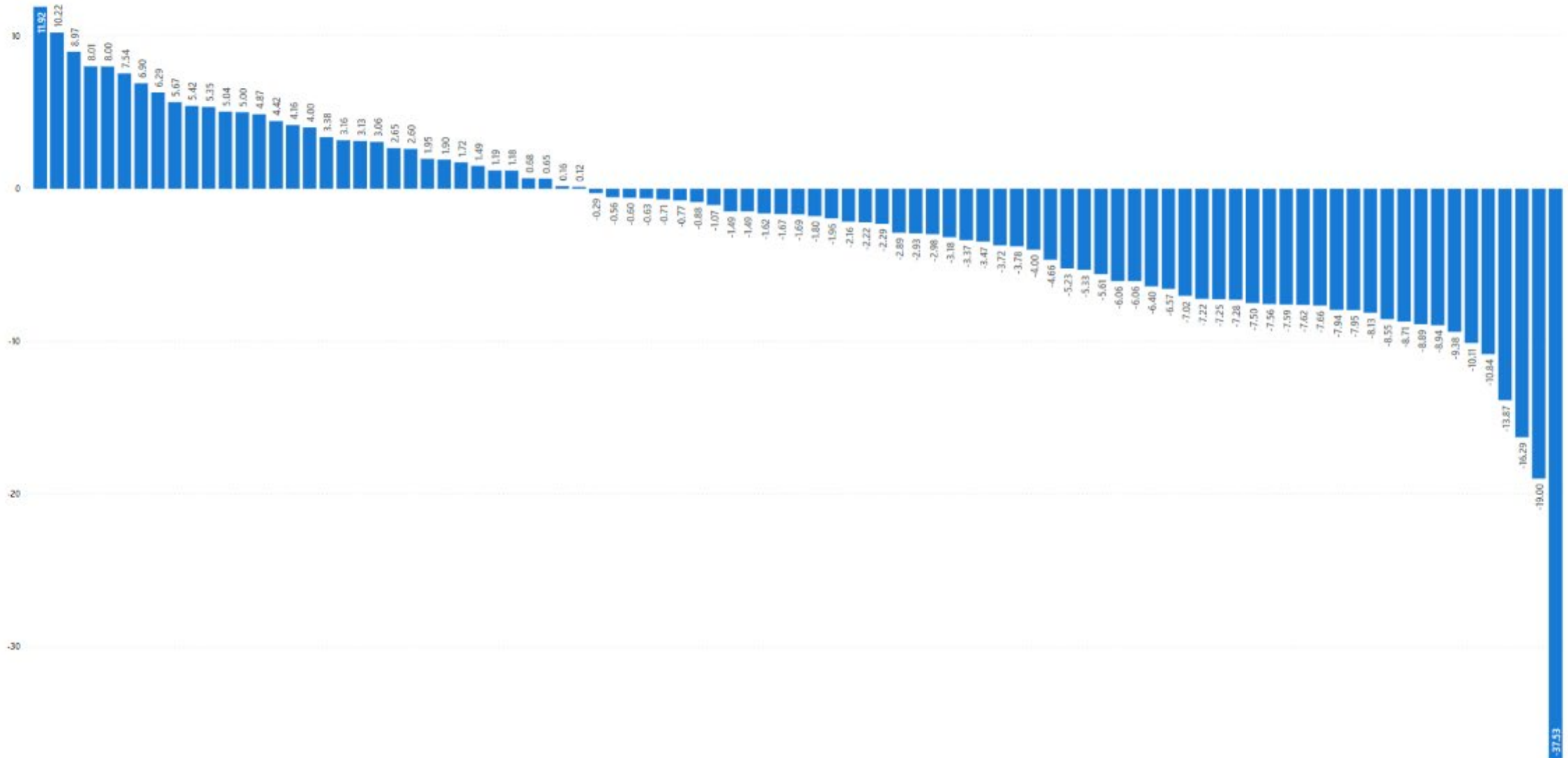
Quality of Home (All Tenants)

17 Percentage tenants satisfied with quality of home



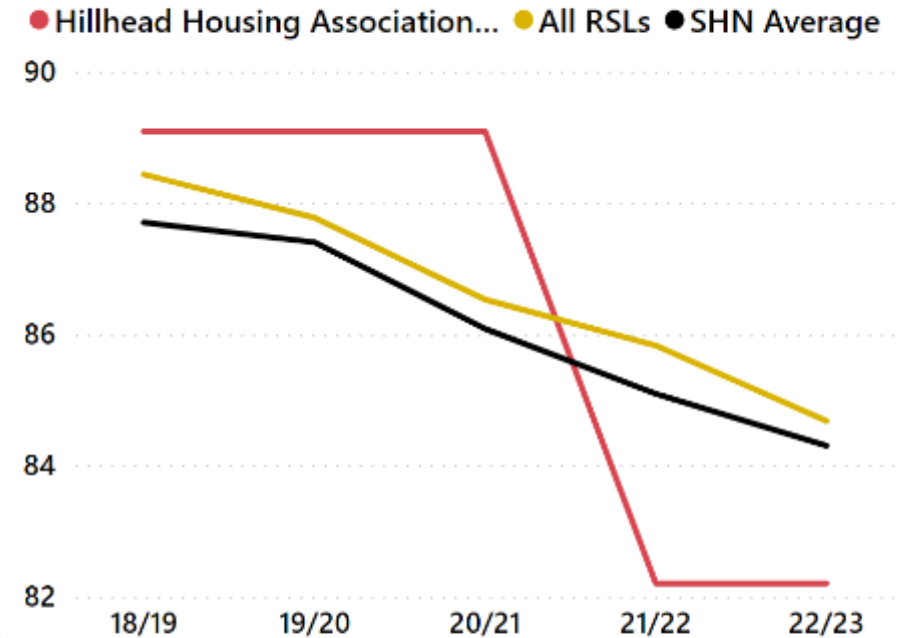
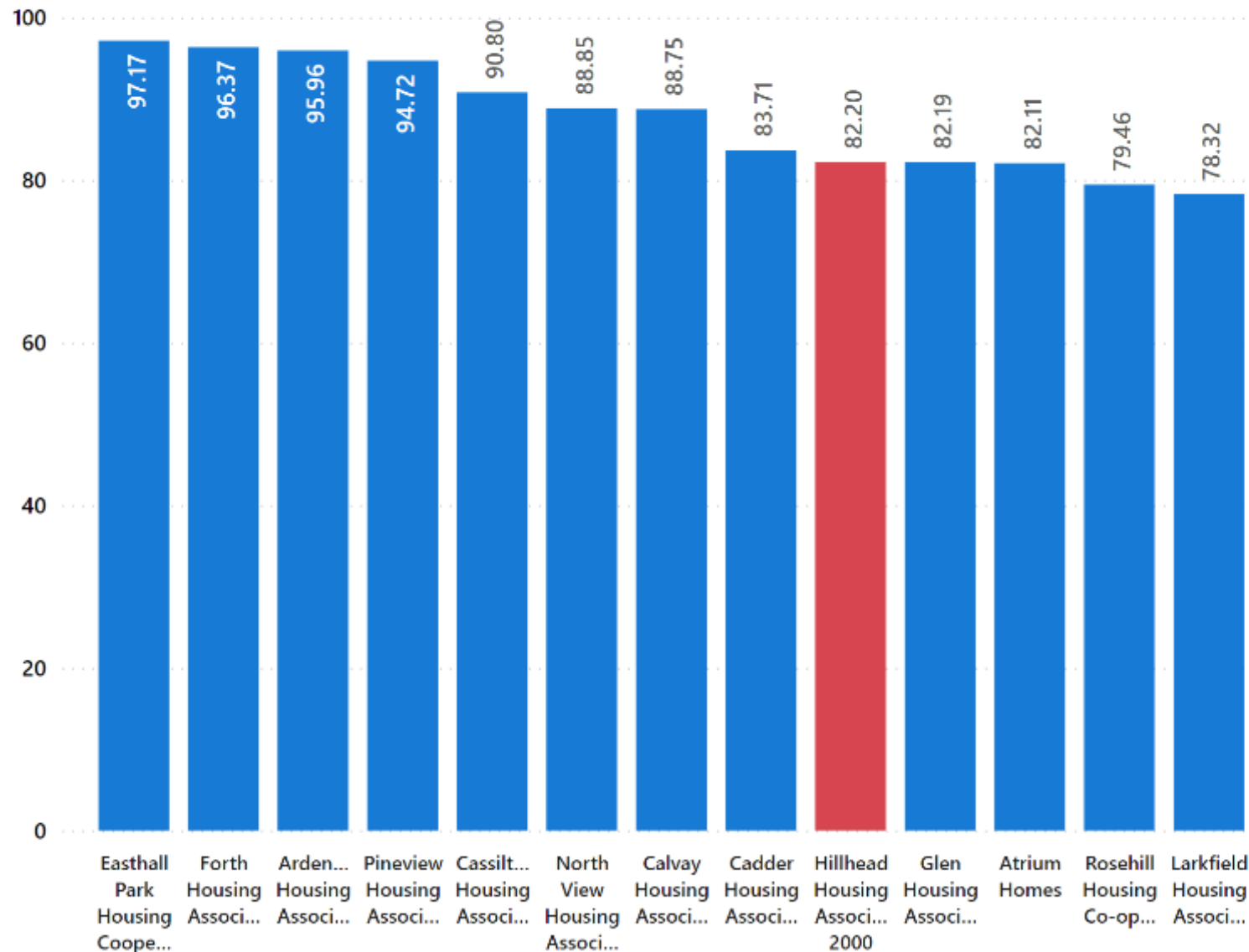
| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 90.73 | 86.39 | 86.39 |
| Peer Group 6 - Small stock transfer | 90.20 | 87.25 | 84.18 |
| All RSLs | 87.81 | 86.32 | 84.64 |
| SHN Average | 87.14 | 85.44 | 84.16 |

Change from previous survey



Management of Neighbourhood

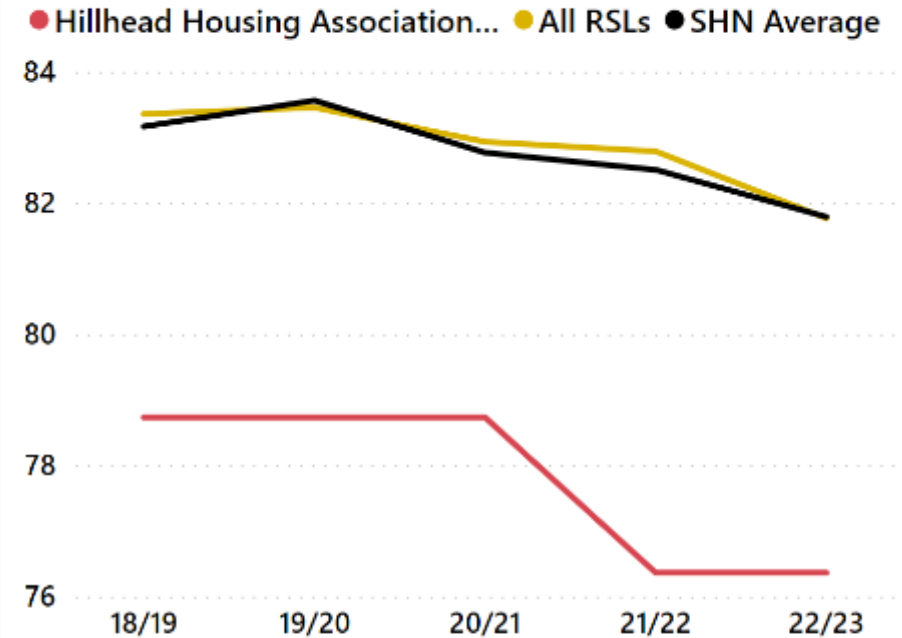
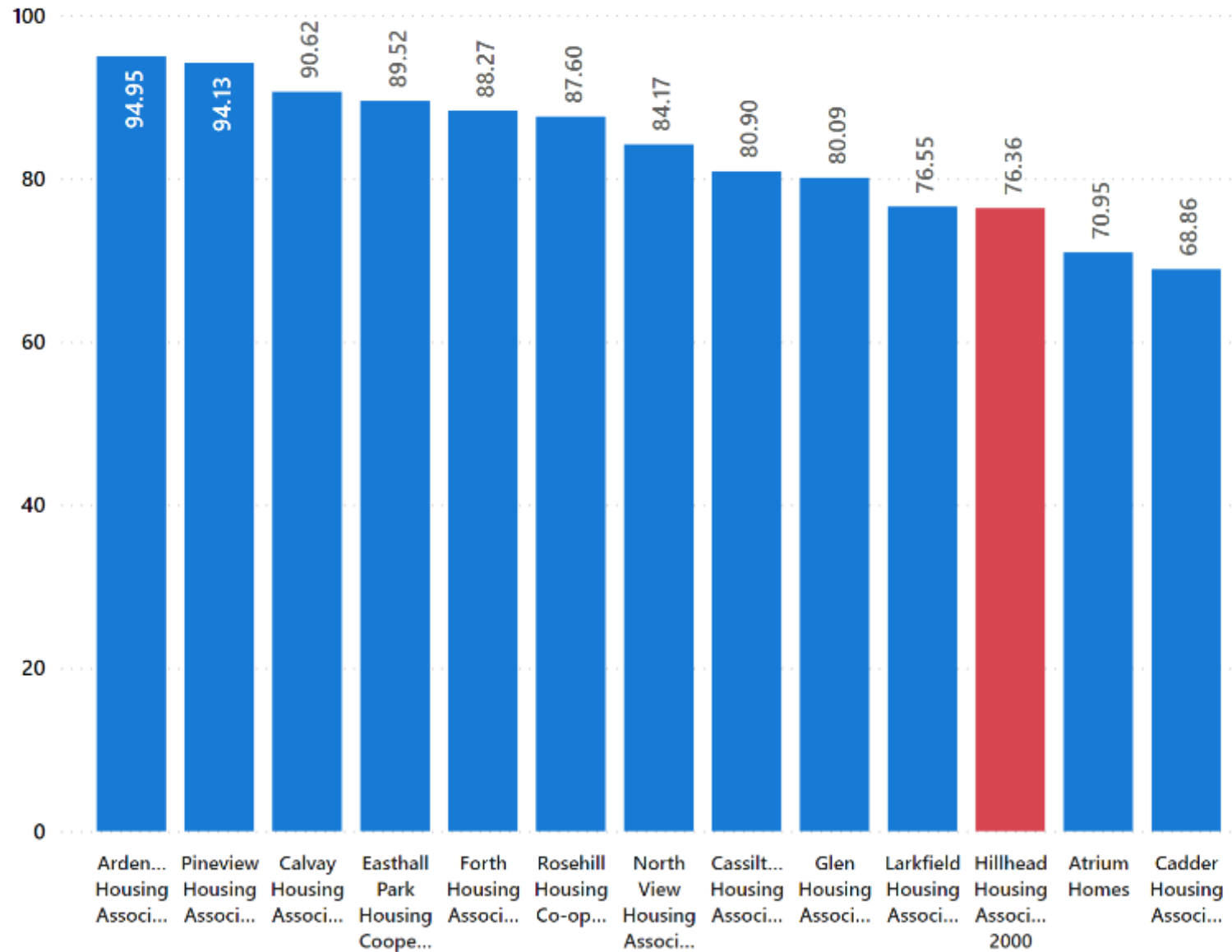
113 Percentage tenants satisfied with management of neighbourhood



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 89.09 | 82.20 | 82.20 |
| Peer Group 6 - Small stock transfer | 90.28 | 86.56 | 83.58 |
| All RSLs | 86.53 | 85.83 | 84.68 |
| SHN Average | 86.08 | 85.09 | 84.30 |

Value for Money

125 Percentage tenants who feel rent for their property represents good value for money

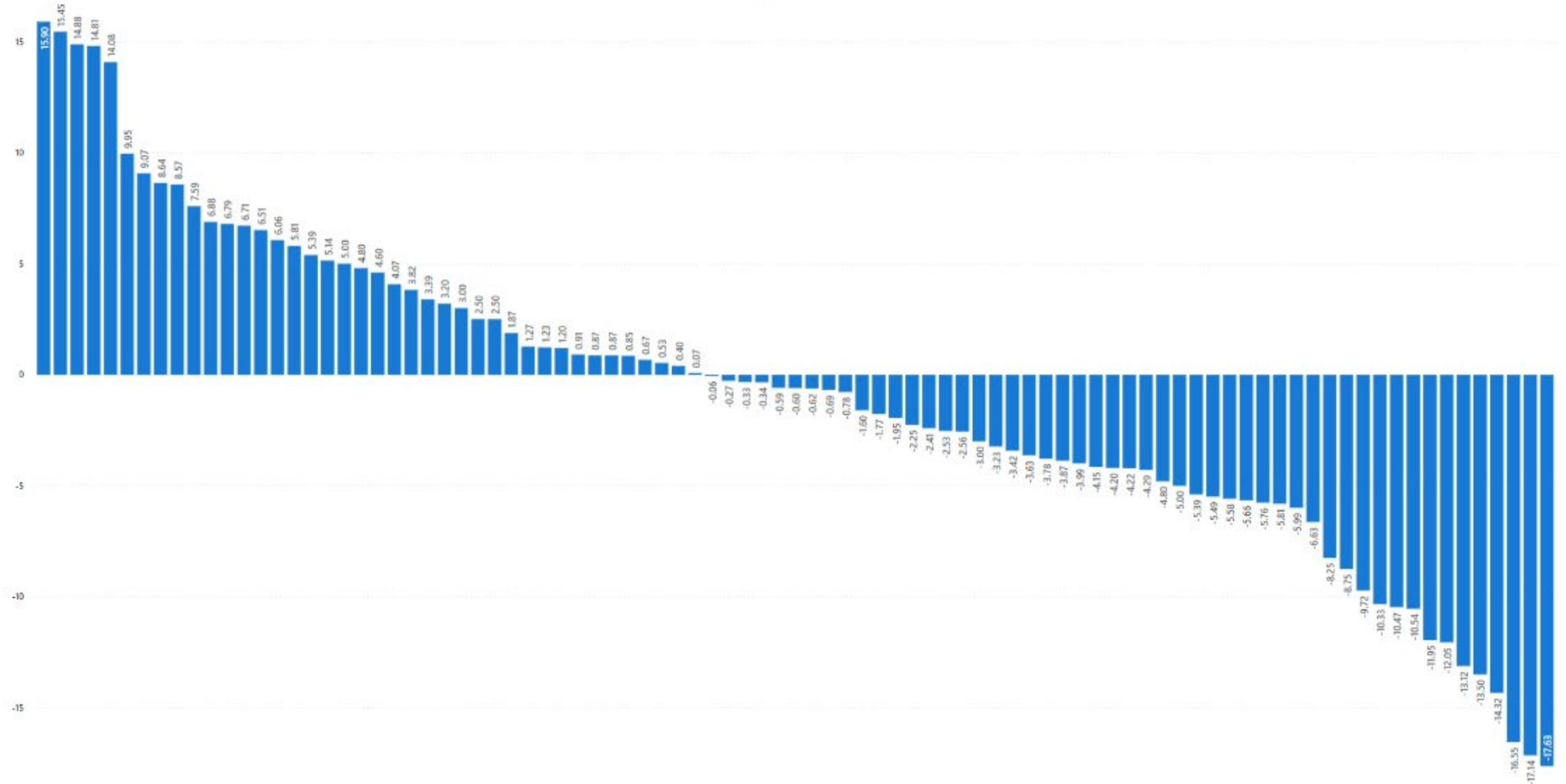


| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 78.73 | 76.36 | 76.36 |
| Peer Group 6 - Small stock transfer | 83.40 | 82.00 | 77.41 |
| All RSLs | 82.93 | 82.79 | 81.77 |
| SHN Average | 82.77 | 82.51 | 81.79 |

Value for Money

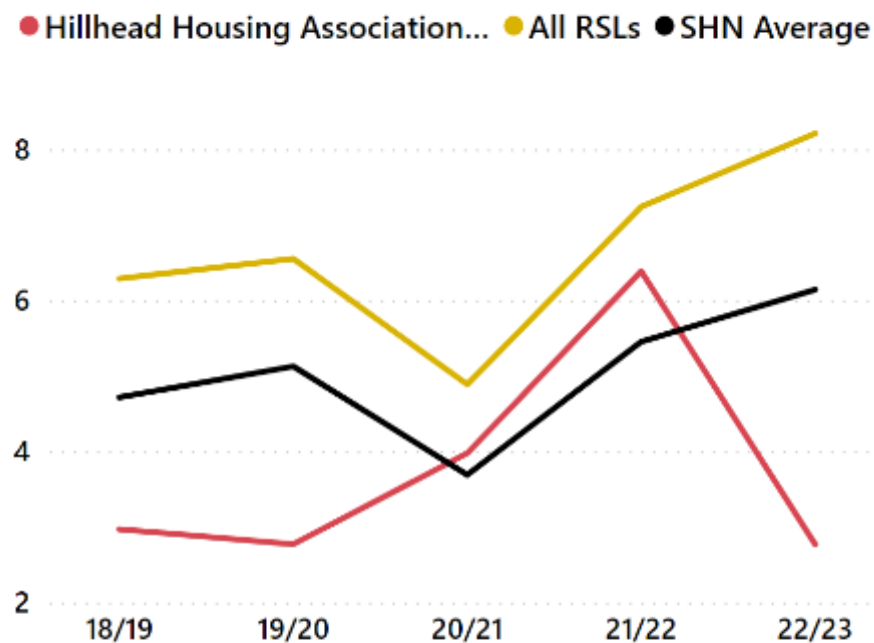
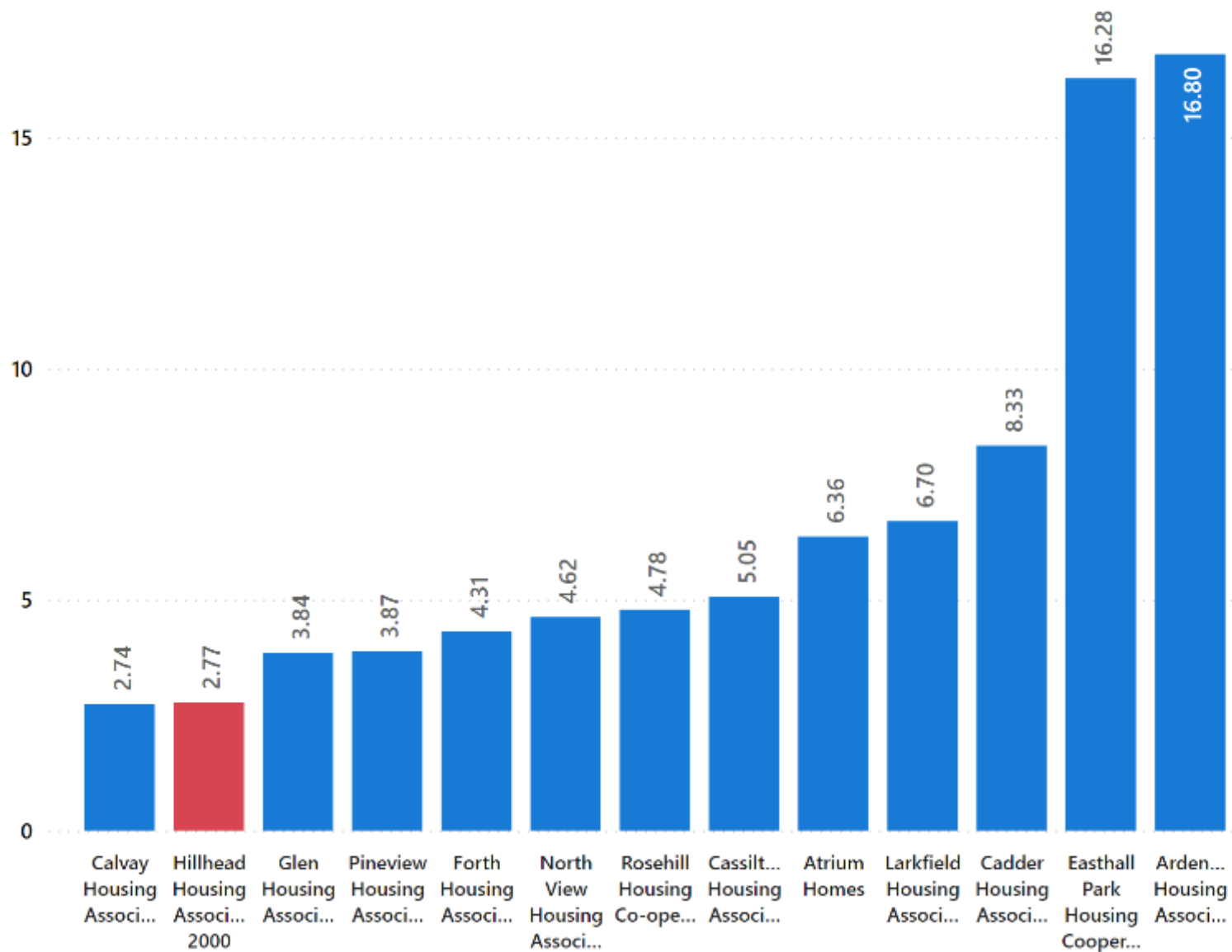
125 Percentage tenants who feel rent for their property represents good value for money

Change from previous survey



Complaints

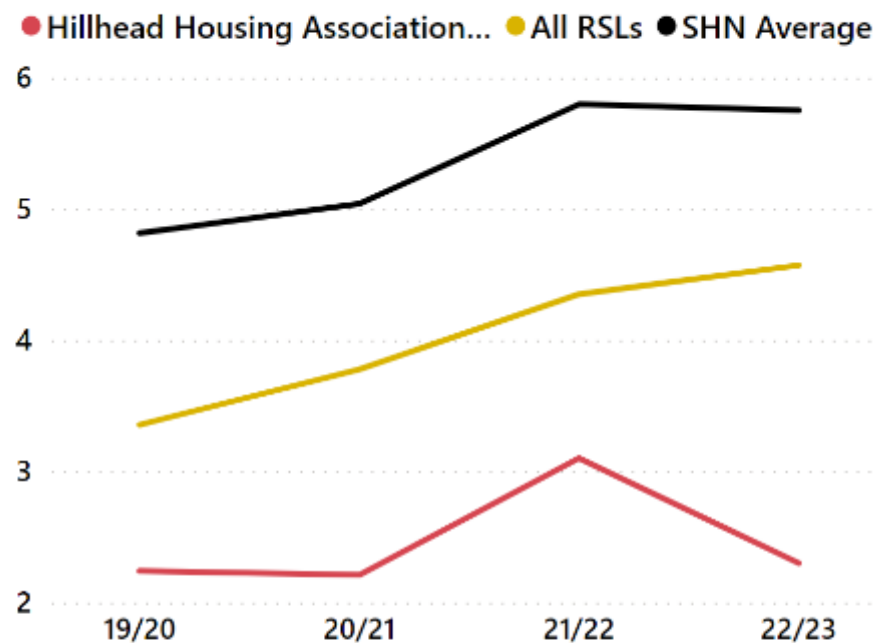
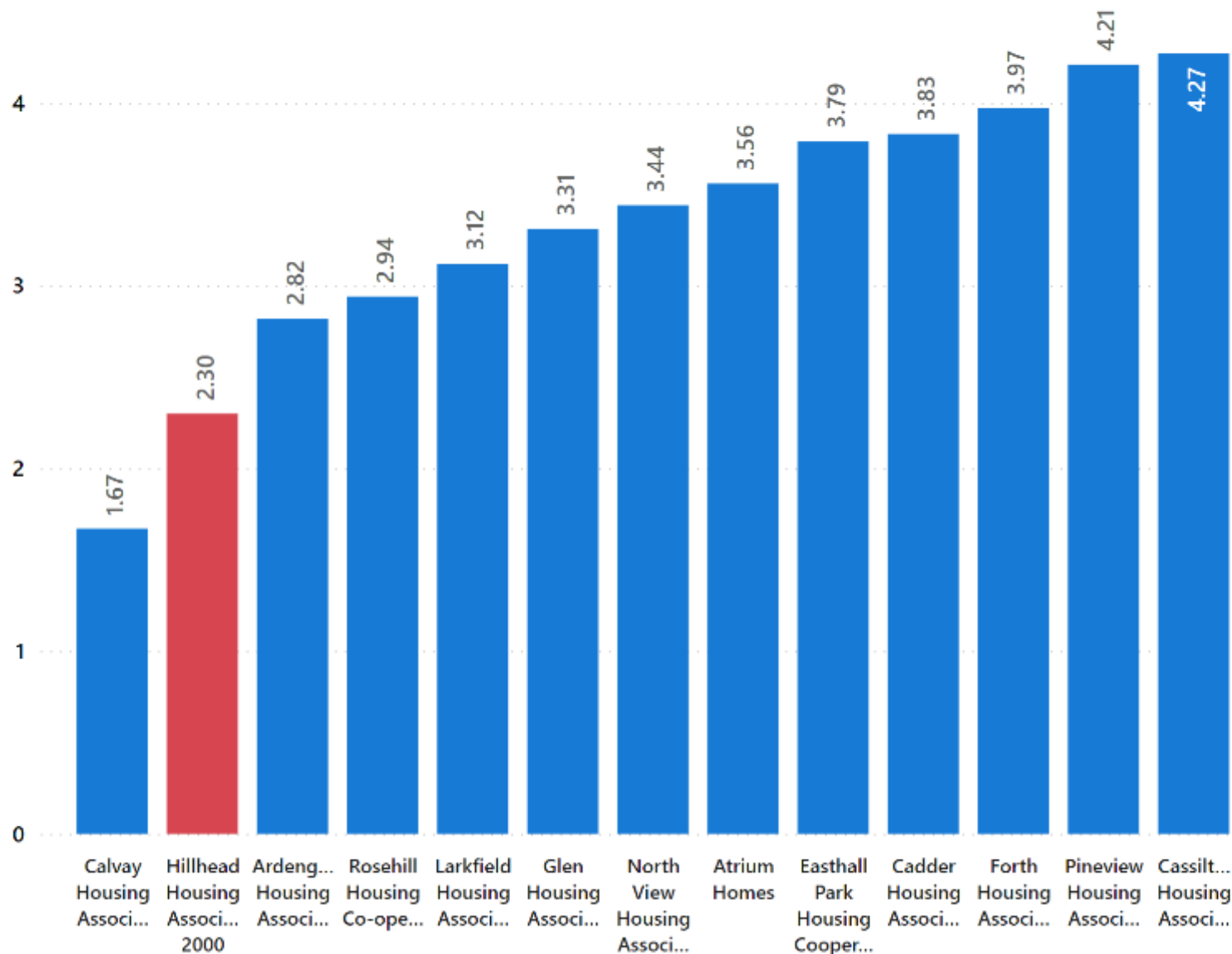
13 Complaints received per 100 homes



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 3.98 | 6.39 | 2.77 |
| Peer Group 6 - Small stock transfer | 5.68 | 6.89 | 9.16 |
| All RSLs | 4.89 | 7.24 | 8.21 |
| SHN Average | 3.69 | 5.45 | 6.14 |

1st Stage Complaints

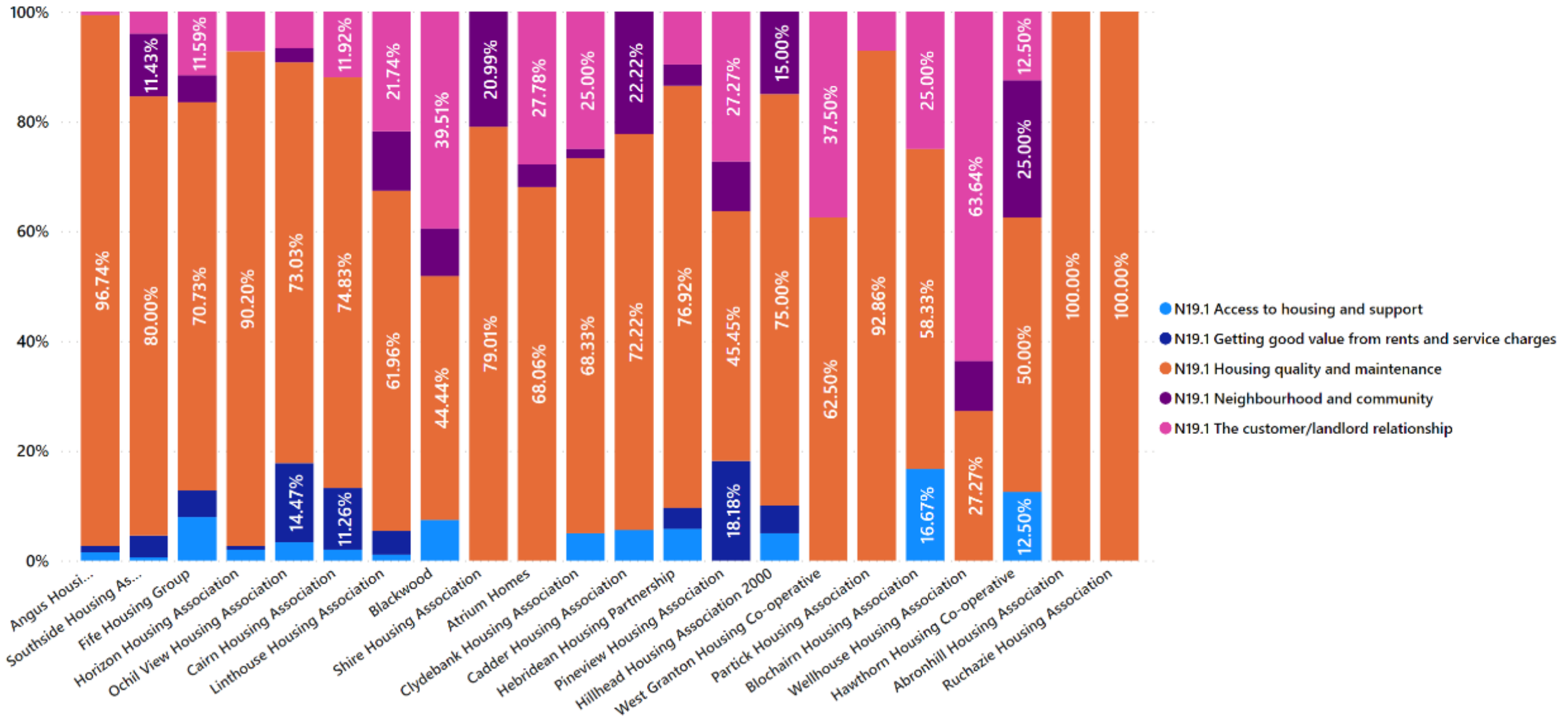
14 Stage 1 complaints average time to respond



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 2.21 | 3.10 | 2.30 |
| Peer Group 6 - Small stock transfer | 2.61 | 2.87 | 2.79 |
| All RSLs | 3.78 | 4.35 | 4.57 |
| SHN Average | 5.04 | 5.80 | 5.75 |

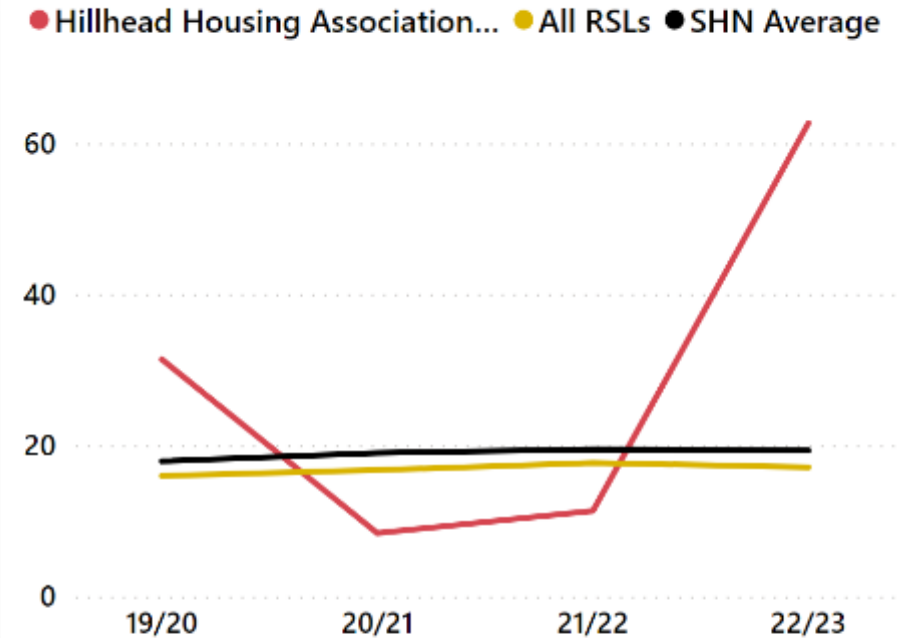
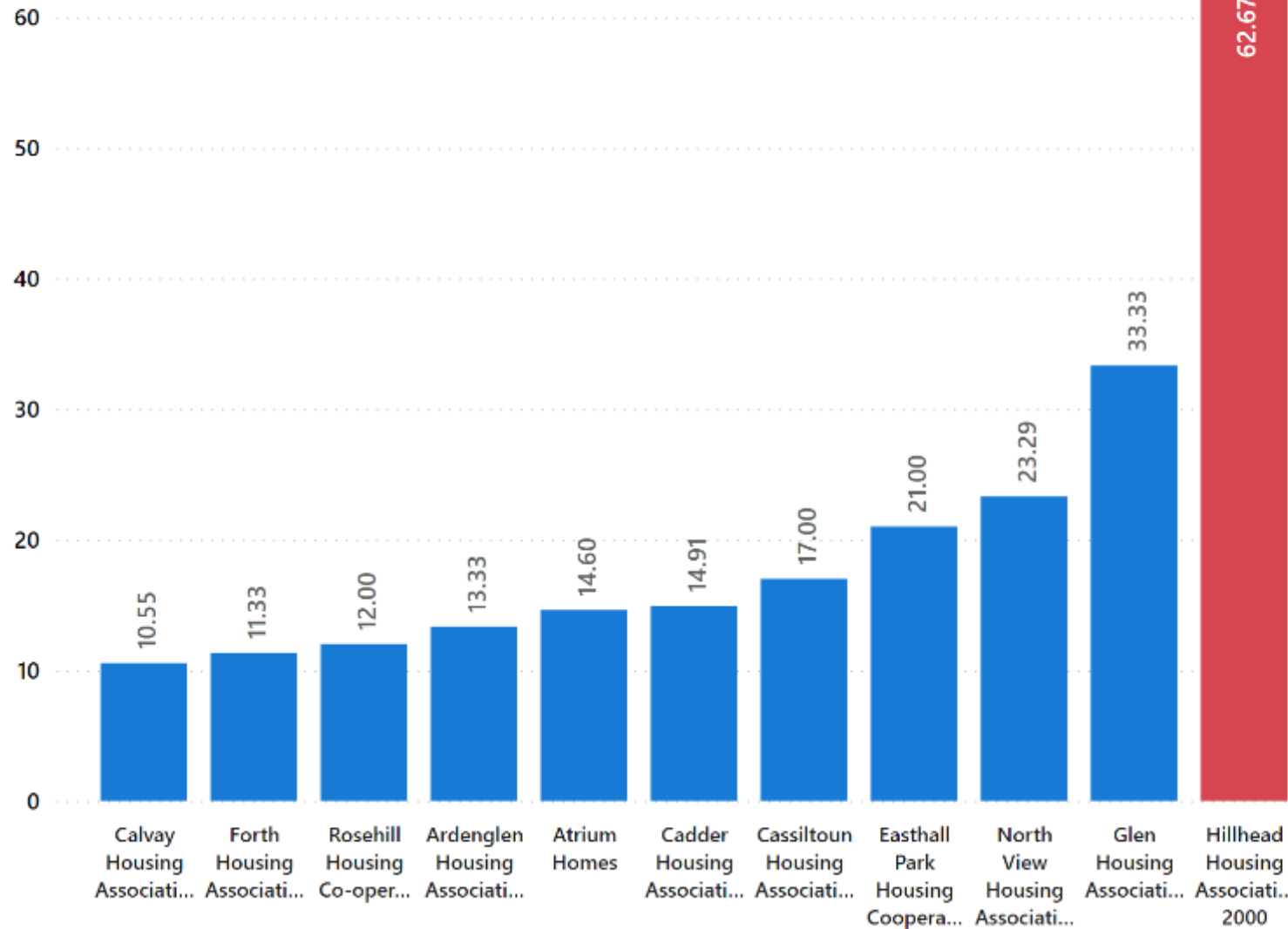
1st Stage Complaints

N19 Stage 1 complaints



2nd Stage Complaints

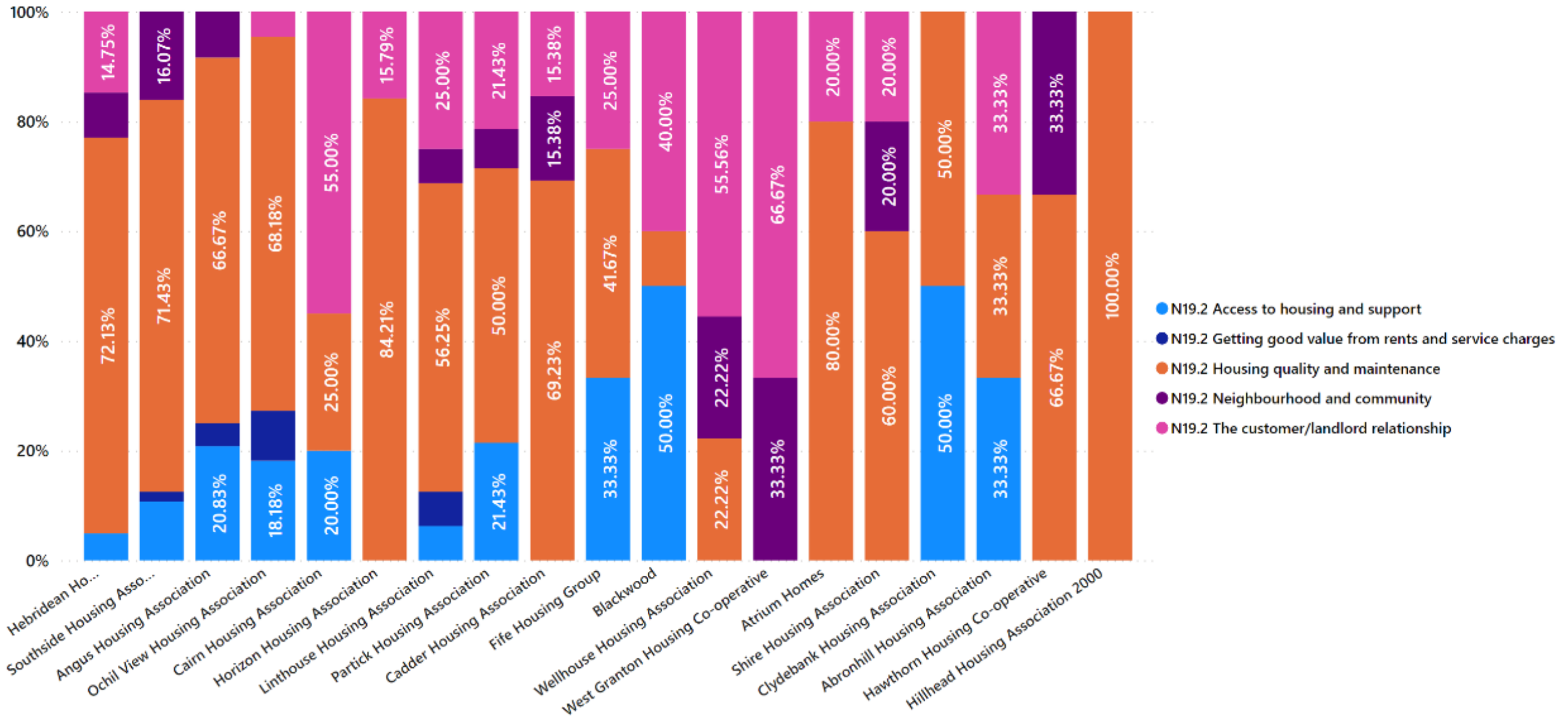
14 Stage 2 complaints average time to respond



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 8.38 | 11.33 | 62.67 |
| Peer Group 6 - Small stock transfer | 12.63 | 15.26 | 18.20 |
| All RSLs | 16.73 | 17.70 | 17.12 |
| SHN Average | 19.01 | 19.51 | 19.34 |

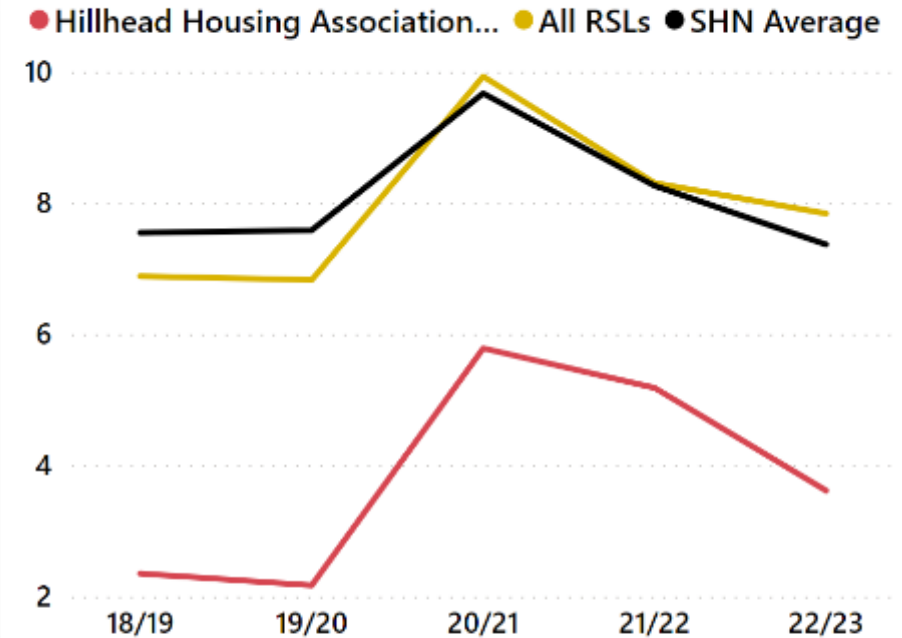
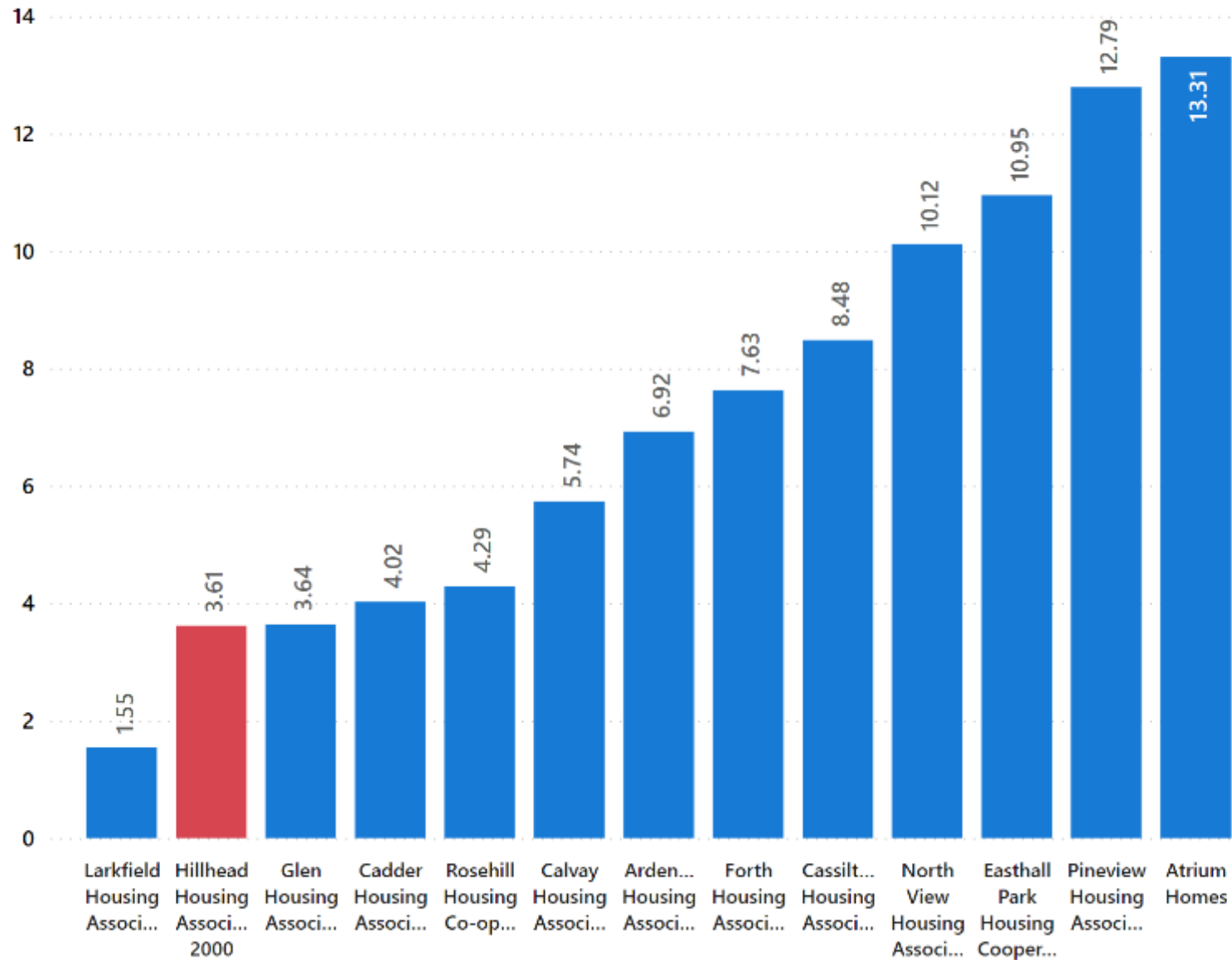
2nd Stage Complaints

N19 Stage 2 complaints



Anti-Social Behaviour

115 ASB cases per 100 homes

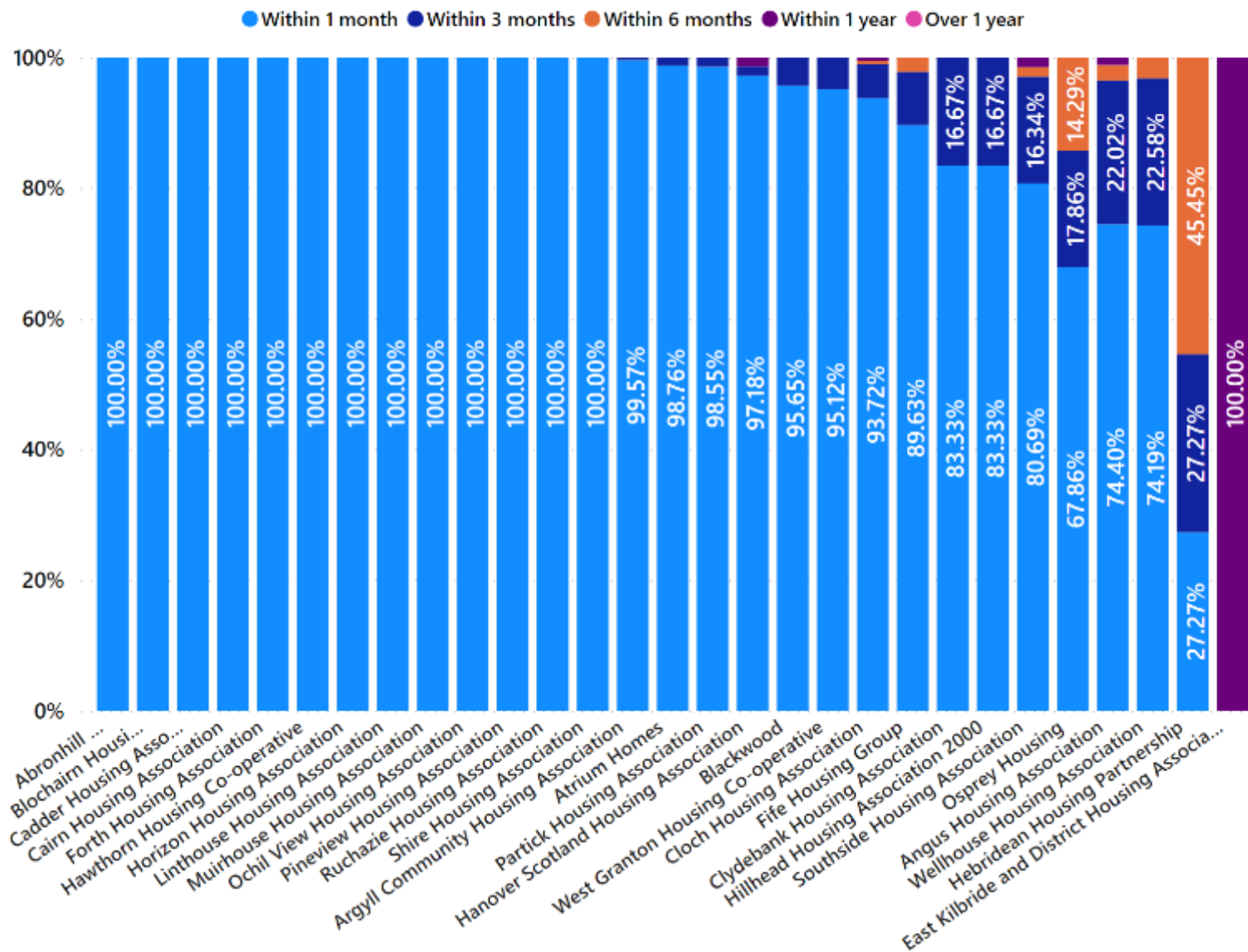


| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 5.78 | 5.18 | 3.61 |
| Peer Group 6 - Small stock transfer | 6.33 | 5.85 | 4.50 |
| All RSLs | 9.93 | 8.30 | 7.84 |
| SHN Average | 9.67 | 8.26 | 7.37 |

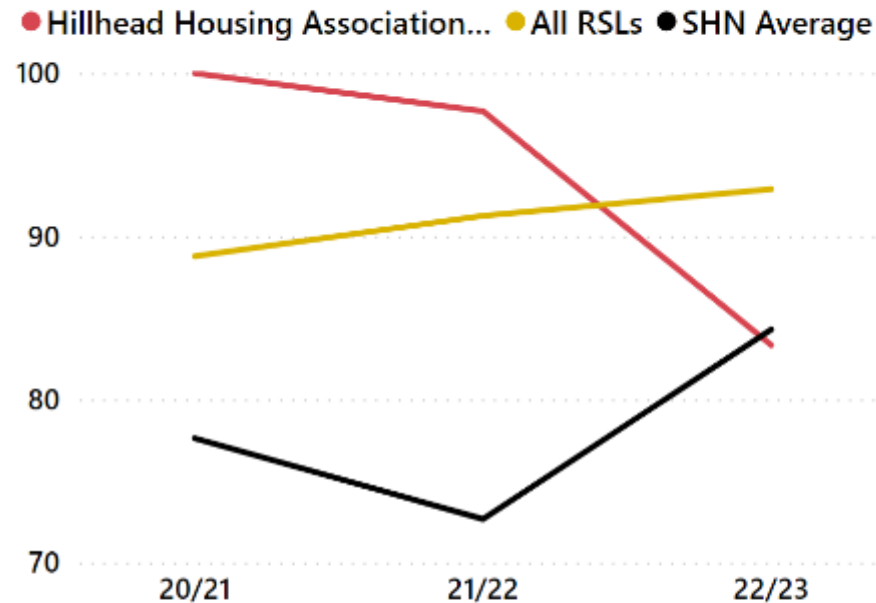
Anti-Social Behaviour



N31 Anti-social behaviour cases resolved - timescale



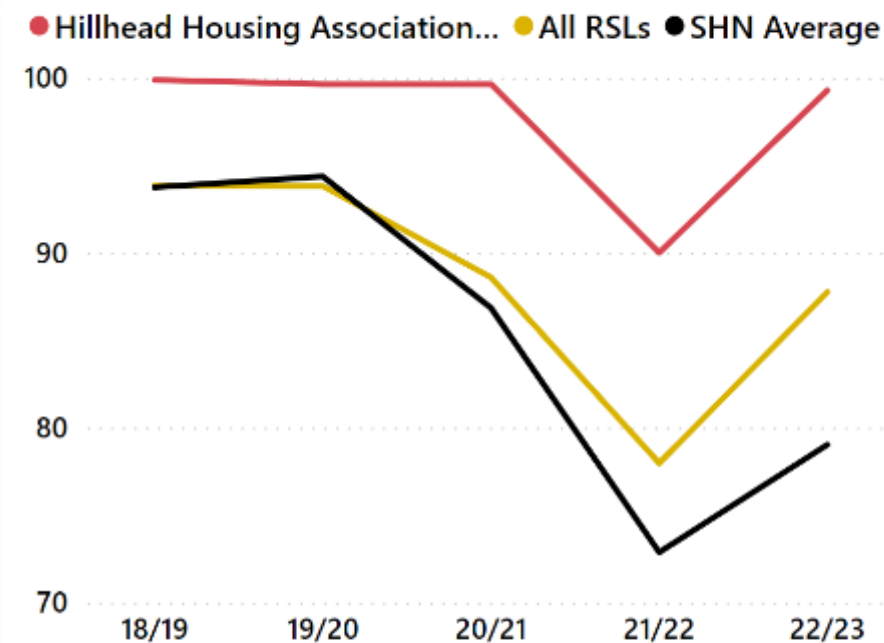
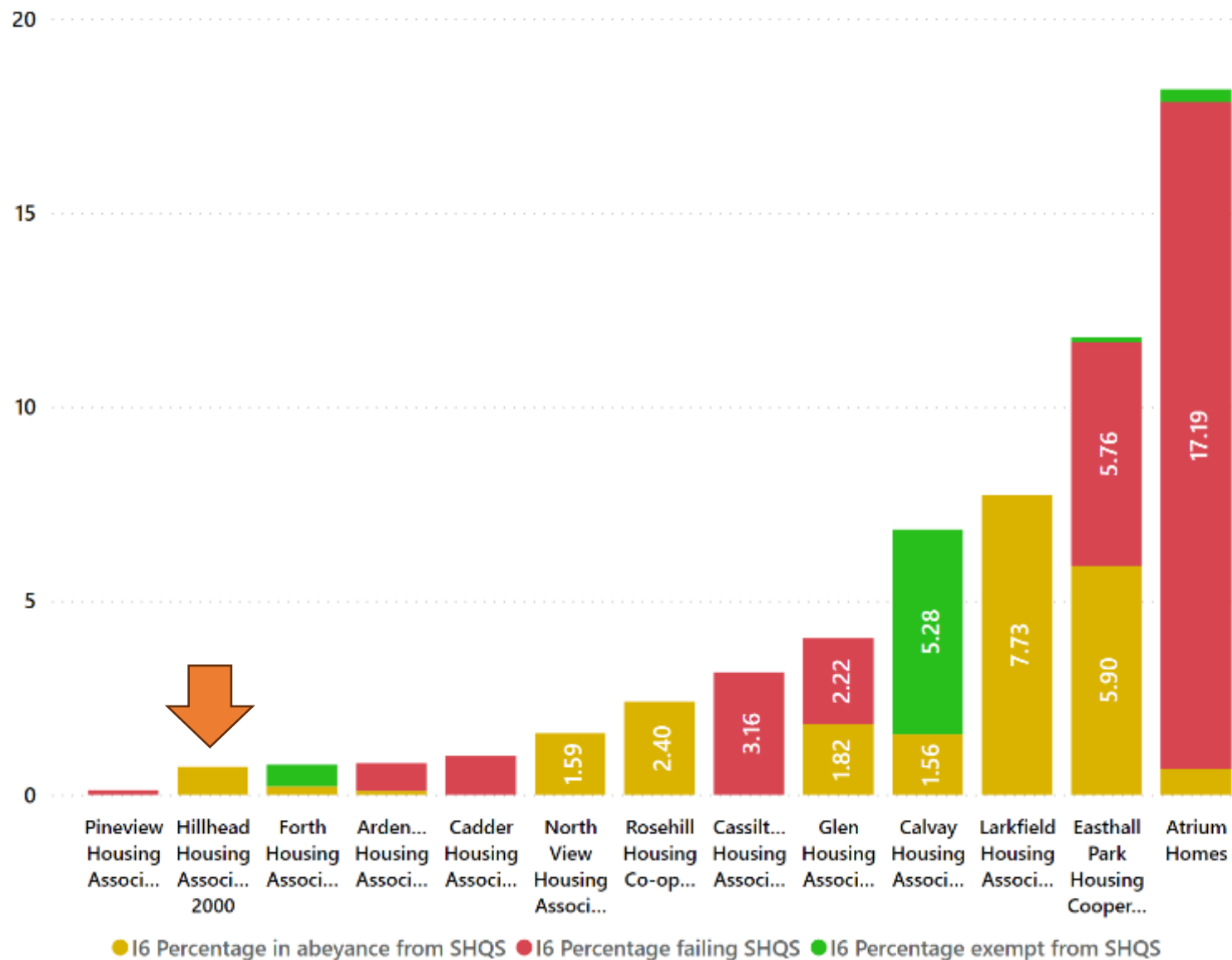
Percentage of ASB cases closed within 1 month



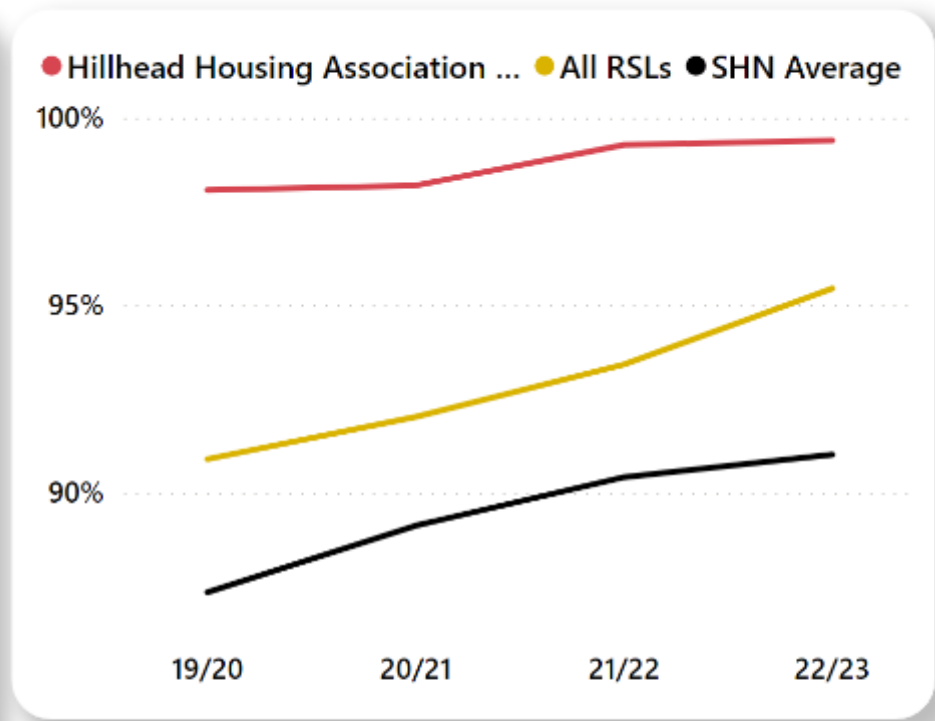
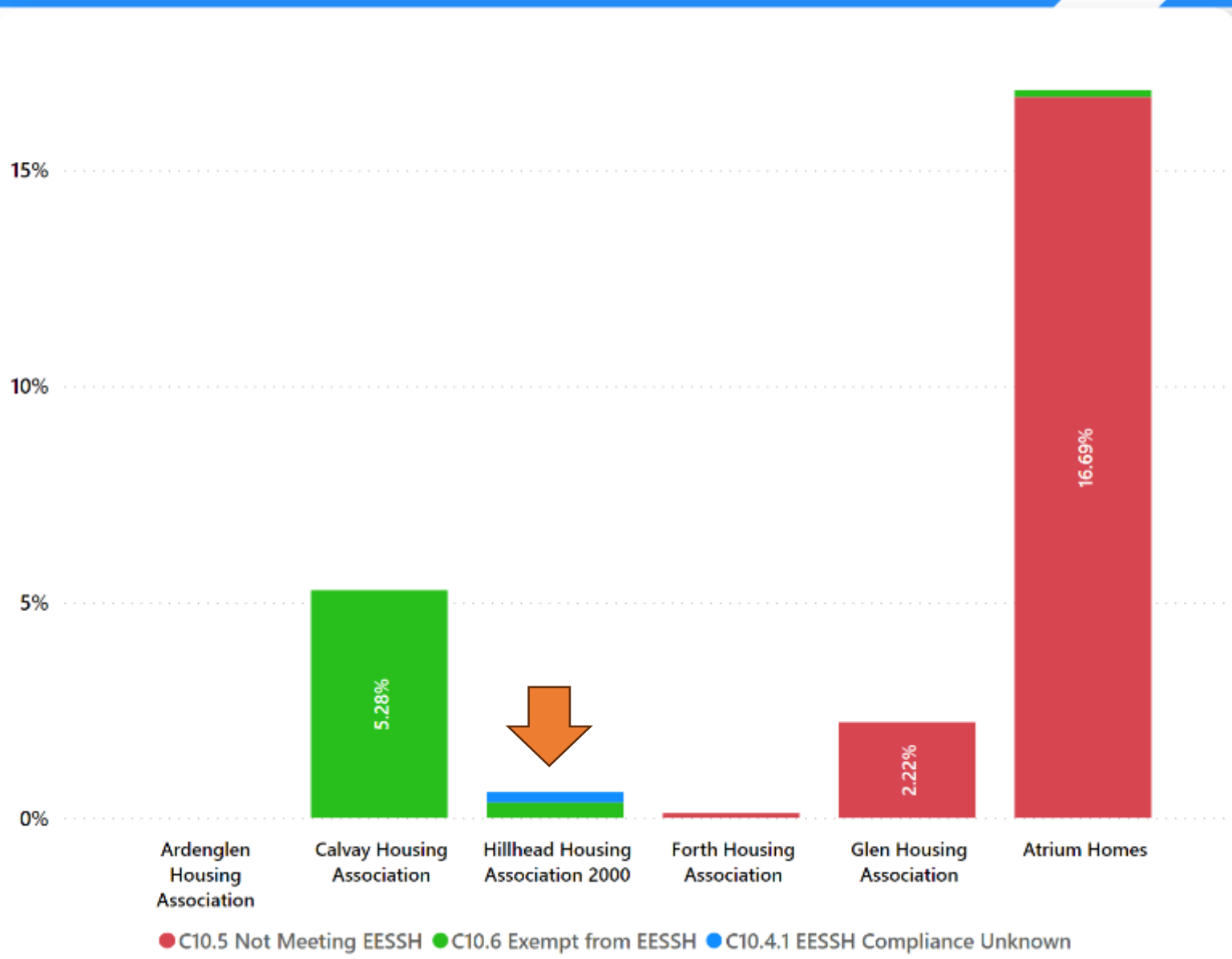
Total number of ASB cases closed

| Organisation Name | 20/21 | 21/22 | 22/23 |
|-----------------------------------|--------|--------|--------|
| Hillhead Housing Association 2000 | 45 | 43 | 30 |
| All RSLs | 1,159 | 995 | 2,646 |
| SHN Average | 20,932 | 10,414 | 17,211 |

Housing Quality & Maintenance



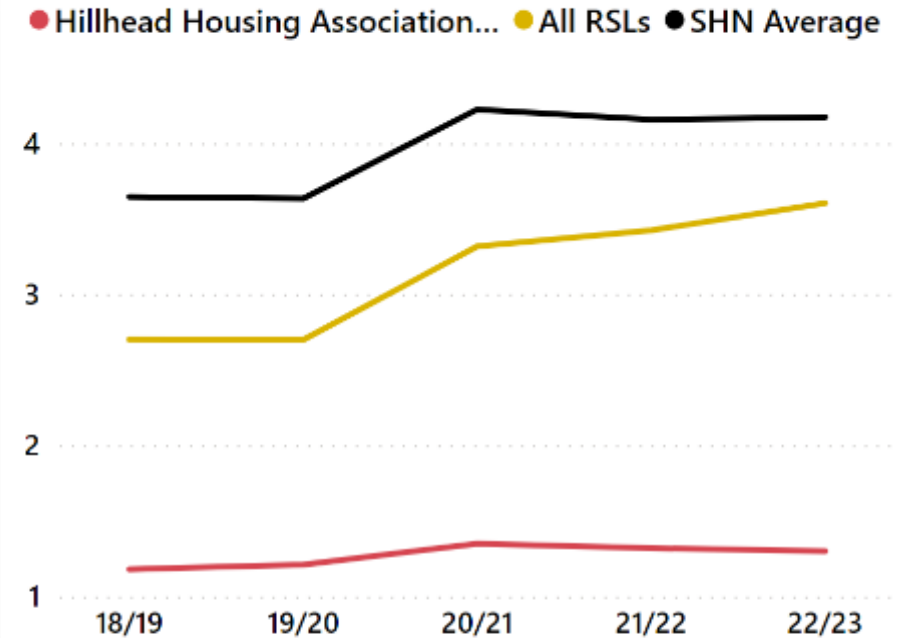
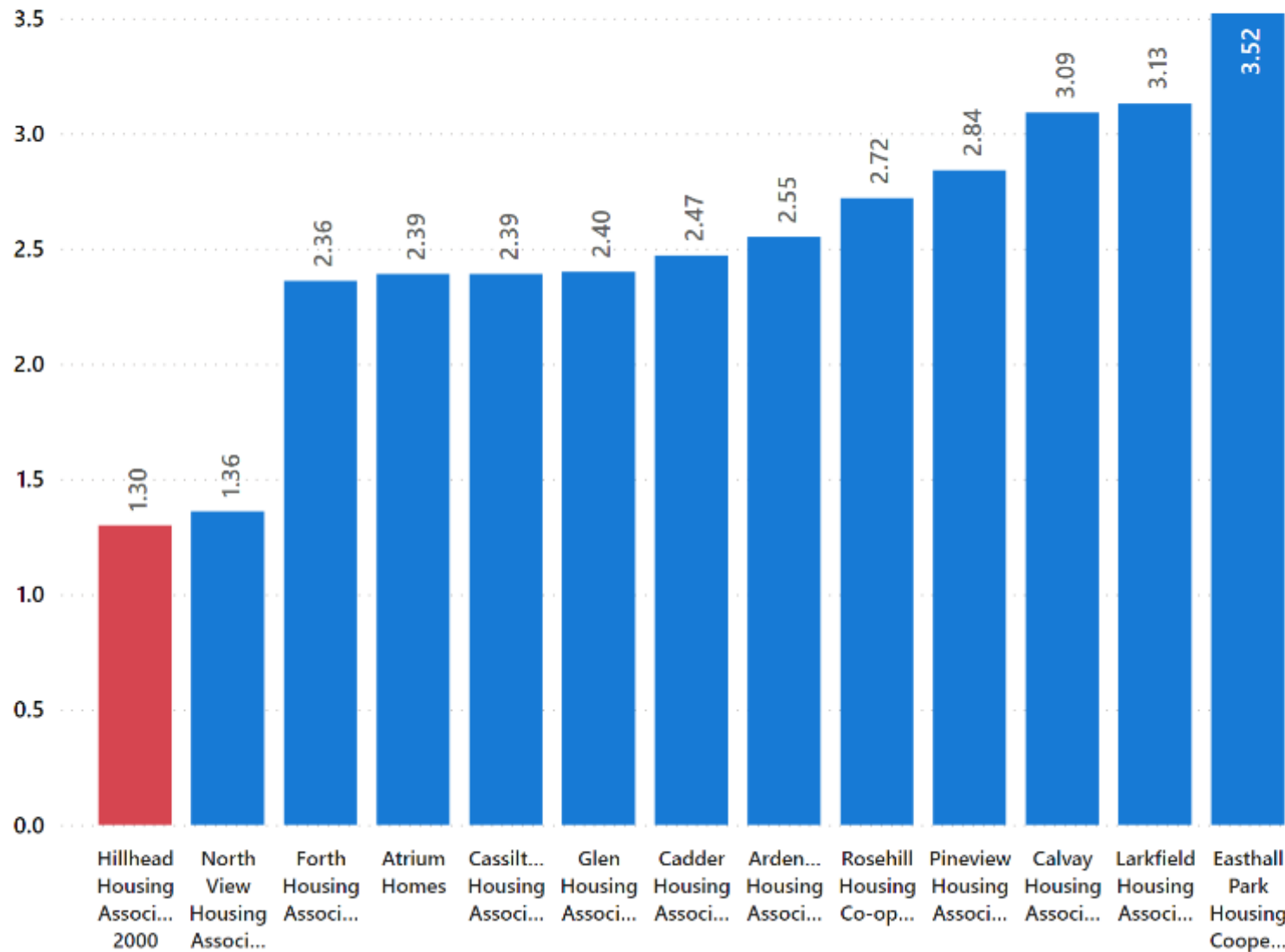
| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 99.64 | 90.00 | 99.28 |
| Peer Group 6 - Small stock transfer | 76.55 | 80.69 | 88.47 |
| All RSLs | 88.59 | 77.97 | 87.75 |
| SHN Average | 86.84 | 72.87 | 79.02 |



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|--------|--------|--------|
| Hillhead Housing Association 2000 | 98.19% | 99.28% | 99.40% |
| Peer Group 6 - Small stock transfer | 85.17% | 91.66% | 87.49% |
| All RSLs | 92.02% | 93.42% | 95.44% |
| SHN Average | 89.12% | 90.41% | 91.01% |

Emergency Repairs

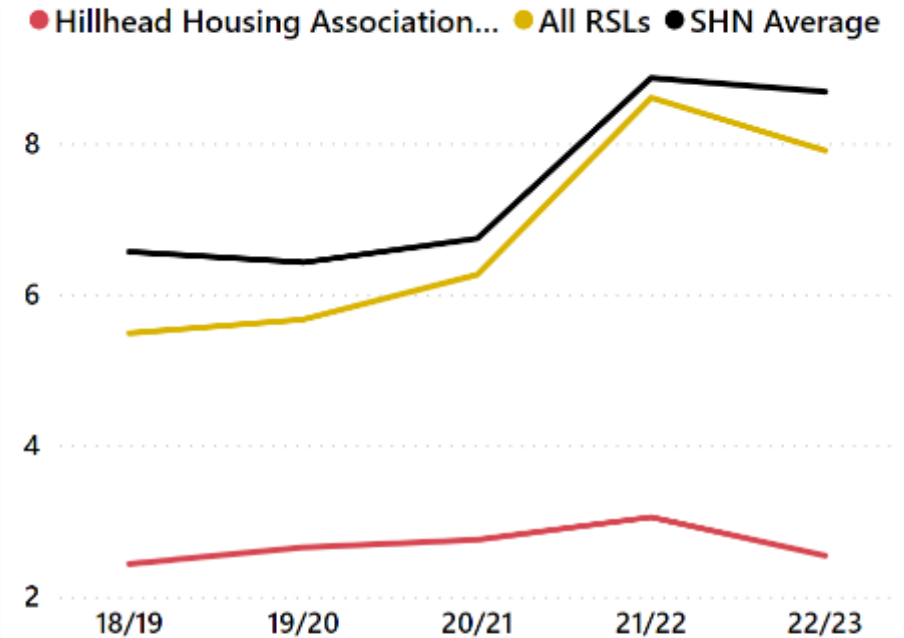
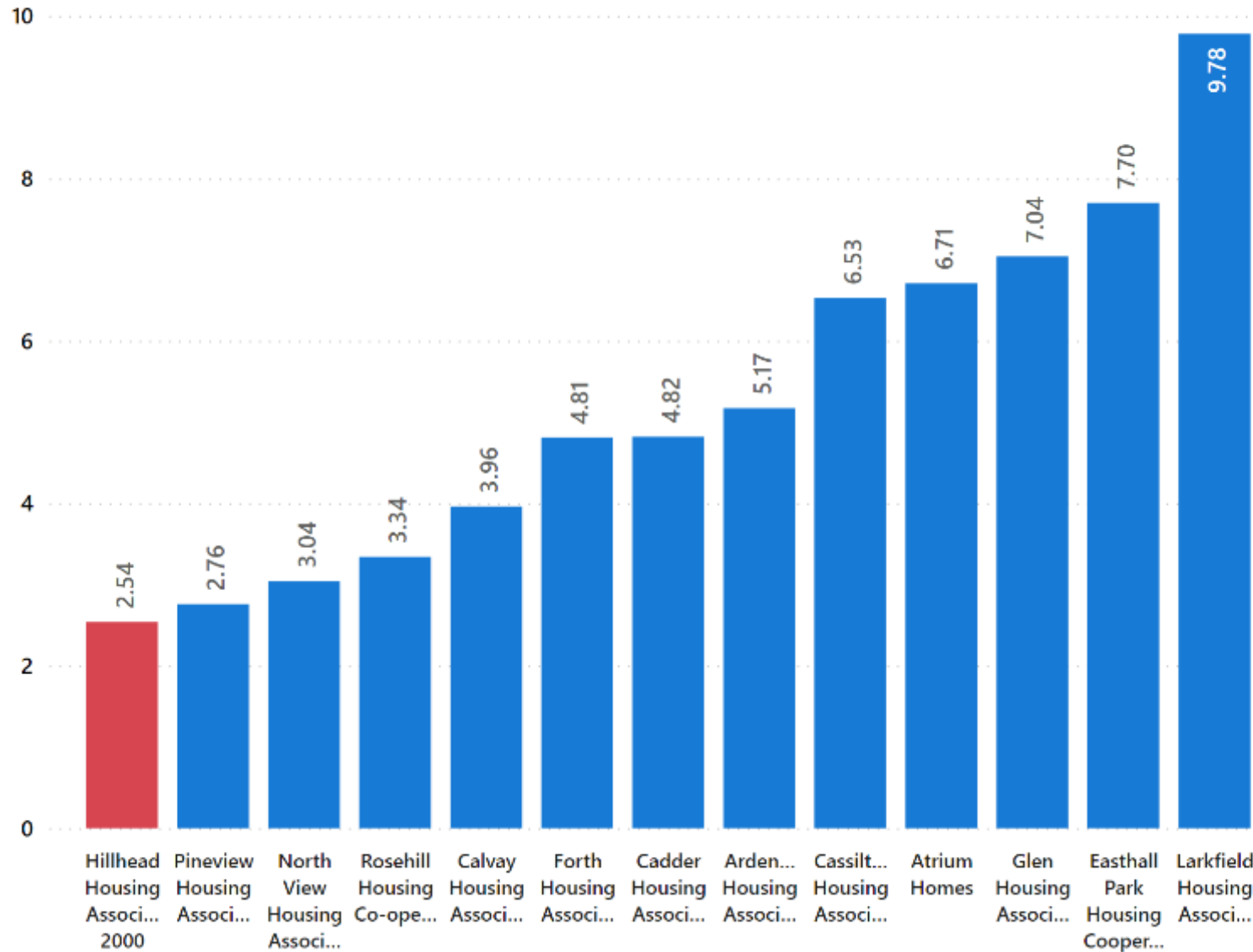
18 Average hours to complete emergency repairs



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 1.35 | 1.32 | 1.30 |
| Peer Group 6 - Small stock transfer | 3.35 | 2.21 | 2.53 |
| All RSLs | 3.32 | 3.42 | 3.60 |
| SHN Average | 4.22 | 4.16 | 4.17 |

Non-Emergency Repairs

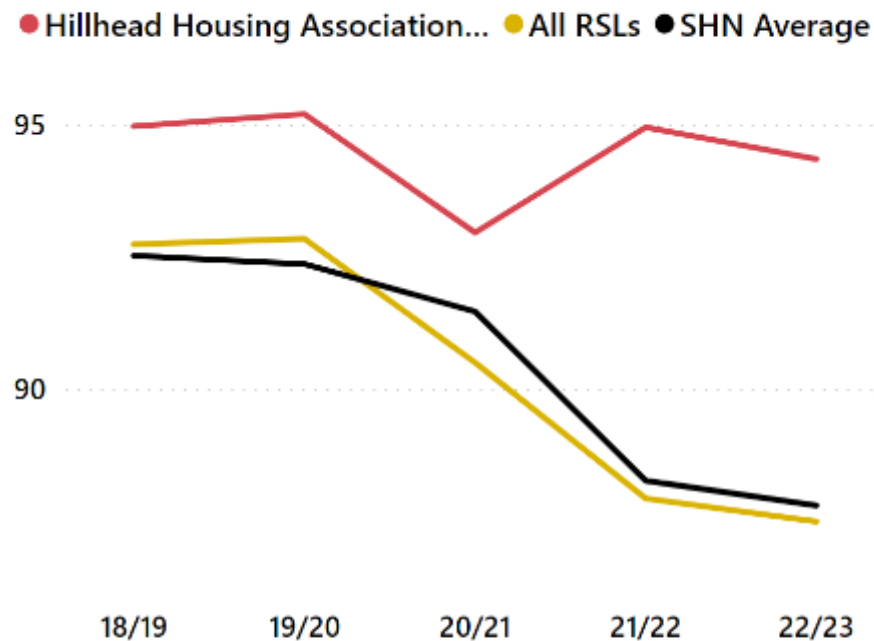
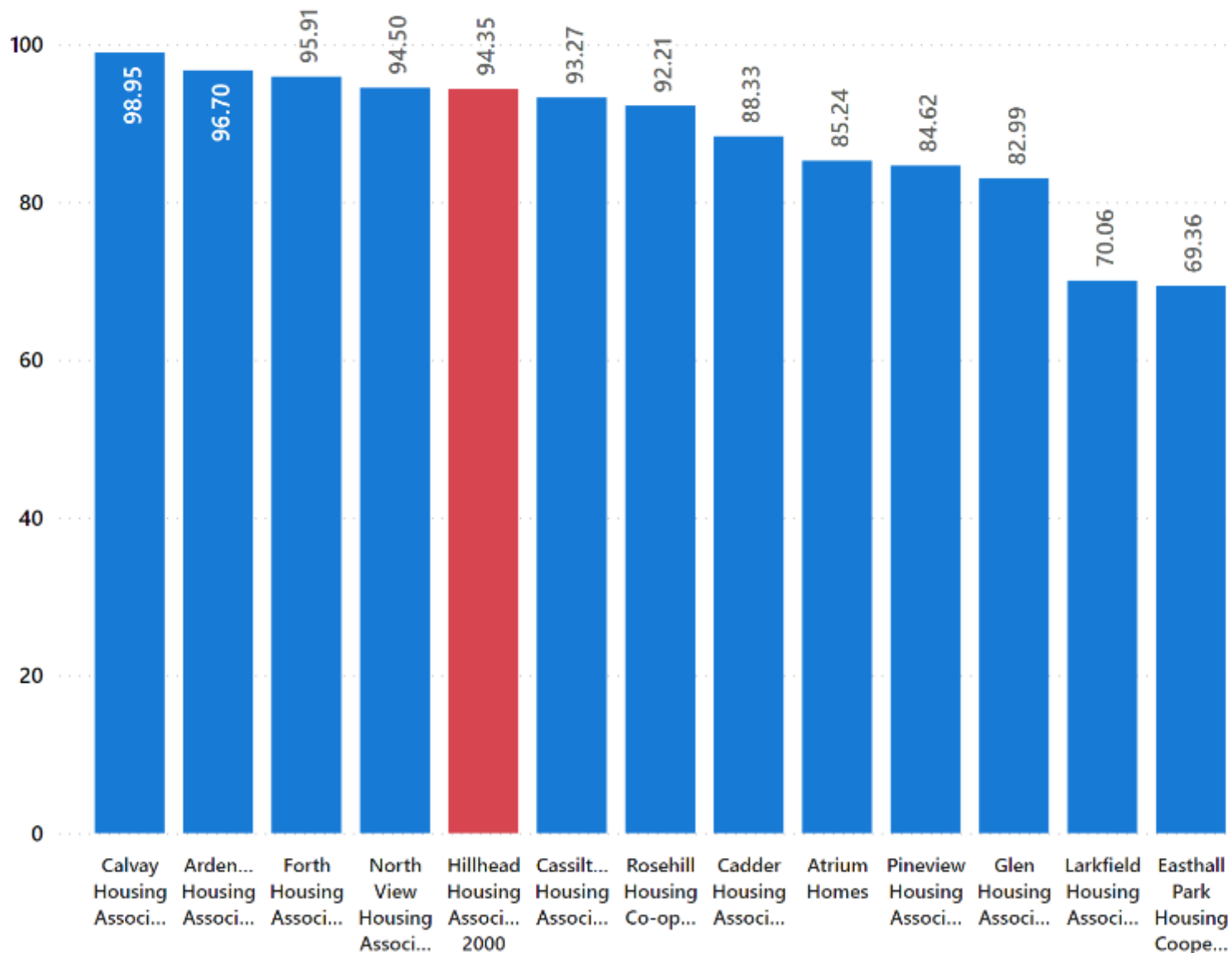
19 Average working days to complete non-emergency repairs



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 2.75 | 3.05 | 2.54 |
| Peer Group 6 - Small stock transfer | 5.07 | 5.85 | 5.51 |
| All RSLs | 6.26 | 8.60 | 7.90 |
| SHN Average | 6.74 | 8.87 | 8.68 |

Repairs Right First Time

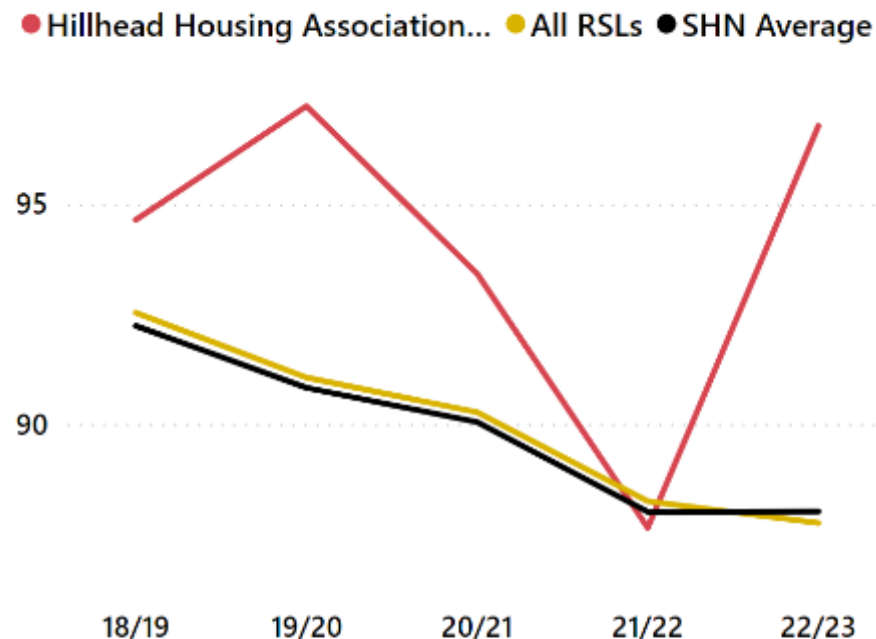
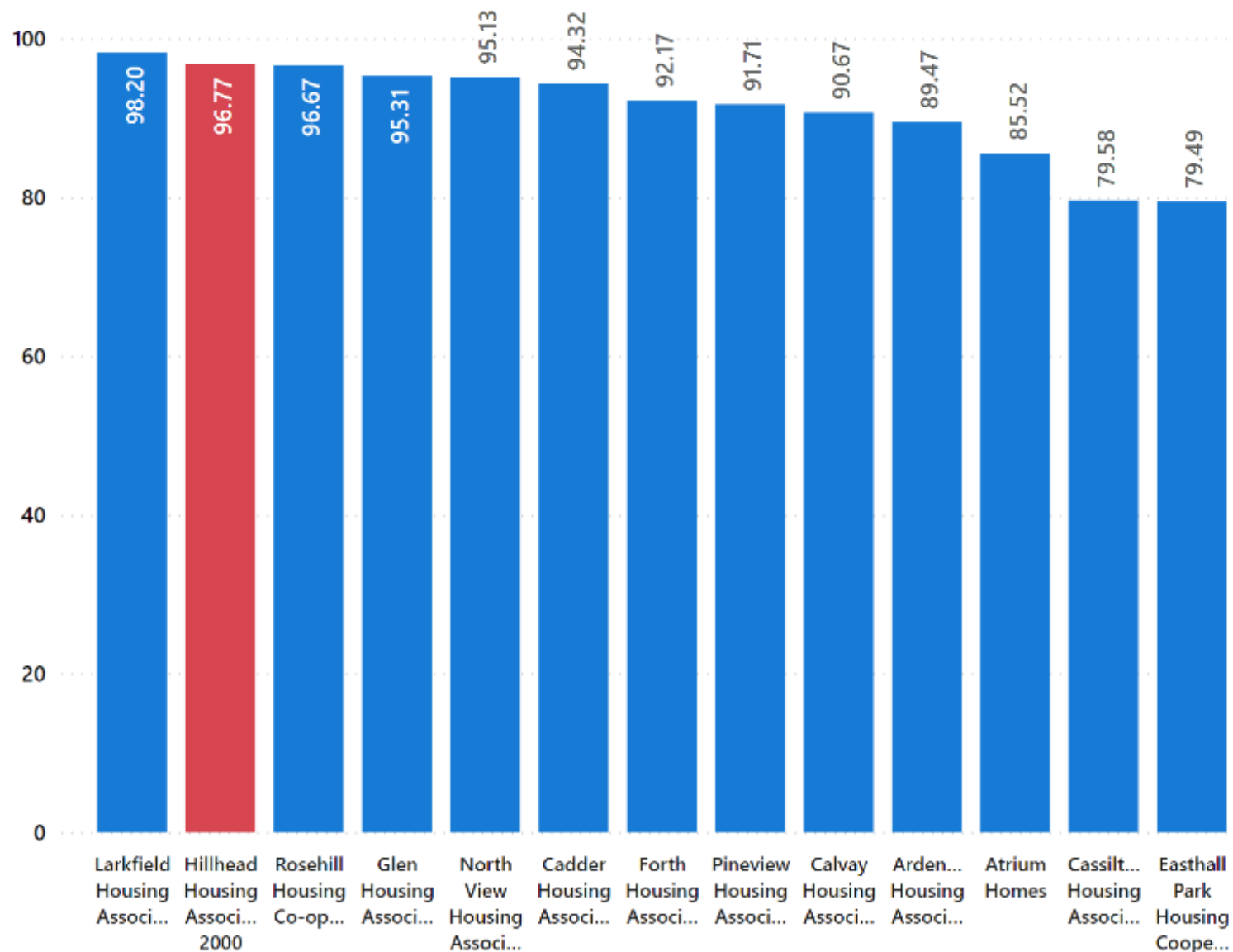
110 Percentage reactive repairs completed right first time



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 92.96 | 94.95 | 94.35 |
| Peer Group 6 - Small stock transfer | 90.32 | 85.34 | 87.73 |
| All RSLs | 90.50 | 87.93 | 87.49 |
| SHN Average | 91.46 | 88.27 | 87.80 |

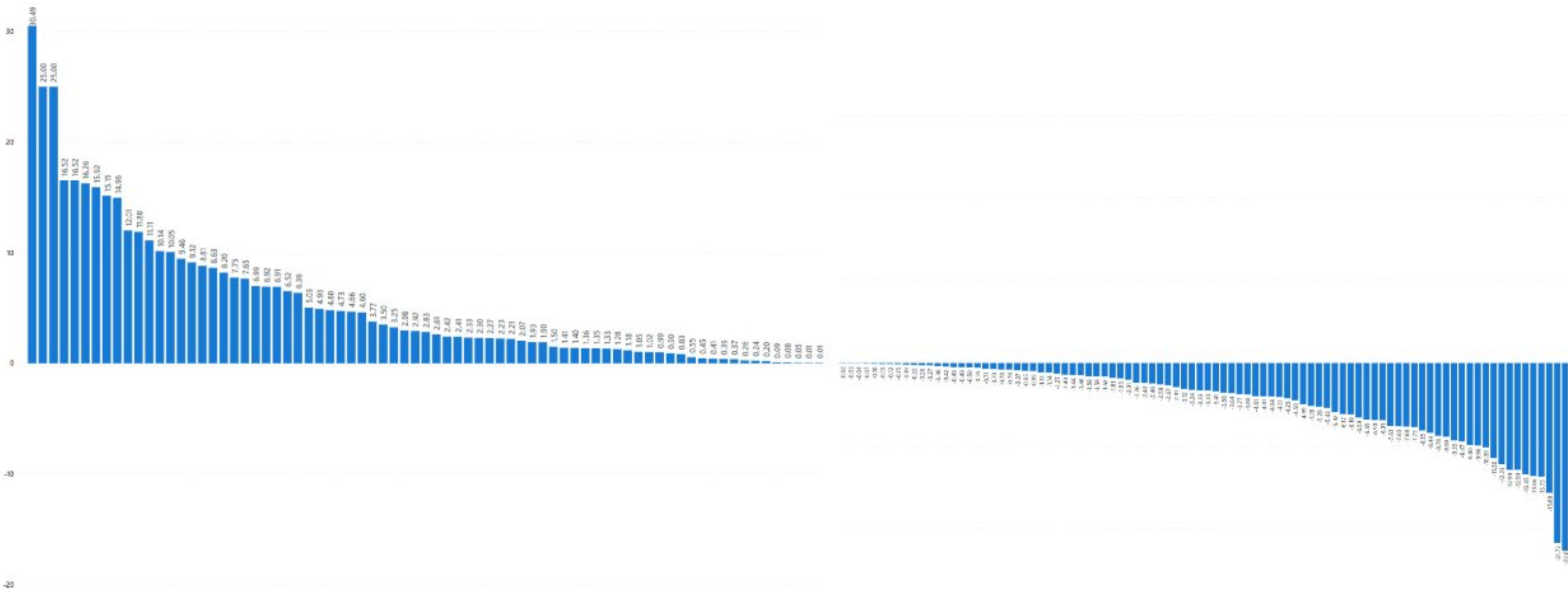
Repairs Satisfaction

112 Percentage tenants satisfied with repairs service



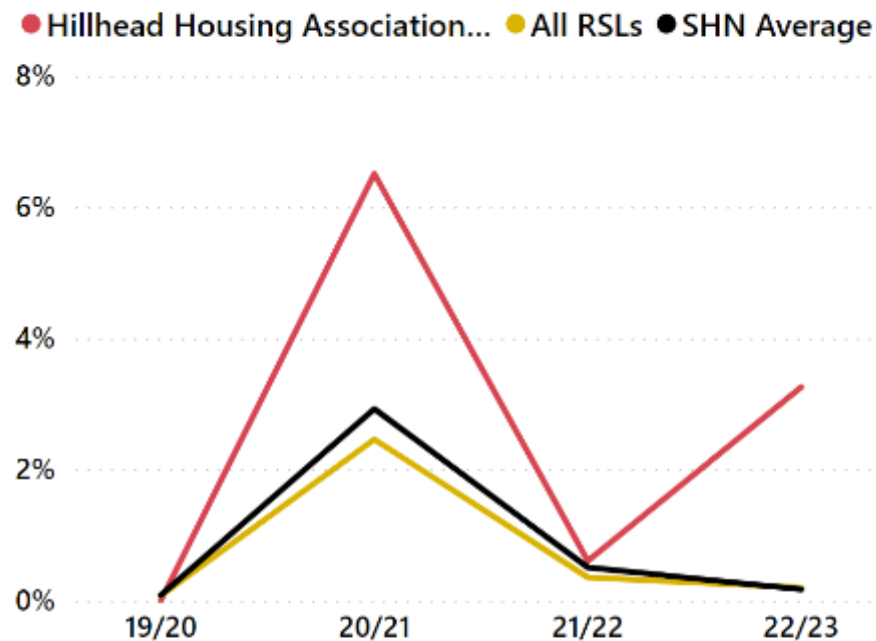
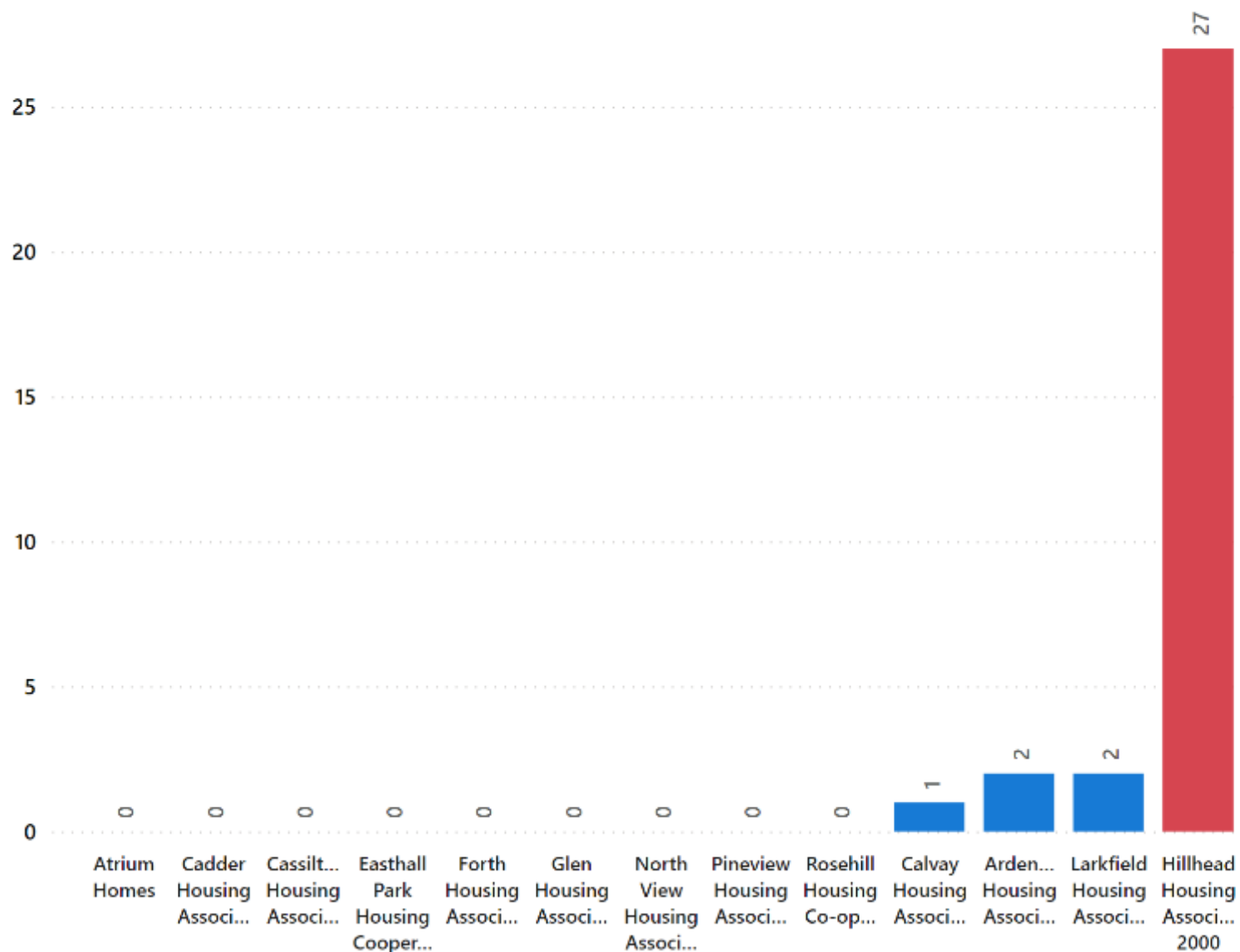
| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 93.42 | 87.65 | 96.77 |
| Peer Group 6 - Small stock transfer | 90.14 | 89.80 | 90.85 |
| All RSLs | 90.27 | 88.25 | 87.76 |
| SHN Average | 90.05 | 88.01 | 88.02 |

Change from previous survey



Gas Safety

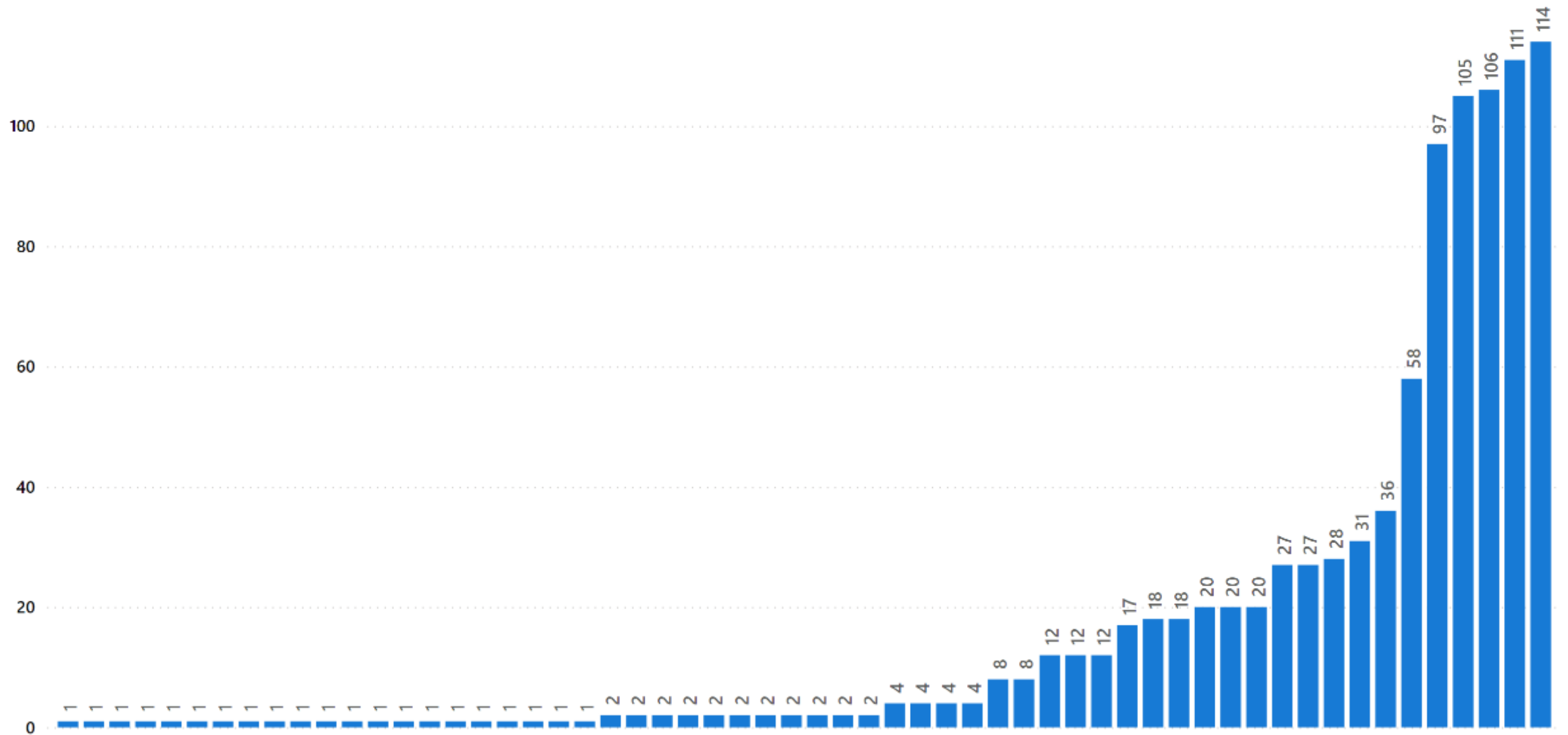
I11 Gas safety fails count



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|--------|-------|-------|
| Hillhead Housing Association 2000 | 54 | 5 | 27 |
| Peer Group 6 - Small stock transfer | 176 | 9 | 66 |
| All RSLs | 7,108 | 1,013 | 578 |
| SHN Average | 17,479 | 3,029 | 1,032 |

Gas Safety

111 Gas safety regulations not met



Access to Housing

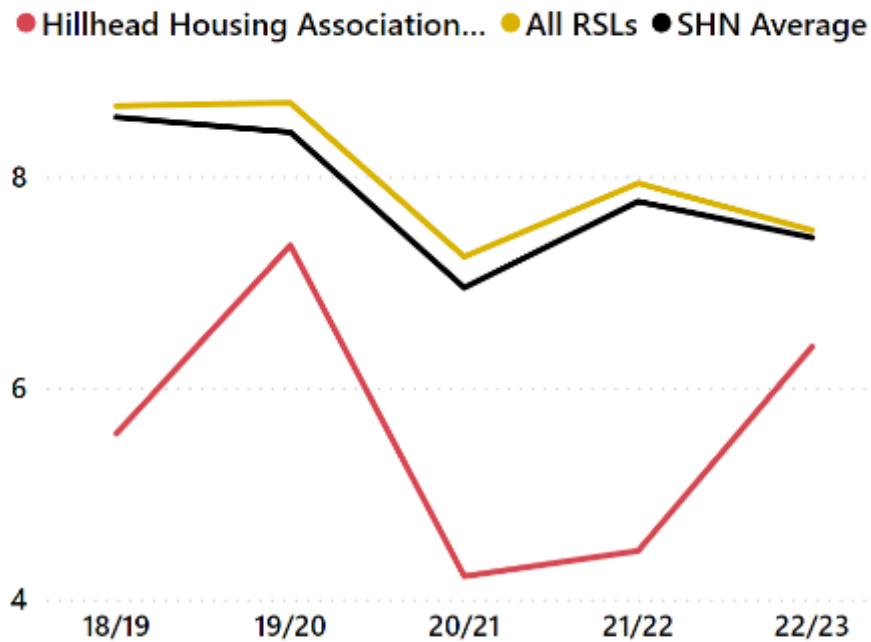
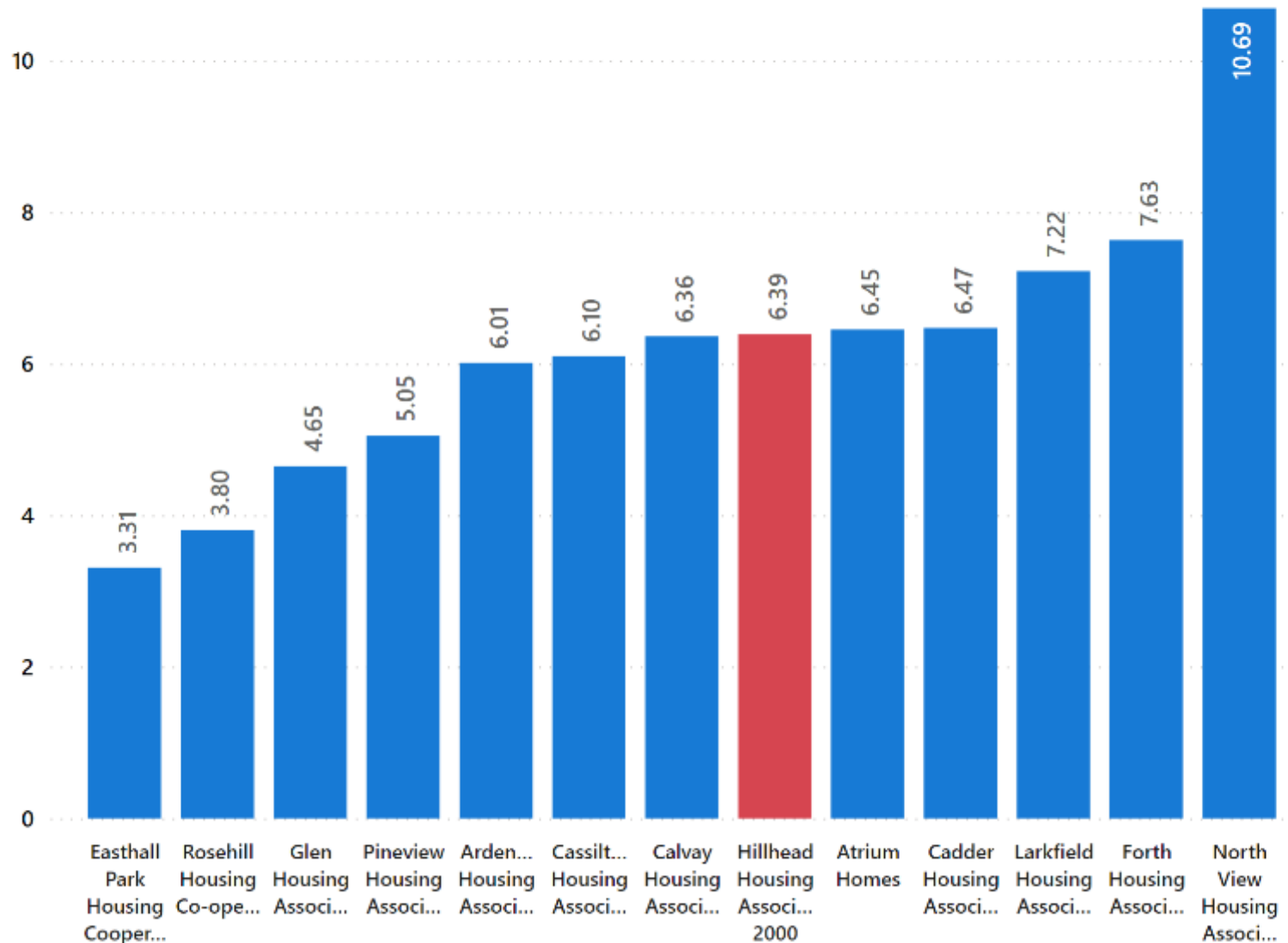
Housing Lists & Lets



| | |
|---|-----------|
| C2.1 The number of lets to existing tenants | 9 |
| C2.2 The number of lets to housing list applicants | 22 |
| C2.3 The number of mutual exchanges | 4 |
| C2.4 The number of lets from other sources | 1 |
| C2.5 The number of lets to homeless applicants | 9 |
| C3.1 General needs lets | 49 |
| C3.2 Supported housing lets | 0 |

Turnover

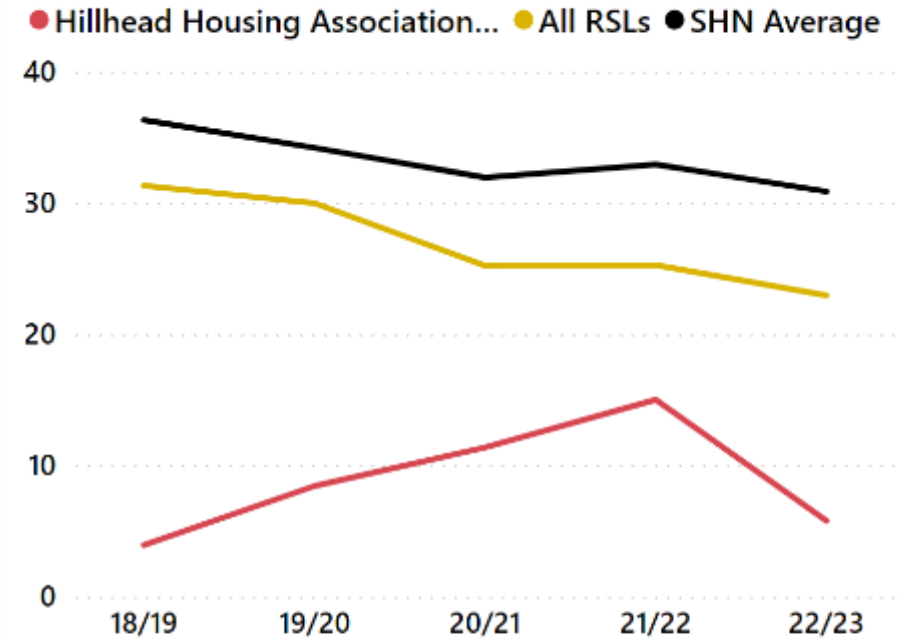
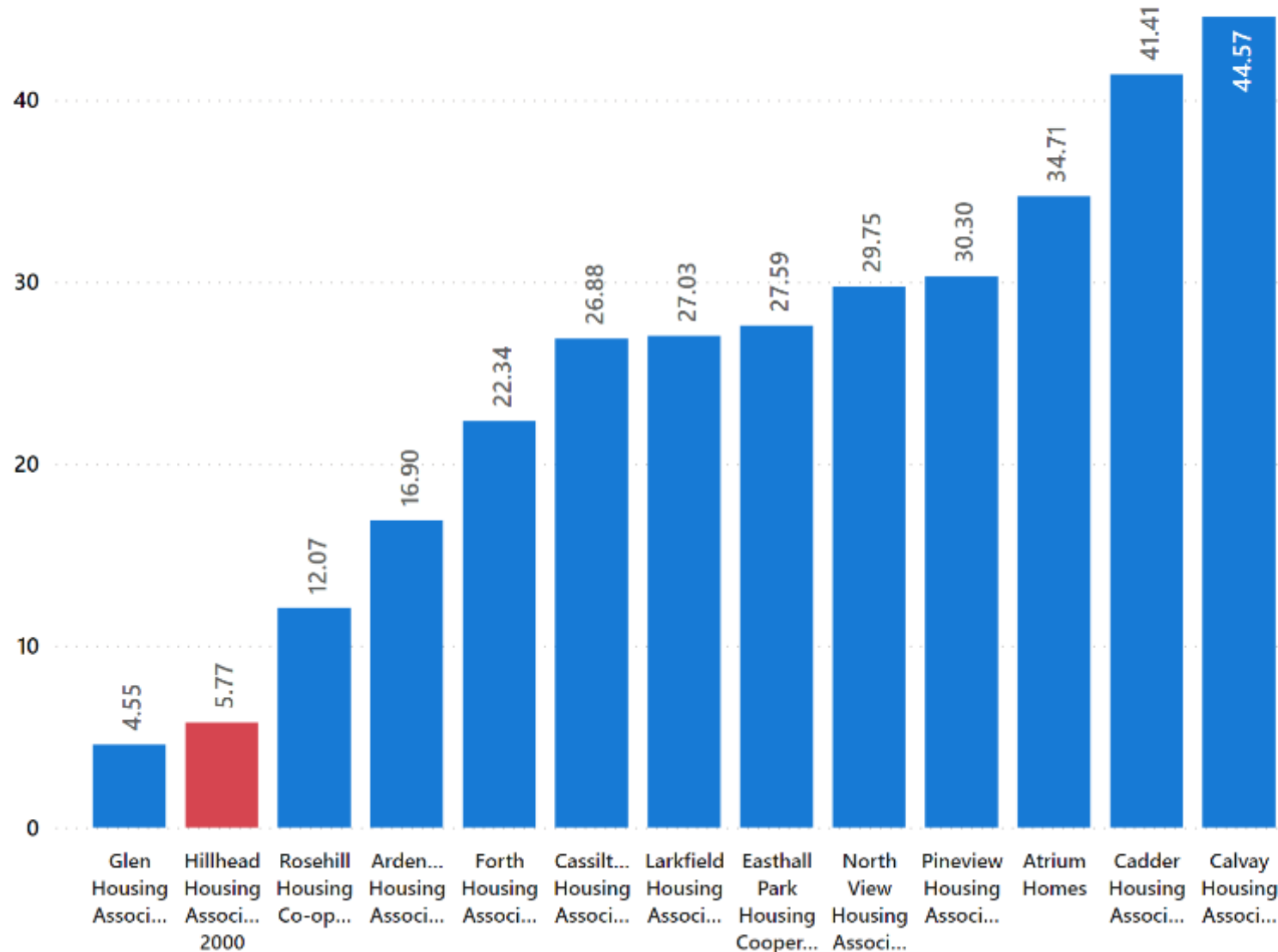
117 Percentage lettable self-contained houses that became vacant in year



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 4.22 | 4.46 | 6.39 |
| Peer Group 6 - Small stock transfer | 6.74 | 6.92 | 6.86 |
| All RSLs | 7.24 | 7.94 | 7.49 |
| SHN Average | 6.95 | 7.76 | 7.42 |

Offers Refused

114 Percentage tenancy offers refused



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 11.36 | 15.00 | 5.77 |
| Peer Group 6 - Small stock transfer | 23.06 | 26.83 | 23.67 |
| All RSLs | 25.21 | 25.26 | 22.95 |
| SHN Average | 31.94 | 32.93 | 30.87 |

Lets by Source

C2 percentage of lets by source of let

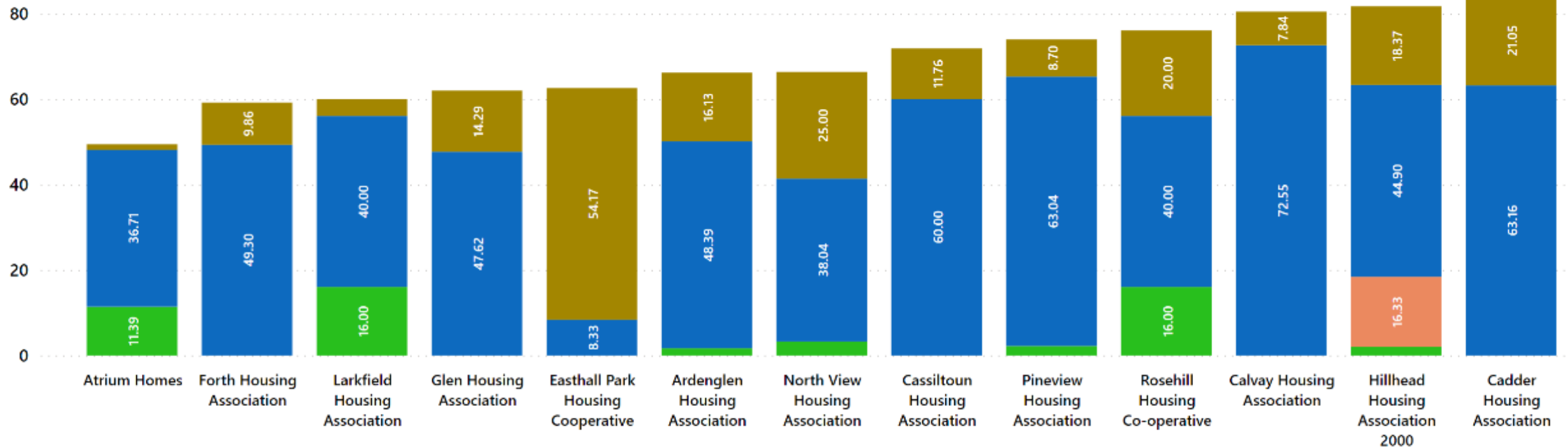


● C2 Percentage of lets to others
 ● C2 Percentage of lets to LA nominations
 ● C2 Percentage of lets to housing applicants
 ● C2 Percentage of lets to homeless applicants
 ● C2 Percentage of lets to existing tenants

| Attribute | C2 Percentage of lets to existing tenants | | | C2 Percentage of lets to homeless applicants | | | C2 Percentage of lets to housing applicants | | | C2 Percentage of lets to LA nominations | | | C2 Percentage of lets to others | | |
|-----------------------------------|---|-------|-------|--|-------|-------|---|-------|-------|---|-------|-------|---------------------------------|-------|-------|
| | 20/21 | 21/22 | 22/23 | 20/21 | 21/22 | 22/23 | 20/21 | 21/22 | 22/23 | 20/21 | 21/22 | 22/23 | 20/21 | 21/22 | 22/23 |
| Organisation Name | | | | | | | | | | | | | | | |
| Hillhead Housing Association 2000 | 25.64 | 20.59 | 18.37 | 30.77 | 32.35 | 18.37 | 33.33 | 38.24 | 44.90 | 10.26 | 8.82 | 16.33 | 0.00 | 0.00 | 2.04 |
| All RSLs | 14.12 | 15.06 | 15.58 | 38.18 | 33.14 | 34.62 | 41.44 | 45.07 | 43.20 | 3.34 | 3.72 | 3.27 | 2.92 | 3.00 | 3.33 |

Lets by Source (Excluding Lets to Homeless Households)

C2 percentage of lets by source of let

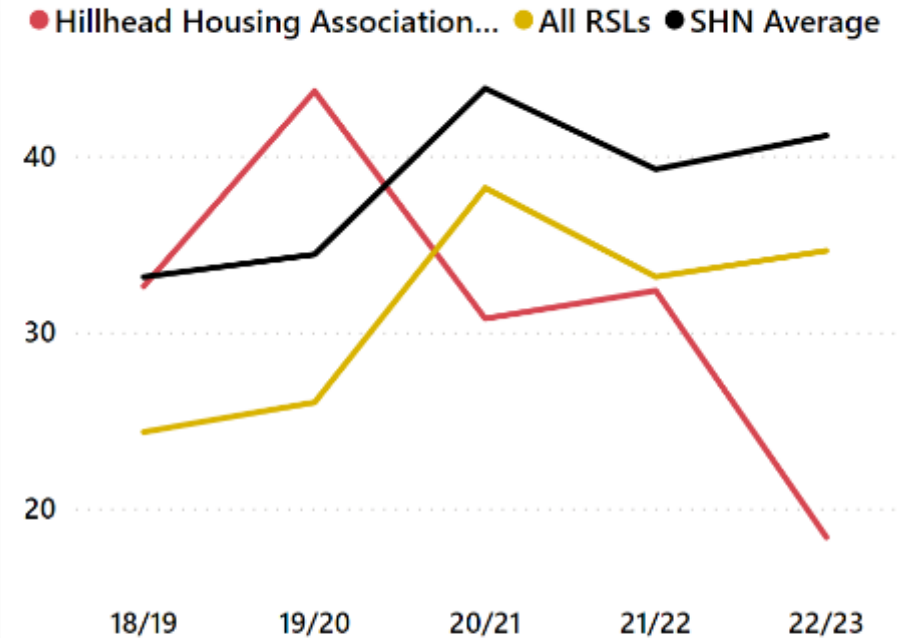
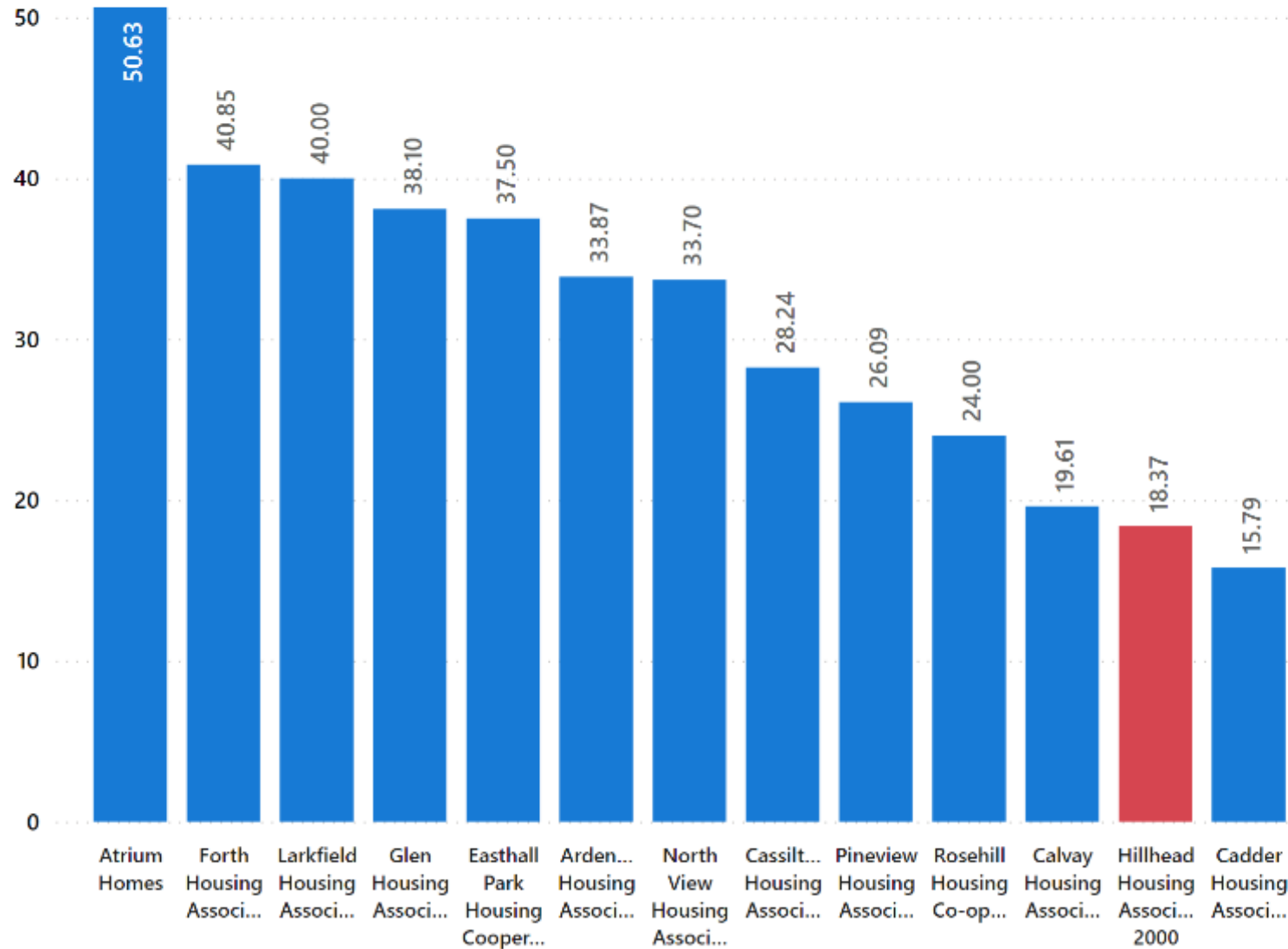


● C2 Percentage of lets to others
 ● C2 Percentage of lets to LA nominations
 ● C2 Percentage of lets to housing applicants
 ● C2 Percentage of lets to existing tenants

| Attribute | C2 Percentage of lets to existing tenants | | | C2 Percentage of lets to housing applicants | | | C2 Percentage of lets to LA nominations | | | C2 Percentage of lets to others | | |
|-----------------------------------|---|-------|-------|---|-------|-------|---|-------|-------|---------------------------------|-------|-------|
| | 20/21 | 21/22 | 22/23 | 20/21 | 21/22 | 22/23 | 20/21 | 21/22 | 22/23 | 20/21 | 21/22 | 22/23 |
| Organisation Name | | | | | | | | | | | | |
| Hillhead Housing Association 2000 | 25.64 | 20.59 | 18.37 | 33.33 | 38.24 | 44.90 | 10.26 | 8.82 | 16.33 | 0.00 | 0.00 | 2.04 |
| All RSLs | 14.12 | 15.06 | 15.58 | 41.44 | 45.07 | 43.20 | 3.34 | 3.72 | 3.27 | 2.92 | 3.00 | 3.33 |

Lets to Homeless Households

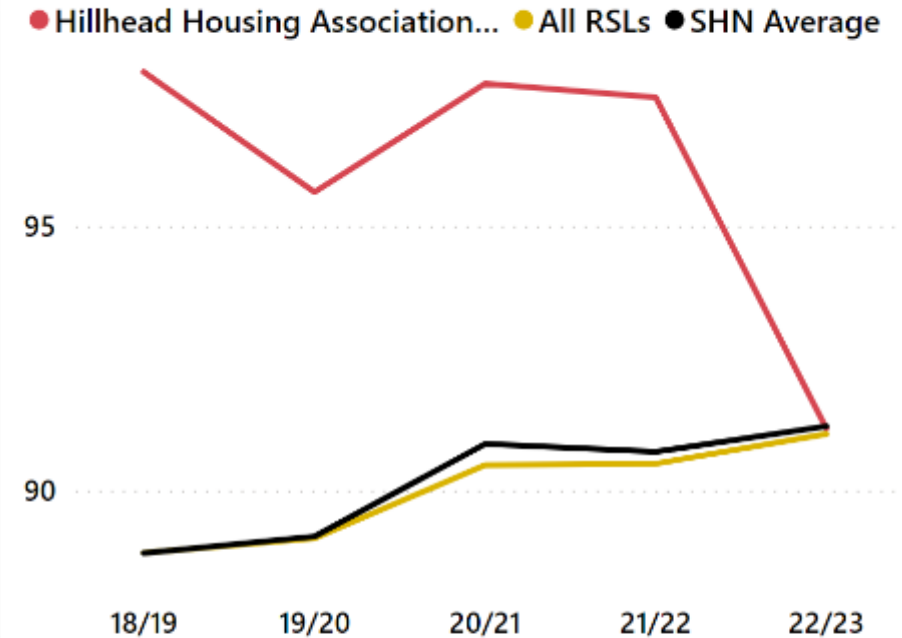
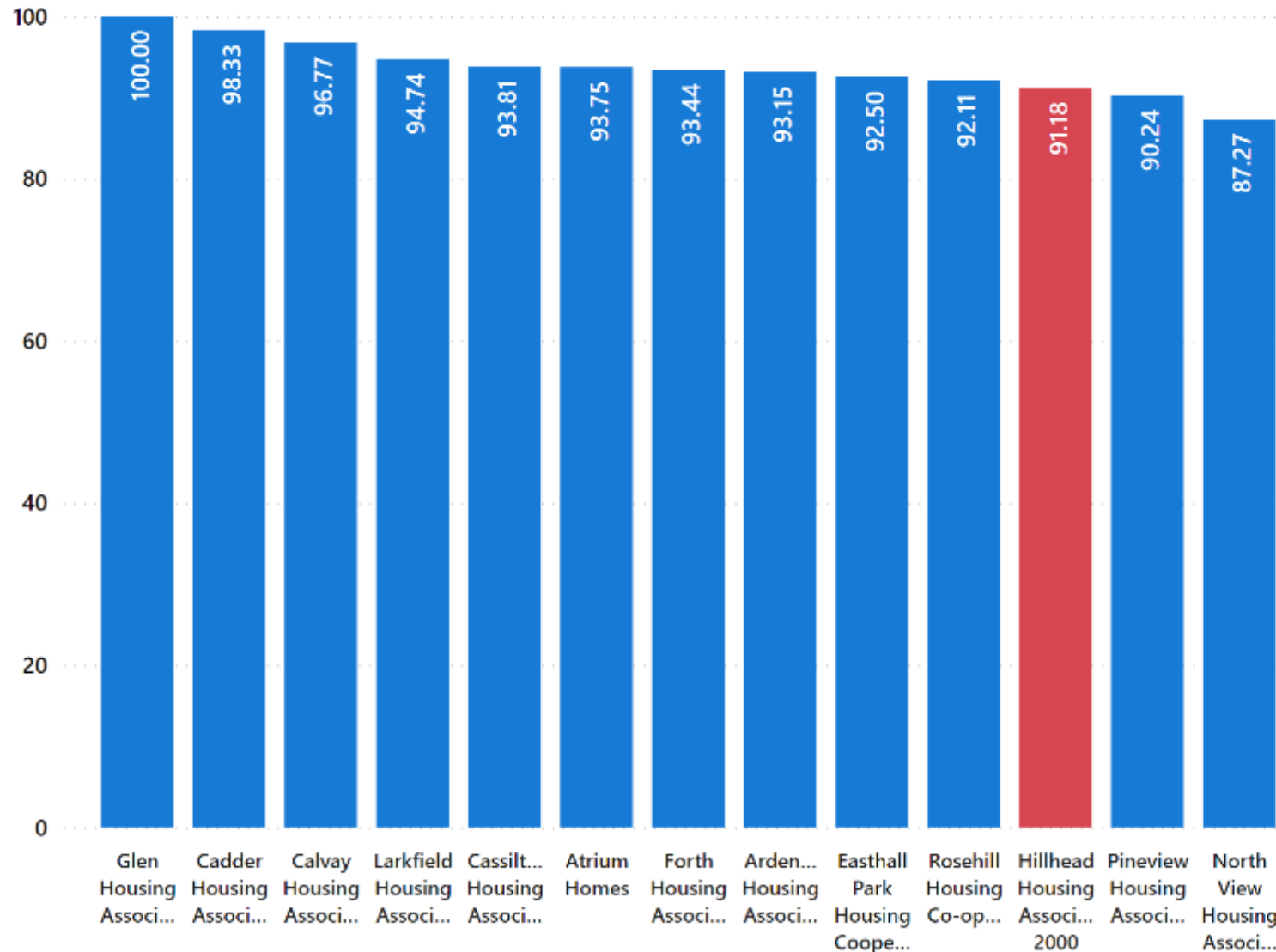
C2 Percentage of lets to homeless applicants



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 30.77 | 32.35 | 18.37 |
| Peer Group 6 - Small stock transfer | 33.18 | 23.68 | 20.69 |
| All RSLs | 38.18 | 33.14 | 34.62 |
| SHN Average | 43.83 | 39.24 | 41.15 |

Tenancy Sustainment

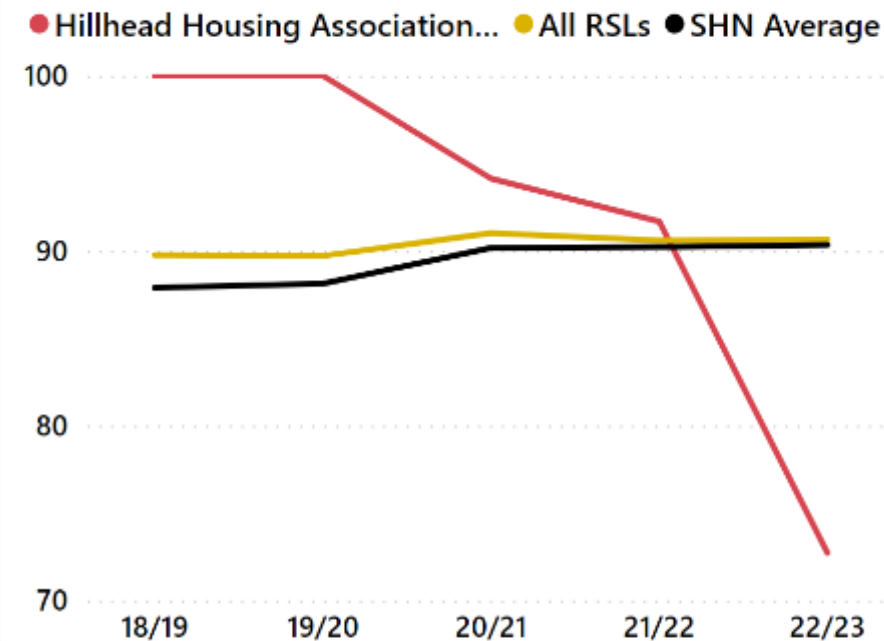
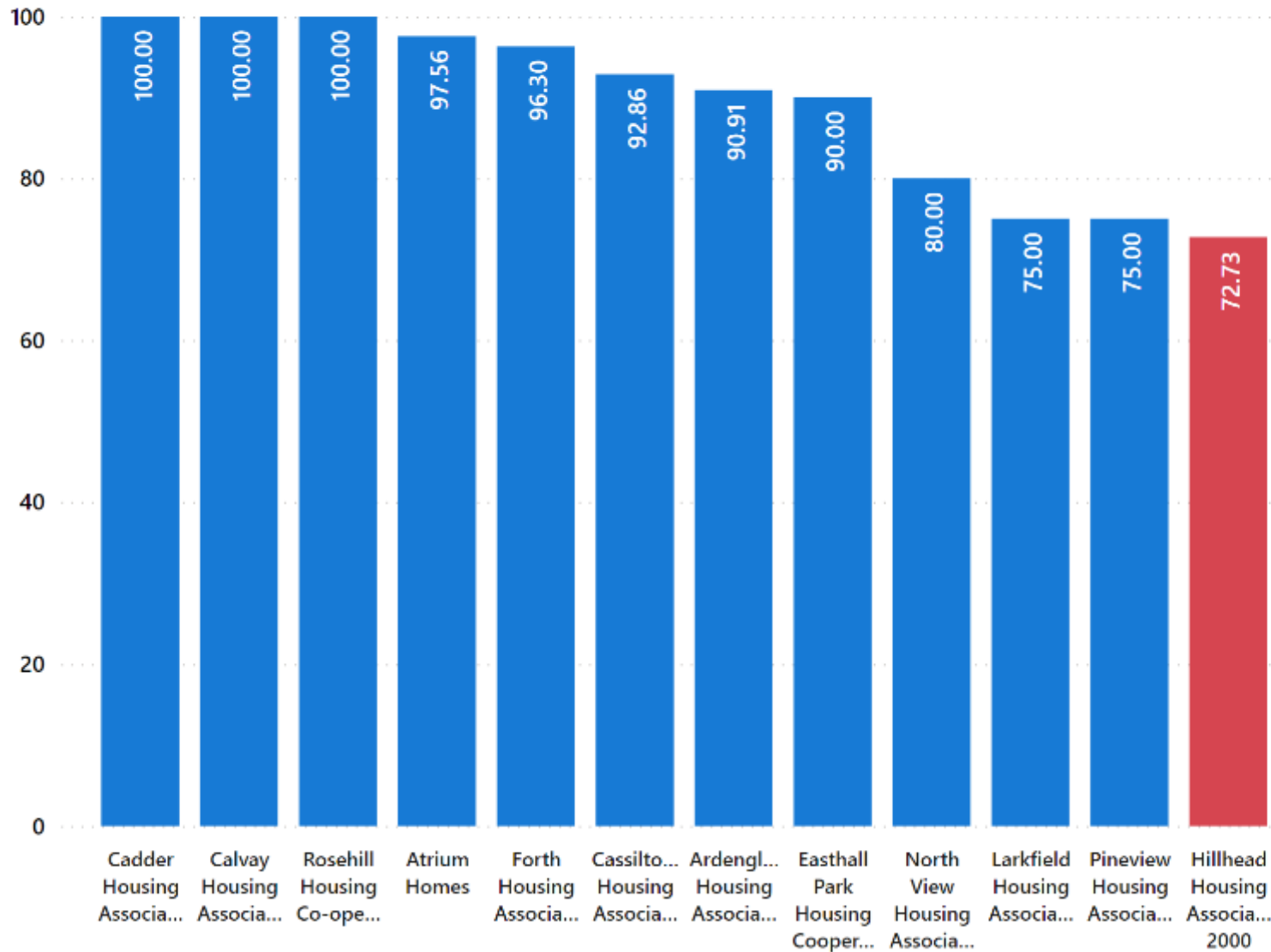
116 Percentage tenancies began in previous year remained more than a year - all



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 97.70 | 97.44 | 91.18 |
| Peer Group 6 - Small stock transfer | 91.22 | 90.80 | 92.11 |
| All RSLs | 90.48 | 90.51 | 91.07 |
| SHN Average | 90.89 | 90.74 | 91.22 |

Tenancy Sustainment (Homeless)

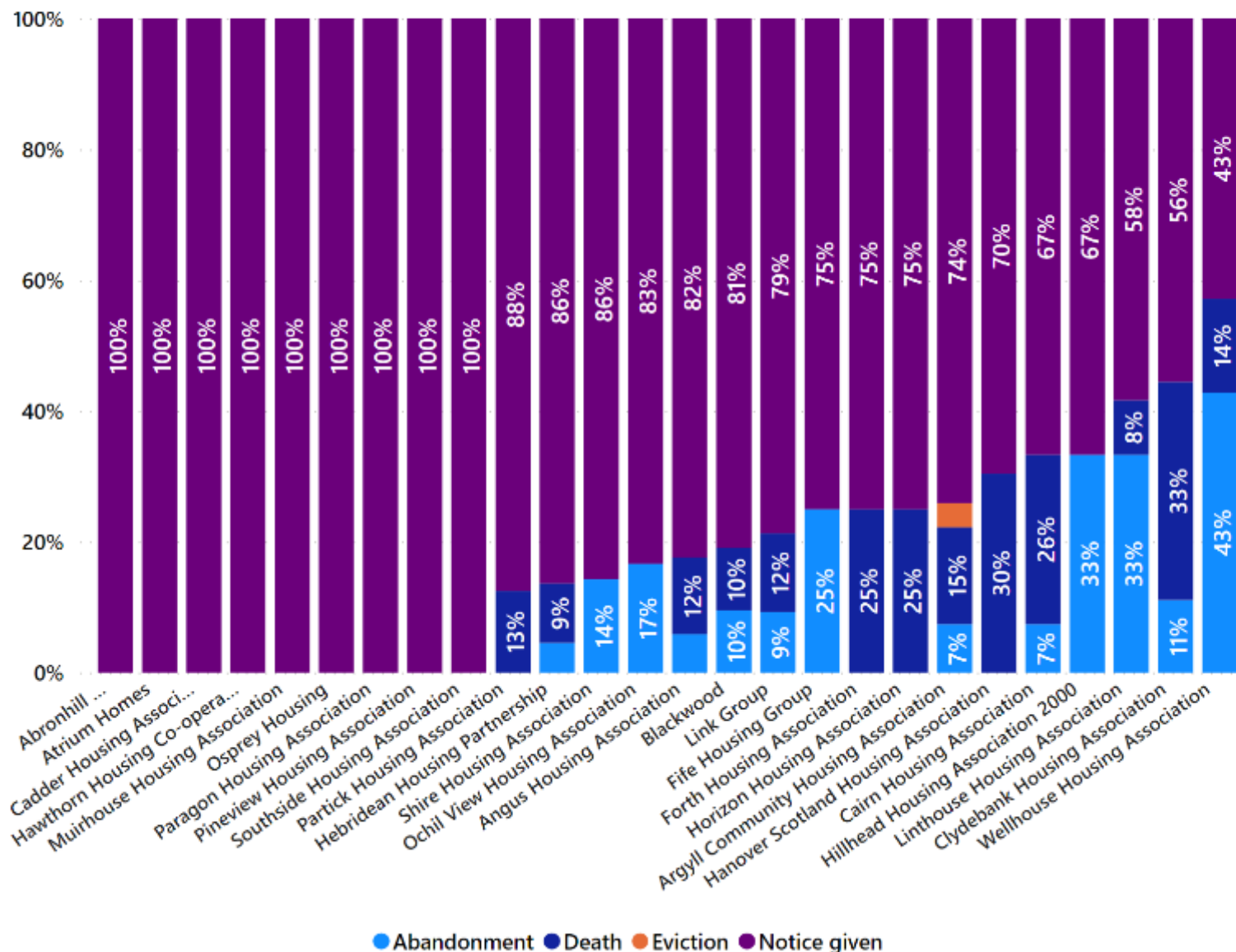
116 Percentage tenancies began in previous year remained more than a year - applicants assessed statutory homeless LA



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 94.12 | 91.67 | 72.73 |
| Peer Group 6 - Small stock transfer | 96.40 | 90.79 | 87.78 |
| All RSLs | 91.00 | 90.59 | 90.64 |
| SHN Average | 90.16 | 90.21 | 90.33 |

Tenancy Terminations

N10 Tenancy Sustainment - Terminations within 12 months



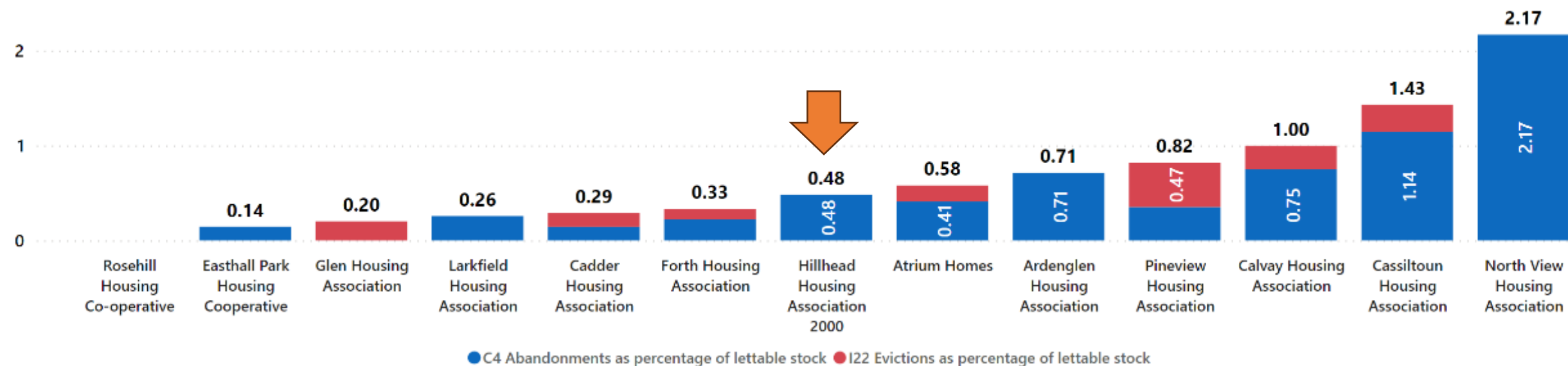
| Organisation Name | 22/23 | | | |
|-----------------------------------|-----------------|-----------|--------------|------------------|
| | N10 Abandonment | N10 Death | N10 Eviction | N10 Notice given |
| Hillhead Housing Association 2000 | 1 | 0 | 0 | 2 |
| All RSLs | 32 | 73 | 1 | 342 |
| SHN Average | 279 | 319 | 5 | 1,613 |

Abandonments and Evictions

C4 Abandonments & and I22 evictions as a percentage of stock

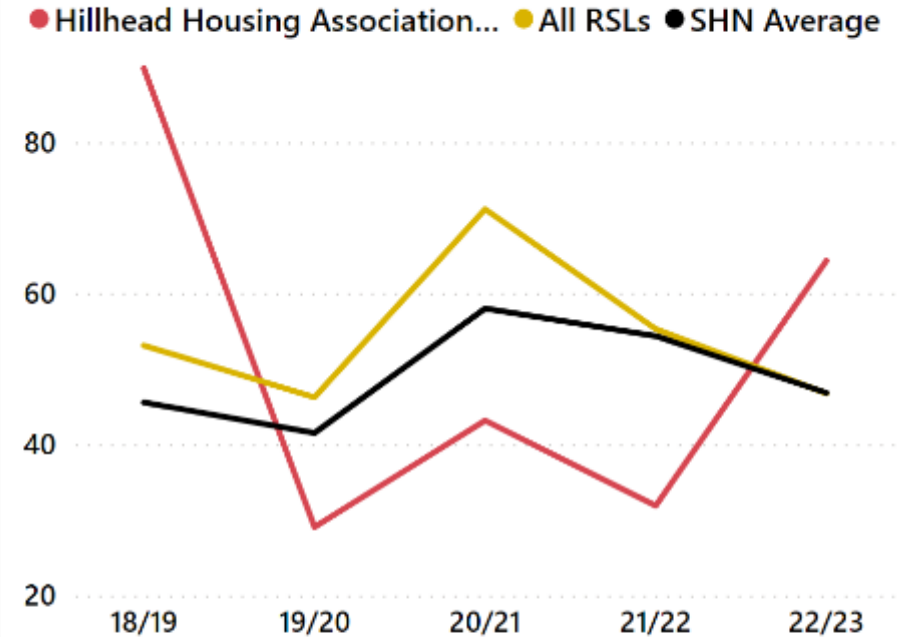
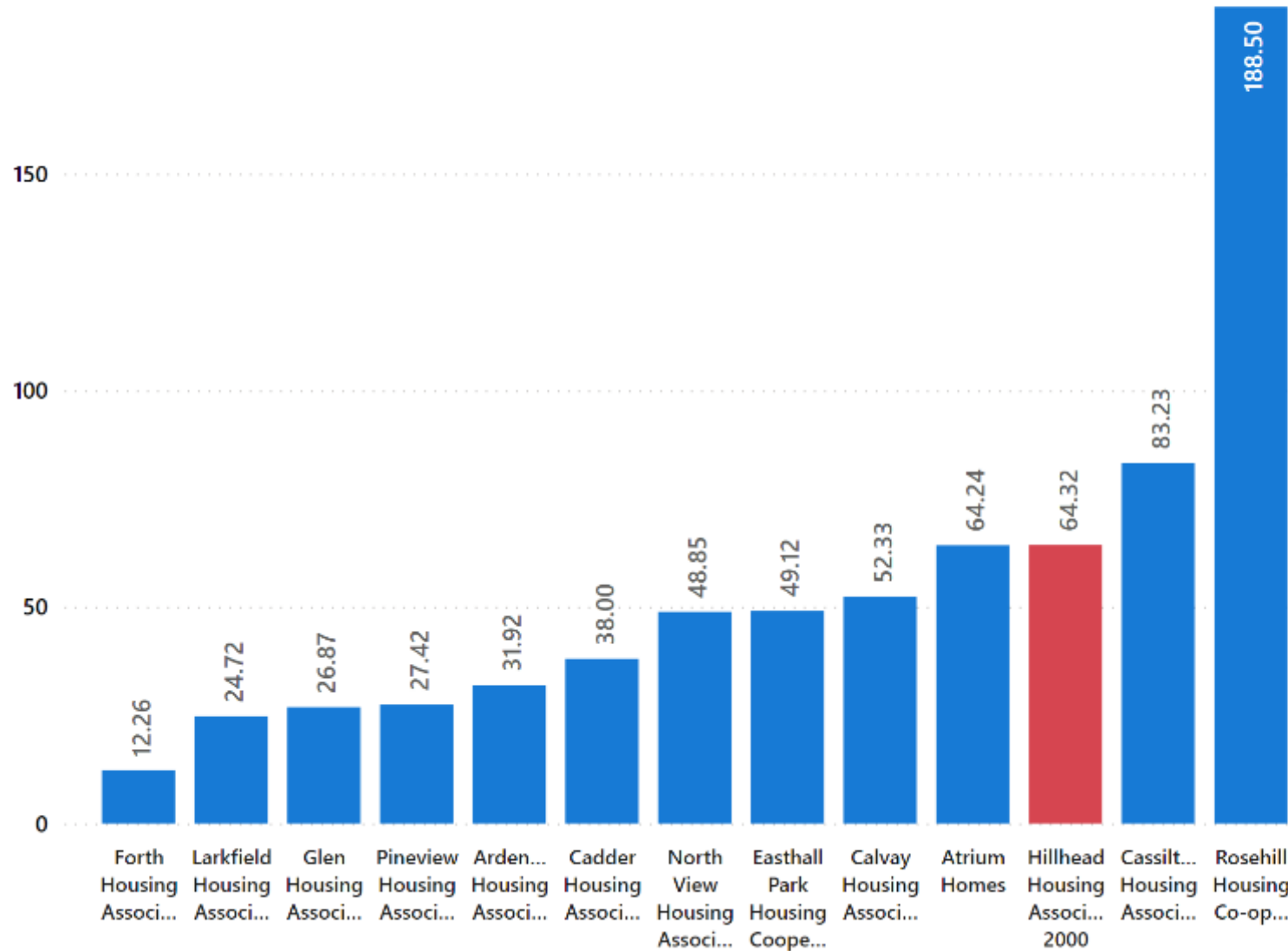


| Organisation Name | 20/21 | | 21/22 | | 22/23 | |
|-------------------------------------|---|---|---|---|---|---|
| | C4 Abandonments as percentage of lettable stock | I22 Evictions as percentage of lettable stock | C4 Abandonments as percentage of lettable stock | I22 Evictions as percentage of lettable stock | C4 Abandonments as percentage of lettable stock | I22 Evictions as percentage of lettable stock |
| Hillhead Housing Association 2000 | 0.48 | 0.00 | 0.24 | 0.00 | 0.48 | 0.00 |
| Peer Group 6 - Small stock transfer | 0.30 | 0.02 | 0.45 | 0.11 | 0.46 | 0.02 |
| All RSLs | 0.36 | 0.03 | 0.40 | 0.09 | 0.44 | 0.12 |
| SHN Average | 0.36 | 0.02 | 0.45 | 0.06 | 0.50 | 0.10 |



Medical Adaptations

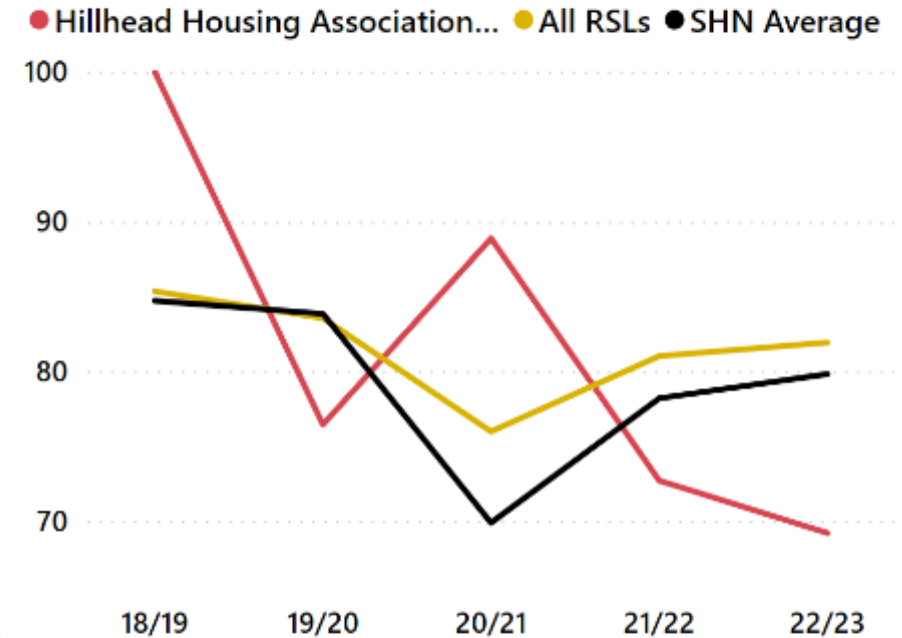
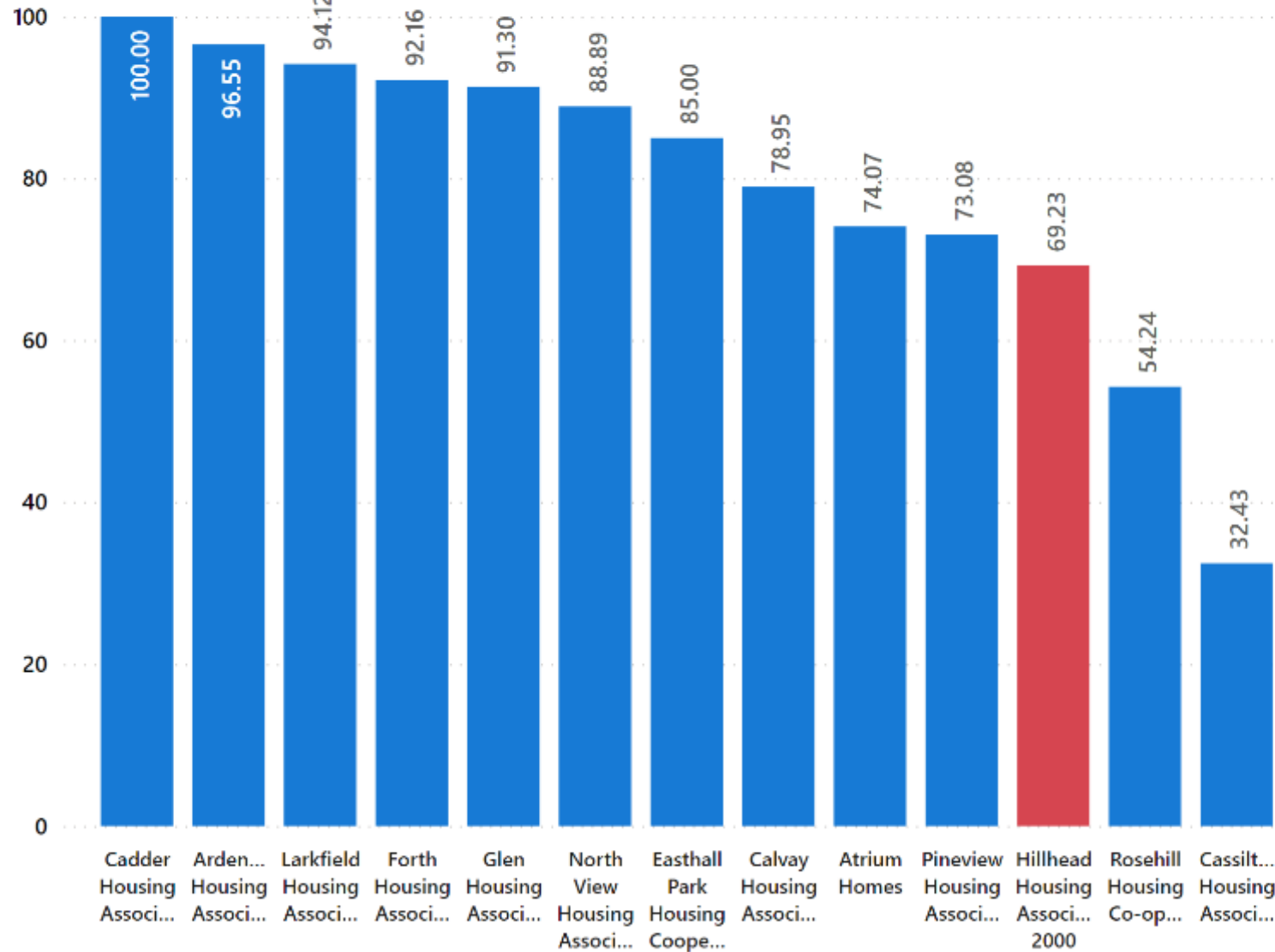
121 Average days to complete approved adaptations



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 43.16 | 31.89 | 64.32 |
| Peer Group 6 - Small stock transfer | 80.52 | 68.37 | 57.44 |
| All RSLs | 71.15 | 55.28 | 46.76 |
| SHN Average | 58.00 | 54.35 | 46.83 |

Medical Adaptations

119 Percentage approved applications for medical adaptations completed



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 88.89 | 72.73 | 69.23 |
| Peer Group 6 - Small stock transfer | 88.00 | 84.52 | 78.20 |
| All RSLs | 76.00 | 81.04 | 81.93 |
| SHN Average | 69.92 | 78.22 | 79.84 |

Medical Adaptations

I21 Average cost of adaptation
vs
I21 Average days to complete
approved adaptations

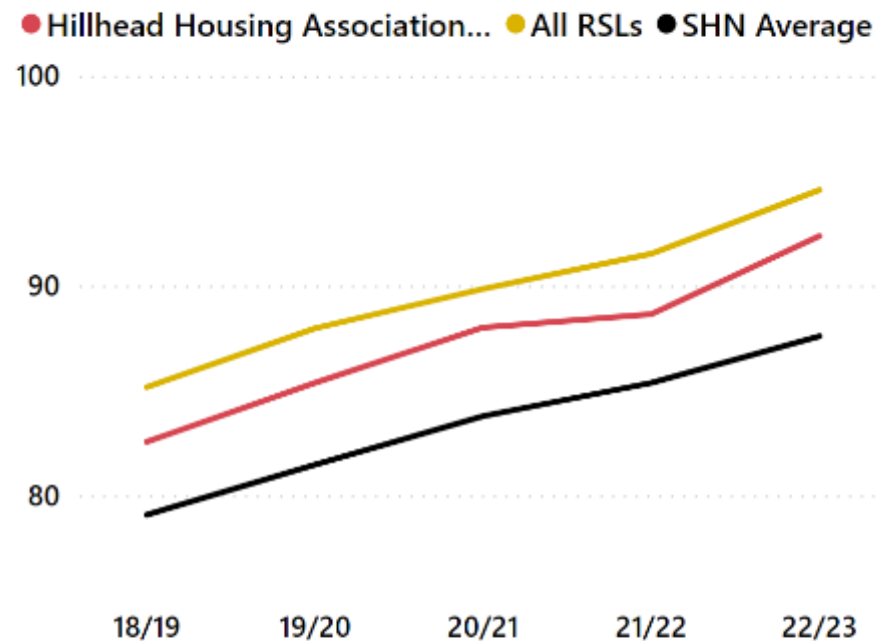
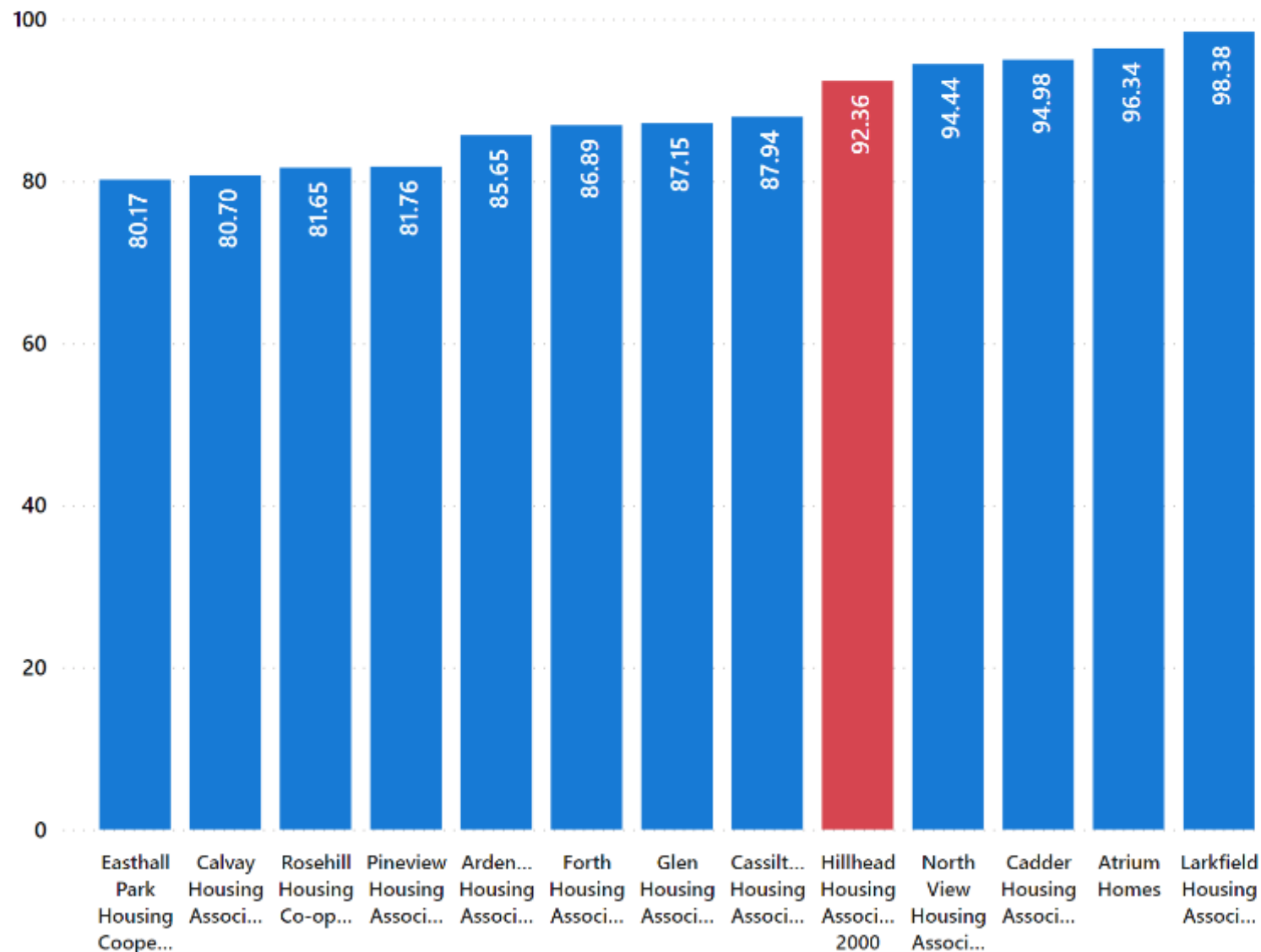


| | 22/23 | |
|-----------------------------------|--------------------------------|---|
| Organisation Name | I21 Average cost of adaptation | I21 Average days to complete approved adaptations |
| Hillhead Housing Association 2000 | 2,094.29 | 64.32 |

Rents

Rents

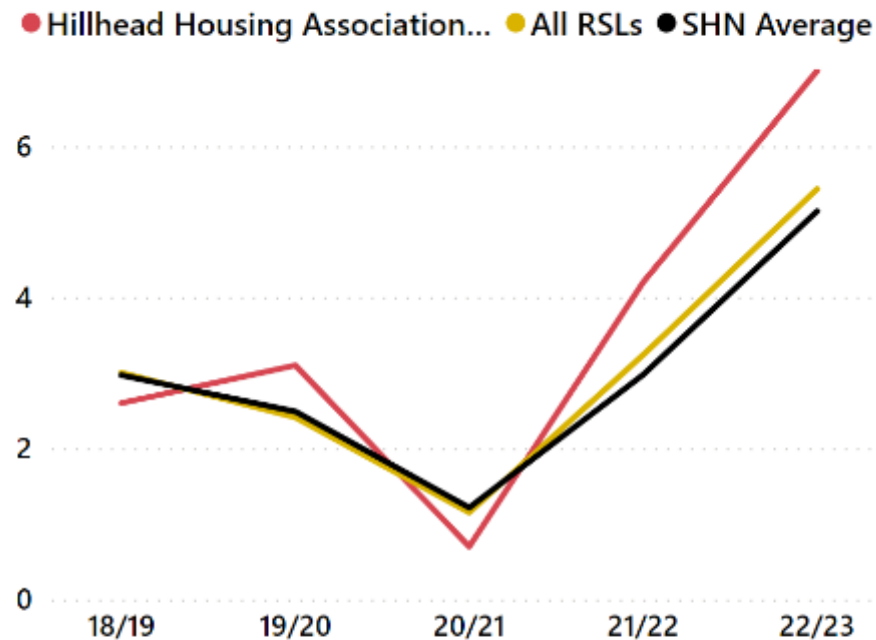
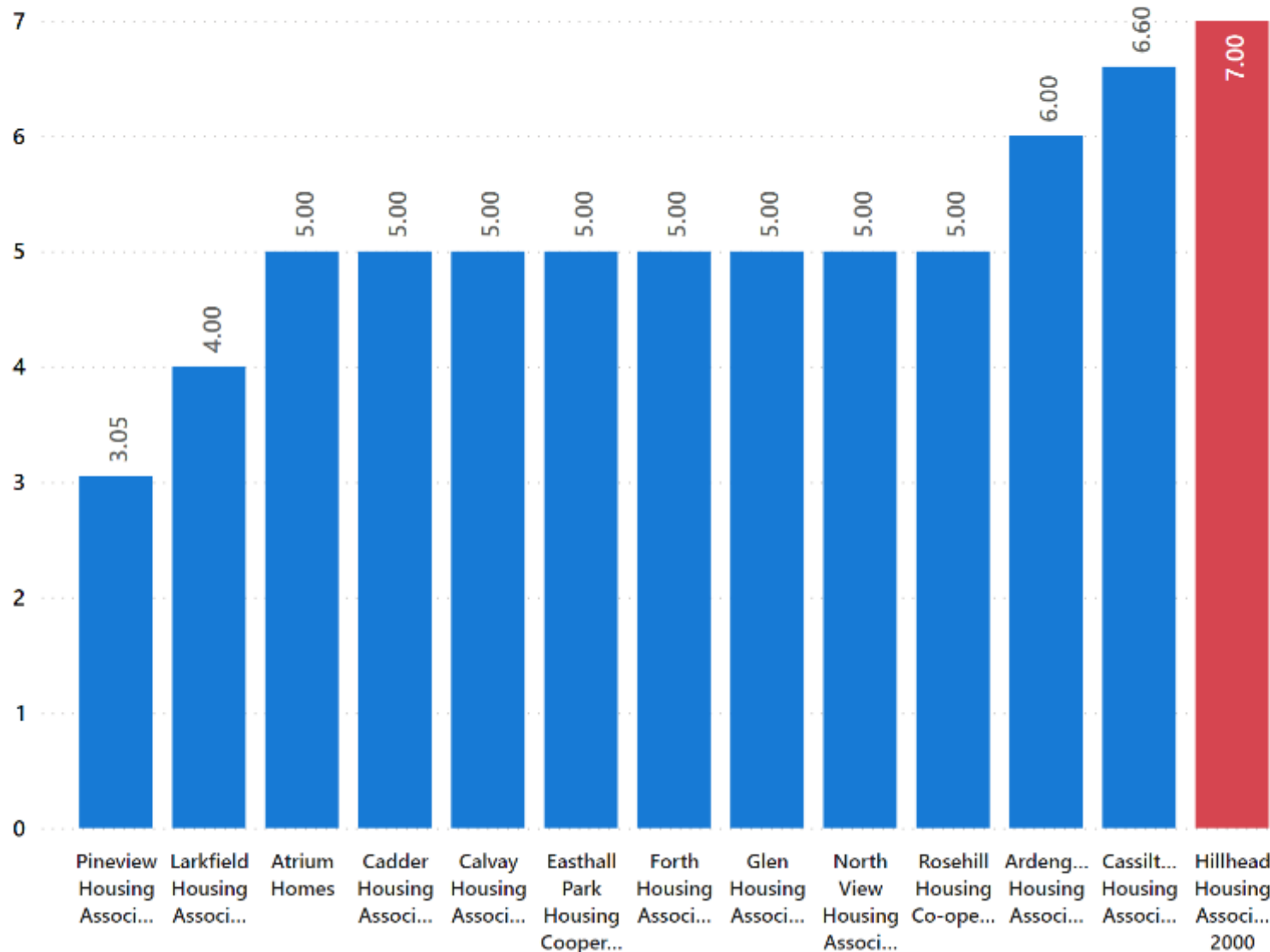
C17 Lettable self-contained units - Total - Average weekly rent



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 88.01 | 88.64 | 92.36 |
| Peer Group 6 - Small stock transfer | 92.32 | 93.35 | 96.20 |
| All RSLs | 89.85 | 91.52 | 94.56 |
| SHN Average | 83.78 | 85.37 | 87.59 |

Rents

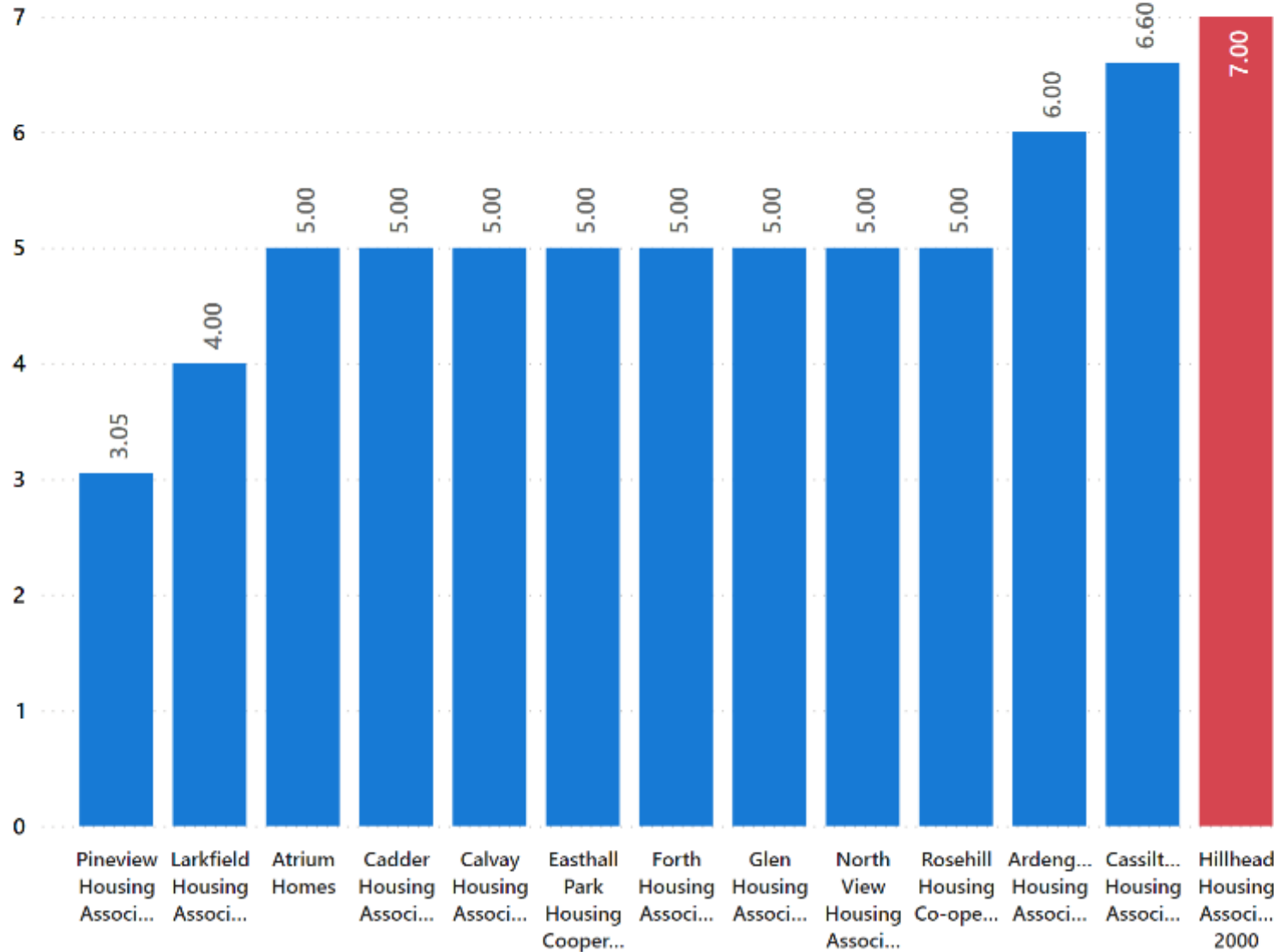
C5 Percentage average weekly rent increase to be applied next year



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 0.70 | 4.20 | 7.00 |
| Peer Group 6 - Small stock transfer | 0.85 | 3.13 | 5.79 |
| All RSLs | 1.15 | 3.24 | 5.43 |
| SHN Average | 1.22 | 2.98 | 5.14 |

Rents

C5 Percentage average weekly rent increase to be applied next year & C17 Average weekly rent

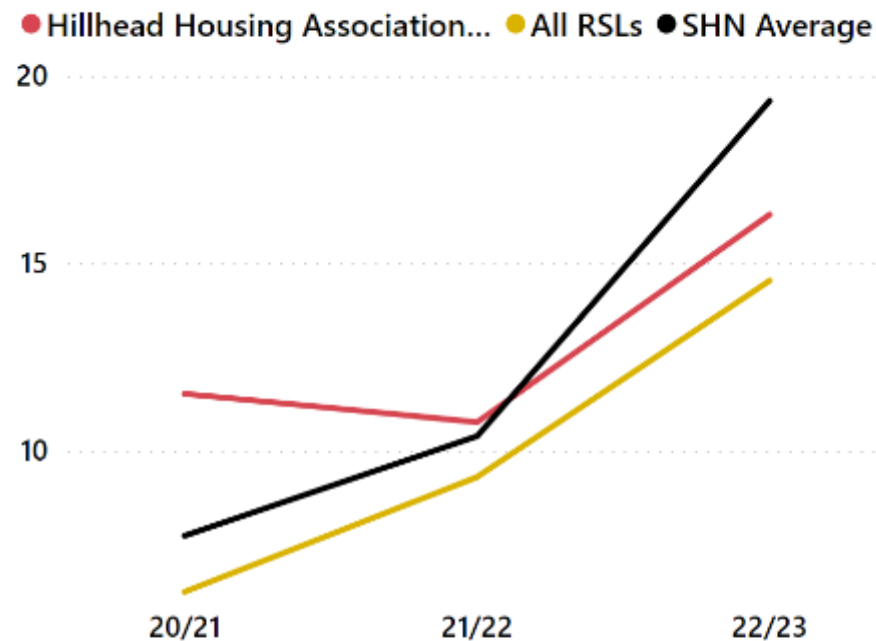
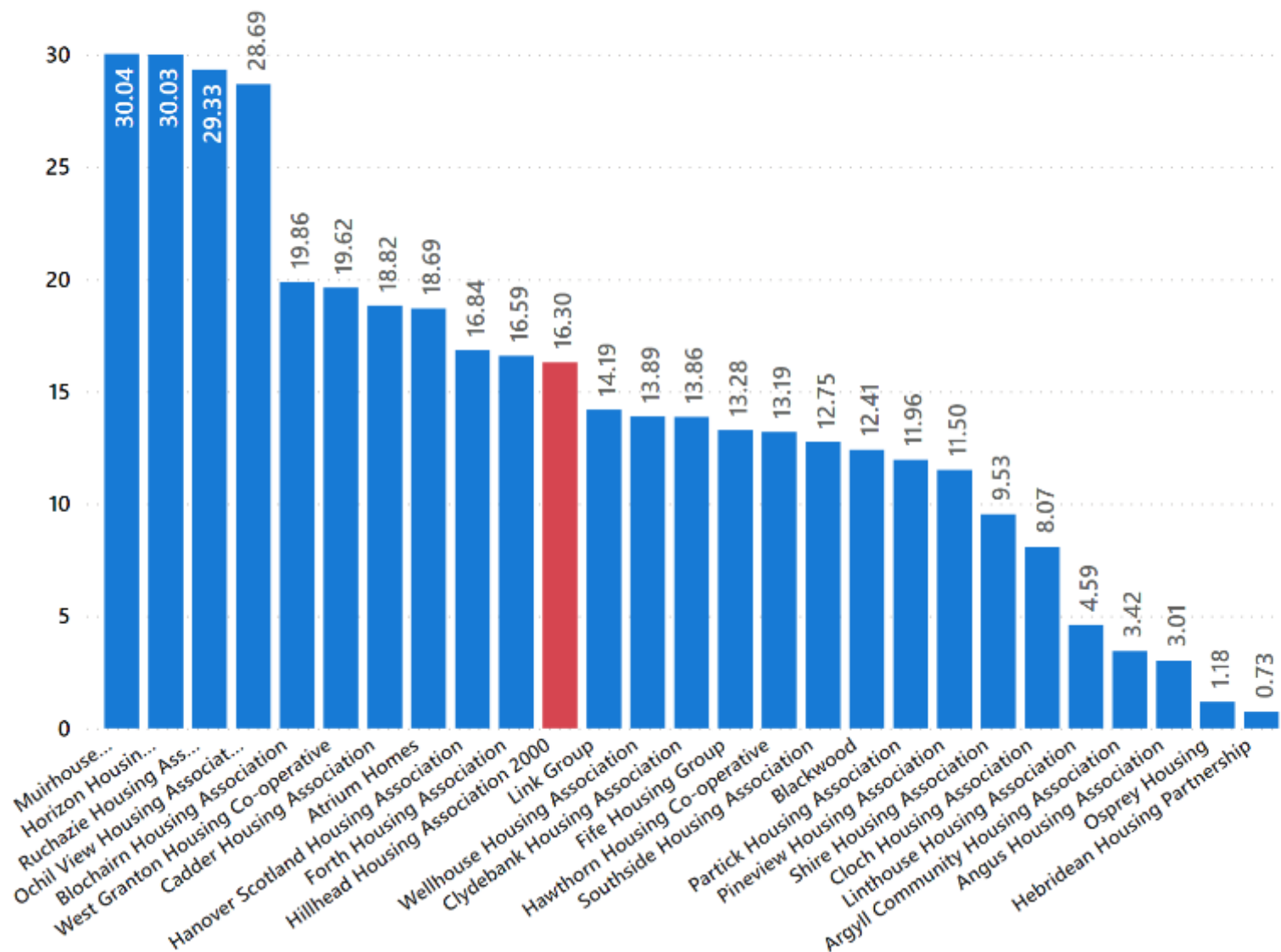


| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 0.70 | 4.20 | 7.00 |
| Peer Group 6 - Small stock transfer | 0.85 | 3.13 | 5.79 |
| All RSLs | 1.15 | 3.24 | 5.43 |
| SHN Average | 1.22 | 2.98 | 5.14 |

| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 88.01 | 88.64 | 92.36 |
| Peer Group 6 - Small stock transfer | 92.32 | 93.35 | 96.20 |
| All RSLs | 89.85 | 91.52 | 94.56 |
| SHN Average | 83.78 | 85.37 | 87.59 |

Rent Consultation

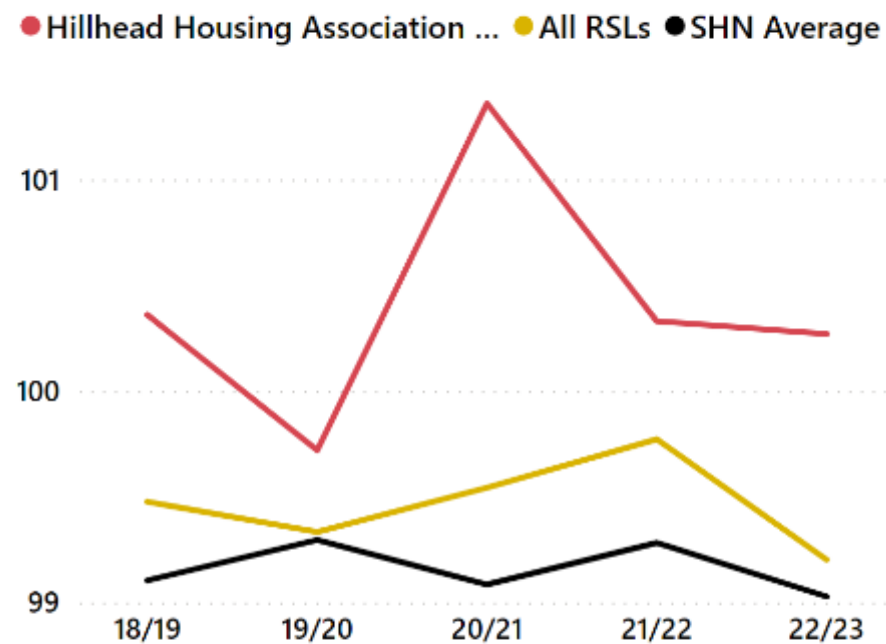
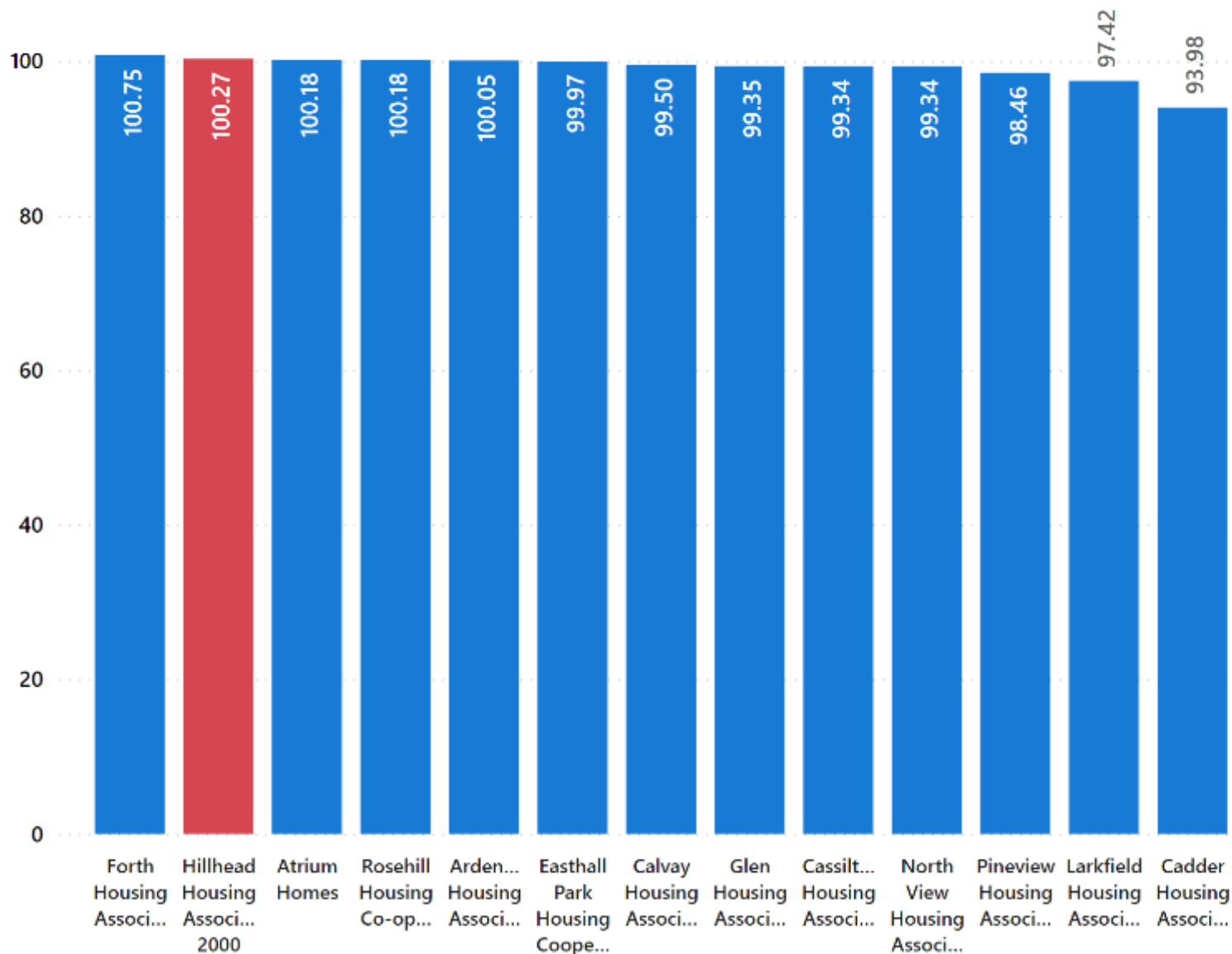
N18 Rent consultation response rate



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-----------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 11.52 | 10.76 | 16.30 |
| All RSLs | 6.23 | 9.29 | 14.53 |
| SHN Average | 7.73 | 10.38 | 19.33 |

Rent Collection

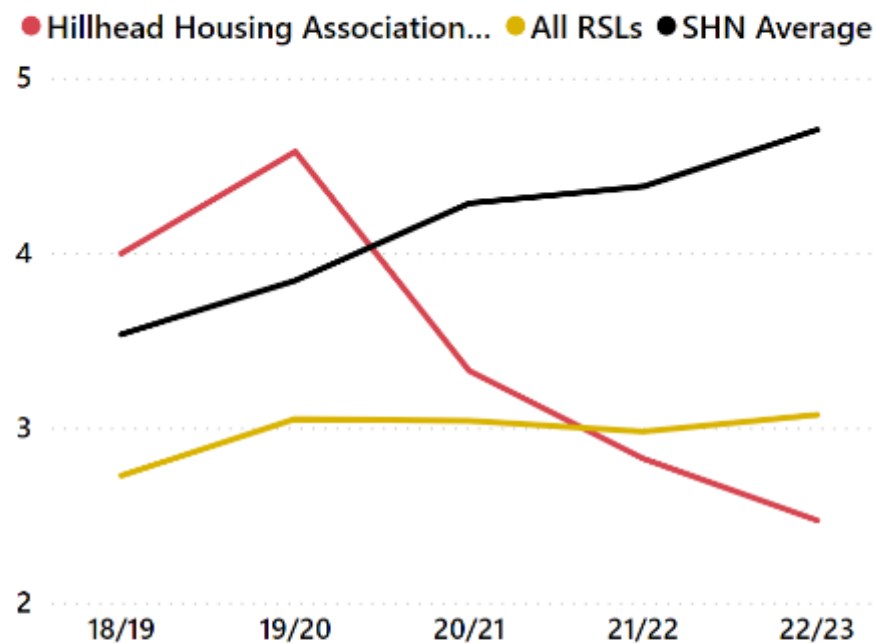
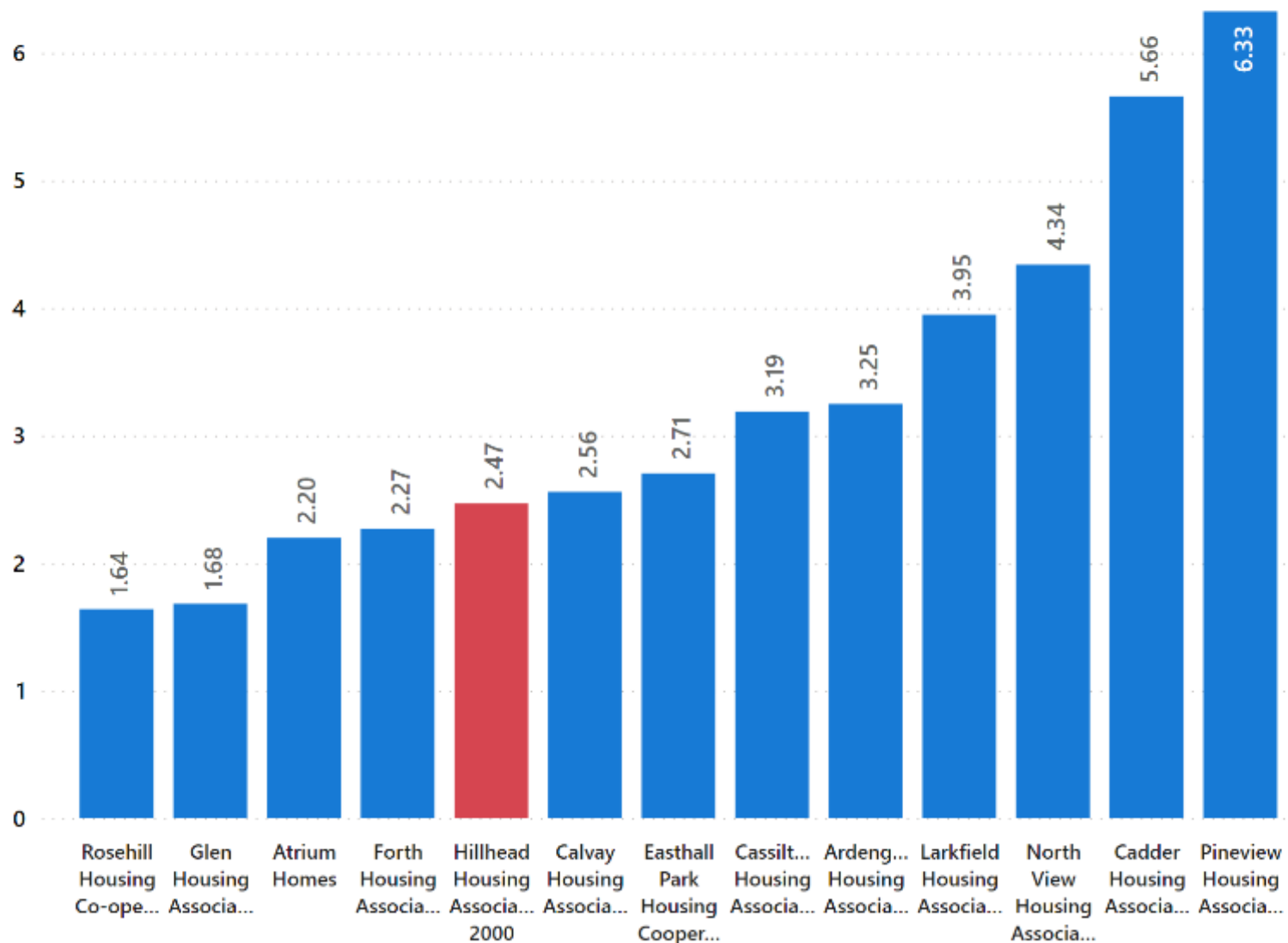
126 Percentage collected of rent due



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|--------|--------|--------|
| Hillhead Housing Association 2000 | 101.36 | 100.33 | 100.27 |
| Peer Group 6 - Small stock transfer | 99.85 | 100.96 | 99.12 |
| All RSLs | 99.54 | 99.77 | 99.20 |
| SHN Average | 99.08 | 99.28 | 99.03 |

Arrears

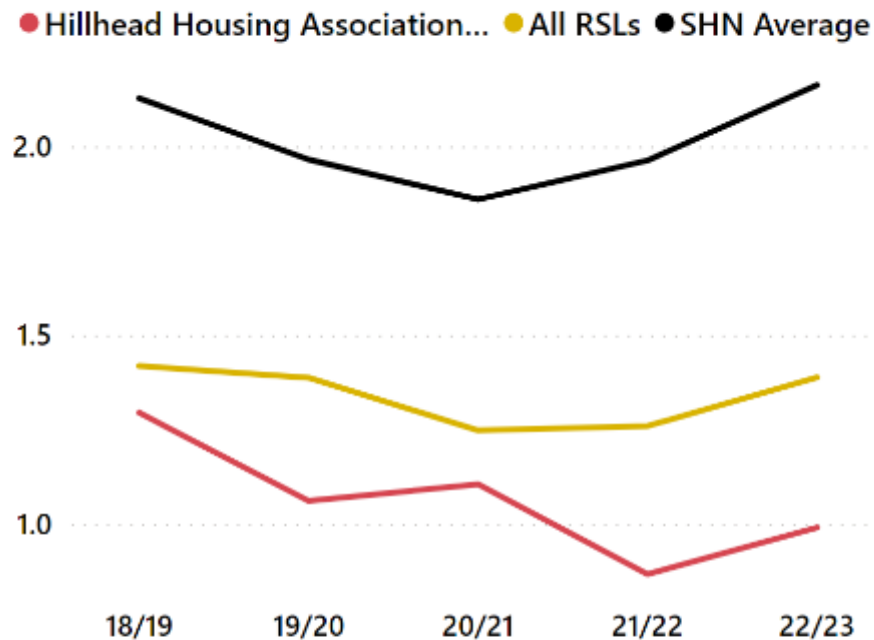
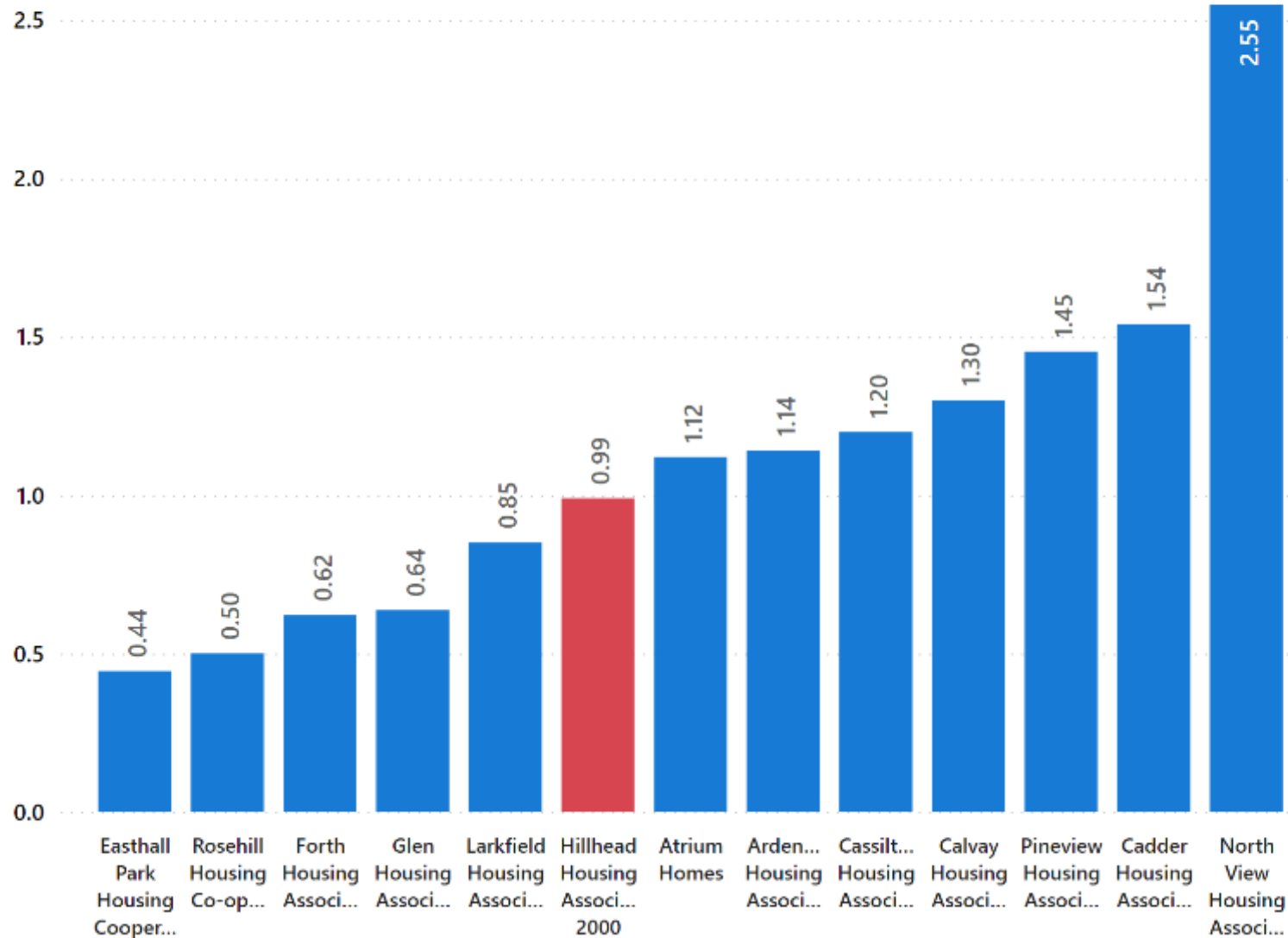
127 Current arrears percentage of rent due



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 3.32 | 2.82 | 2.47 |
| Peer Group 6 - Small stock transfer | 3.51 | 2.54 | 2.65 |
| All RSLs | 3.04 | 2.98 | 3.07 |
| SHN Average | 4.28 | 4.38 | 4.70 |

Arrears

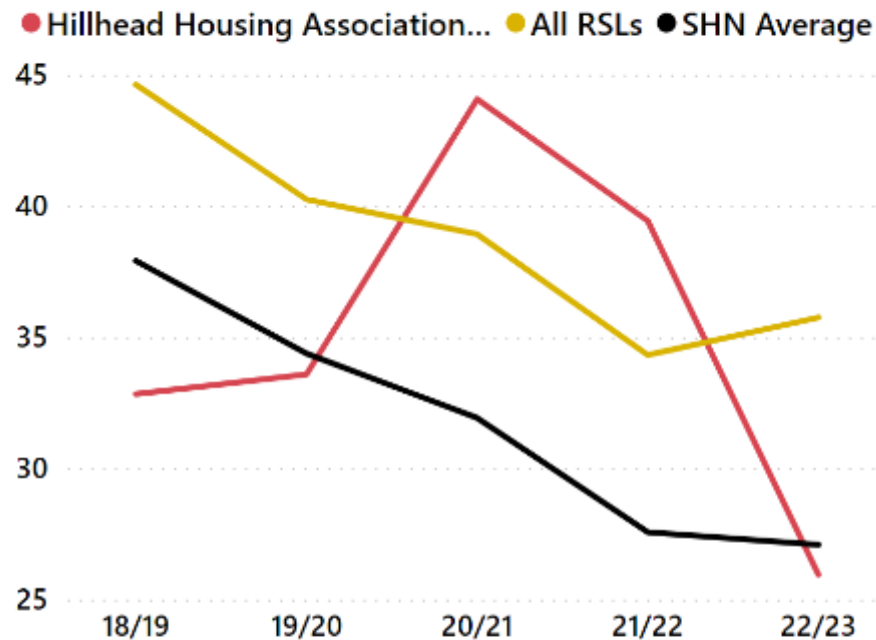
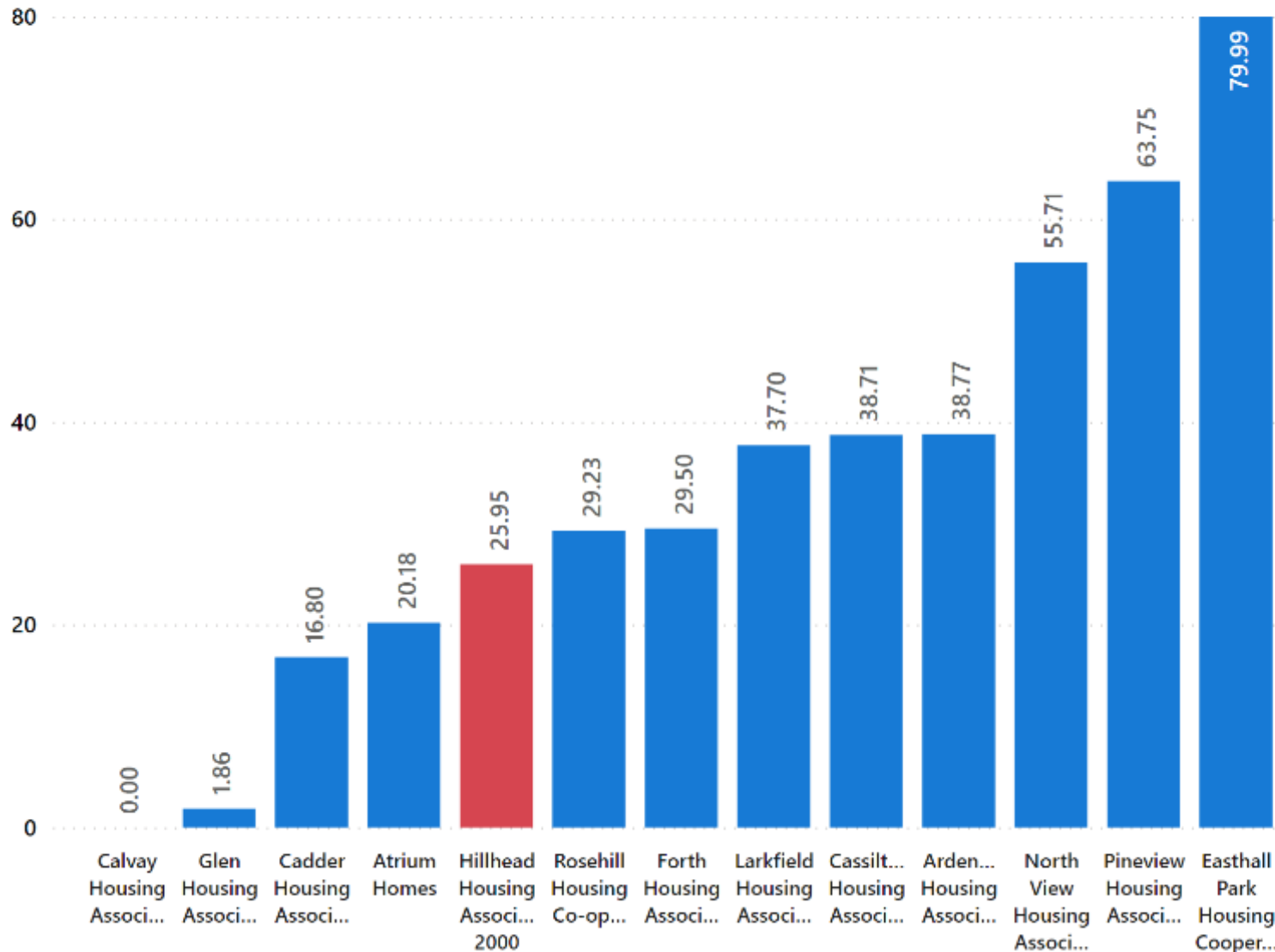
127 Former arrears percentage of rent due



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 1.11 | 0.87 | 0.99 |
| Peer Group 6 - Small stock transfer | 1.00 | 1.11 | 0.93 |
| All RSLs | 1.25 | 1.26 | 1.39 |
| SHN Average | 1.86 | 1.96 | 2.16 |

Arrears Written Off

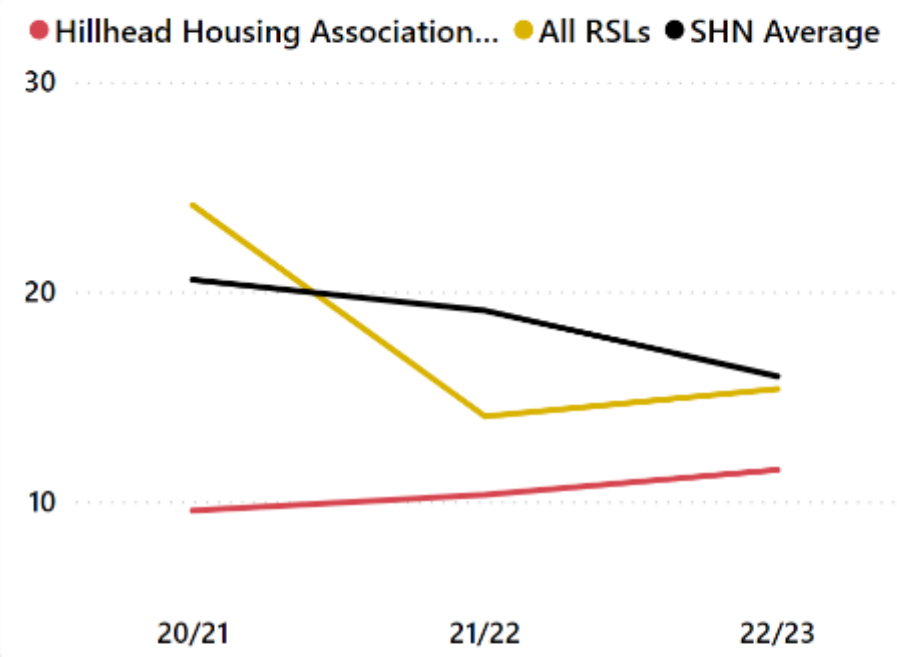
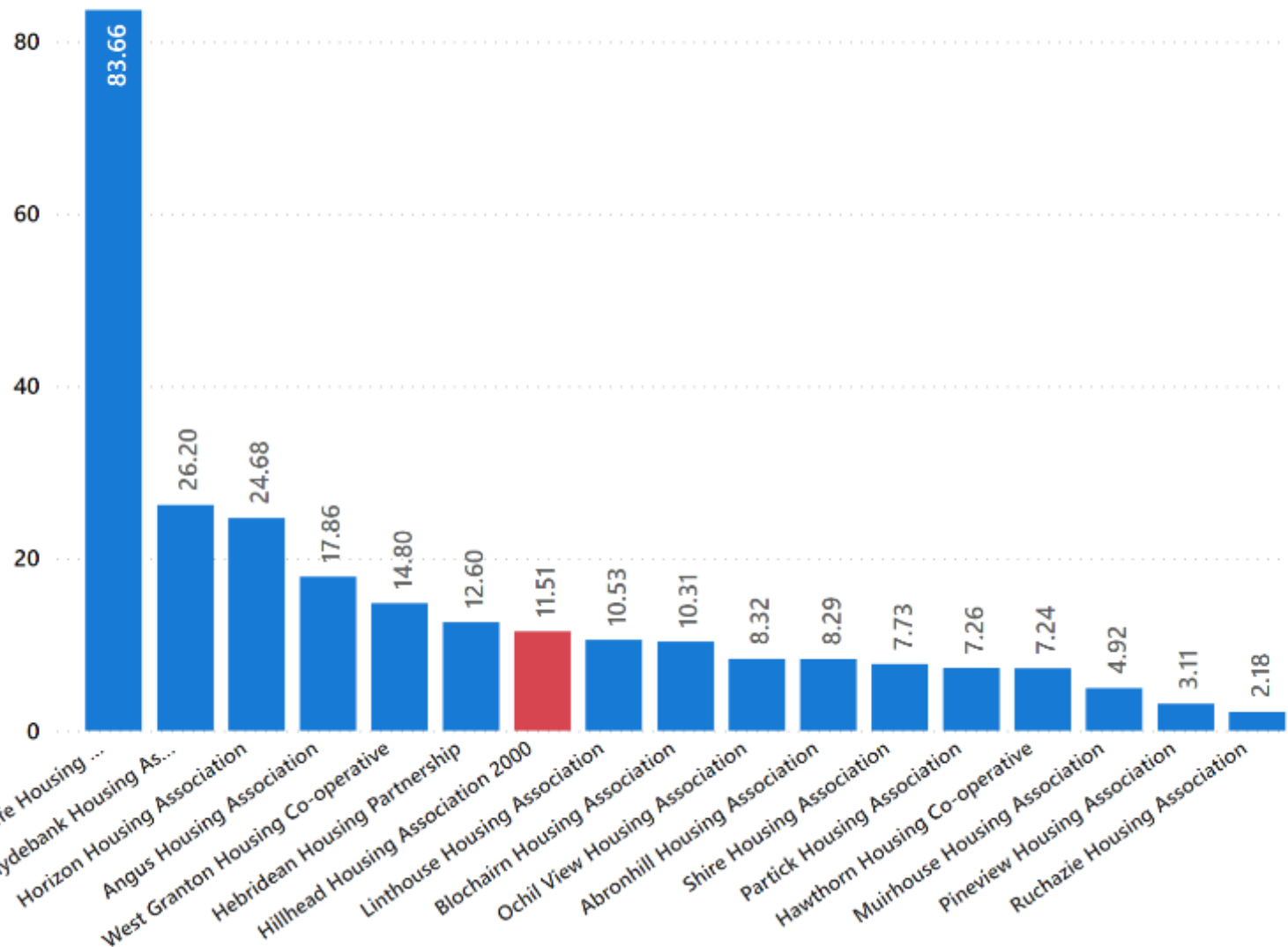
C7 Percentage former tenant rent arrears written off



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 44.07 | 39.43 | 25.95 |
| Peer Group 6 - Small stock transfer | 39.81 | 42.75 | 25.31 |
| All RSLs | 38.92 | 34.32 | 35.75 |
| SHN Average | 31.92 | 27.57 | 27.08 |

Former Tenant Arrears Collected

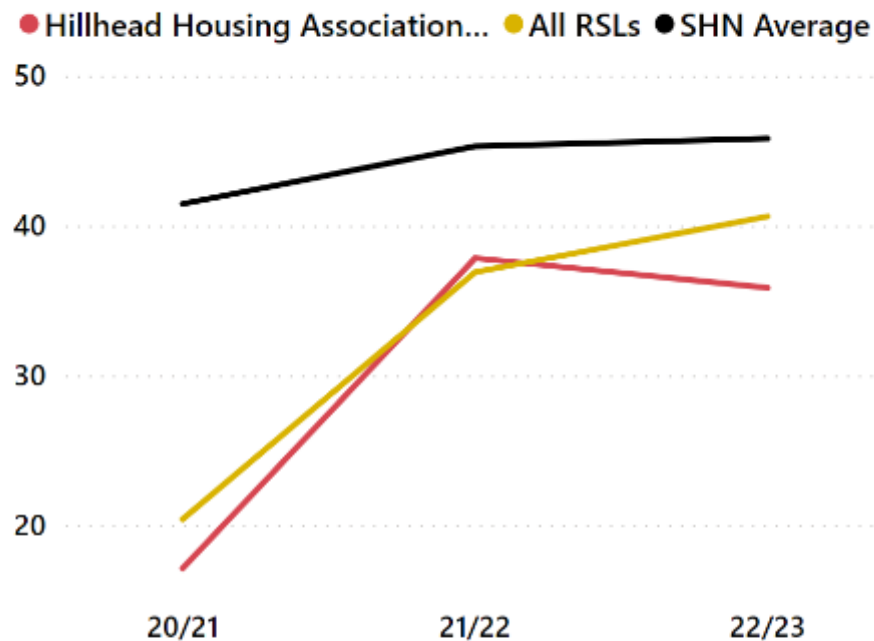
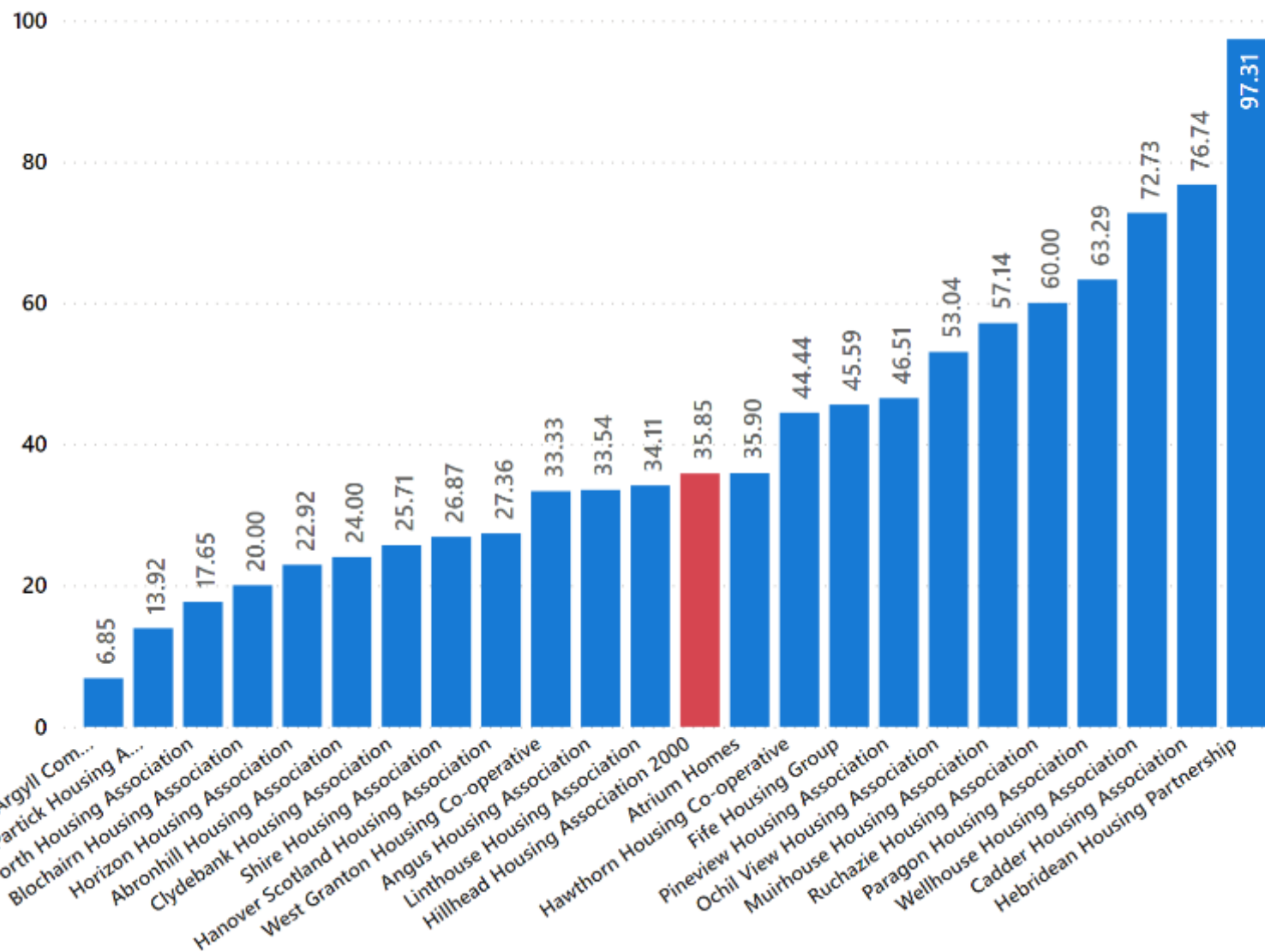
N35 Percentage of former tenant arrears collected as a percentage of FTA's at year end



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-----------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 9.57 | 10.32 | 11.51 |
| All RSLs | 24.12 | 14.05 | 15.36 |
| SHN Average | 20.56 | 19.09 | 15.96 |

Terminating with Arrears

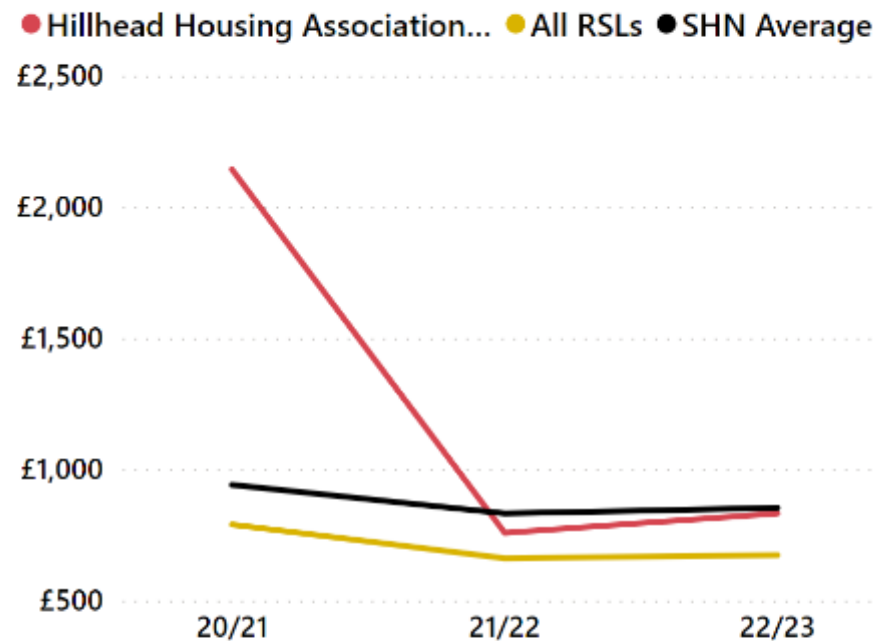
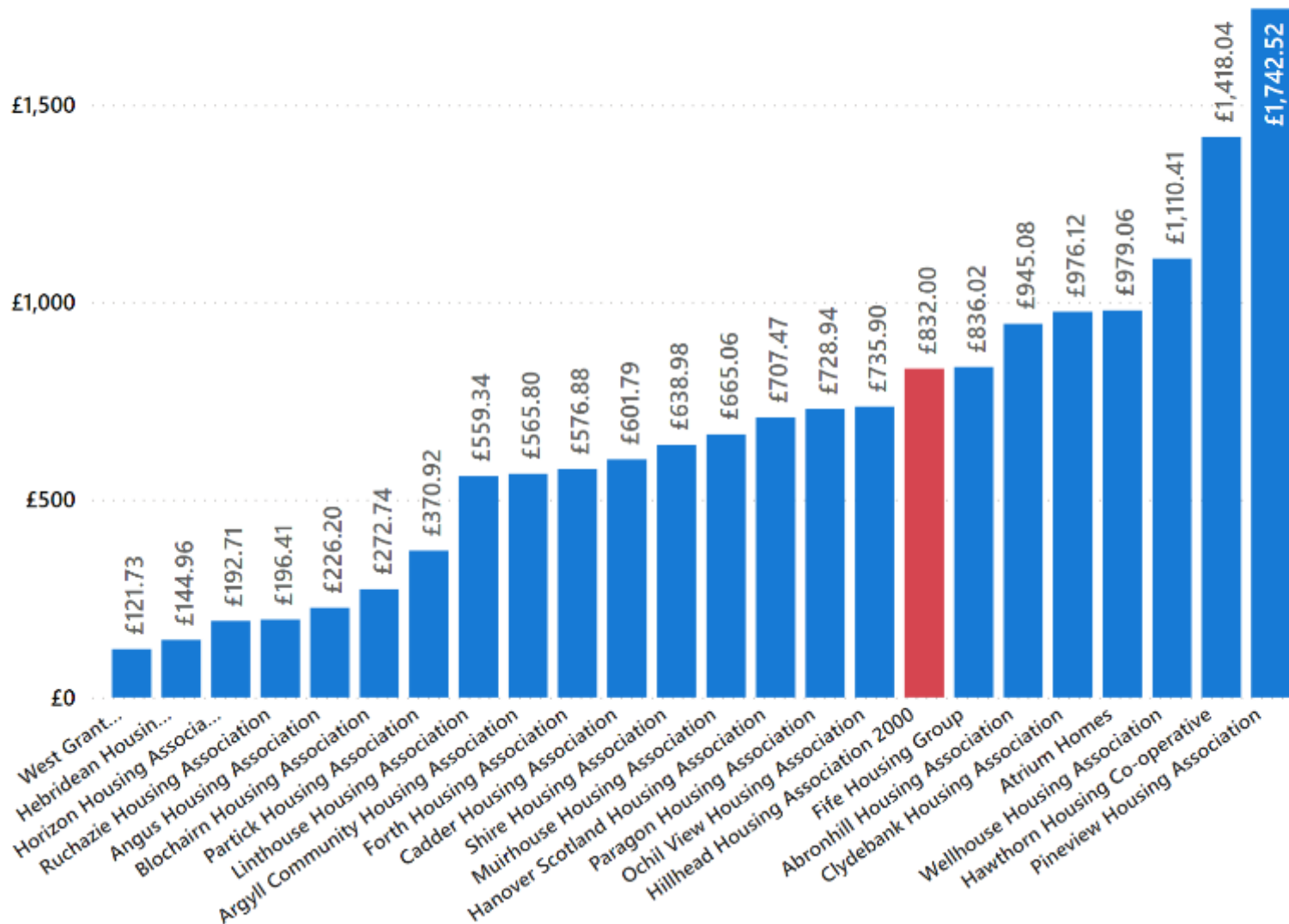
N34 Percentage of tenants terminating tenancy with arrears



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-----------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 17.14 | 37.84 | 35.85 |
| All RSLs | 20.42 | 36.90 | 40.62 |
| SHN Average | 41.45 | 45.30 | 45.82 |

Terminating with Arrears

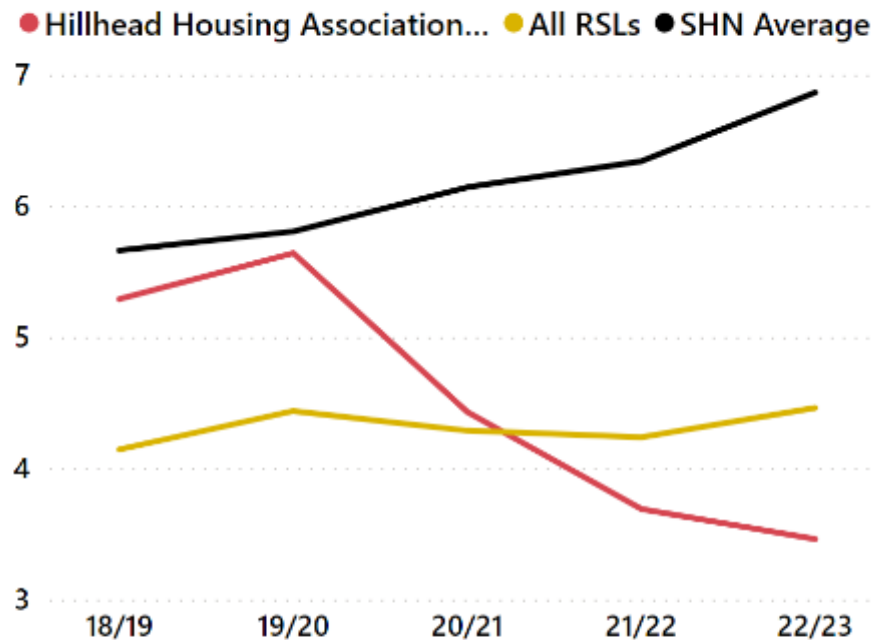
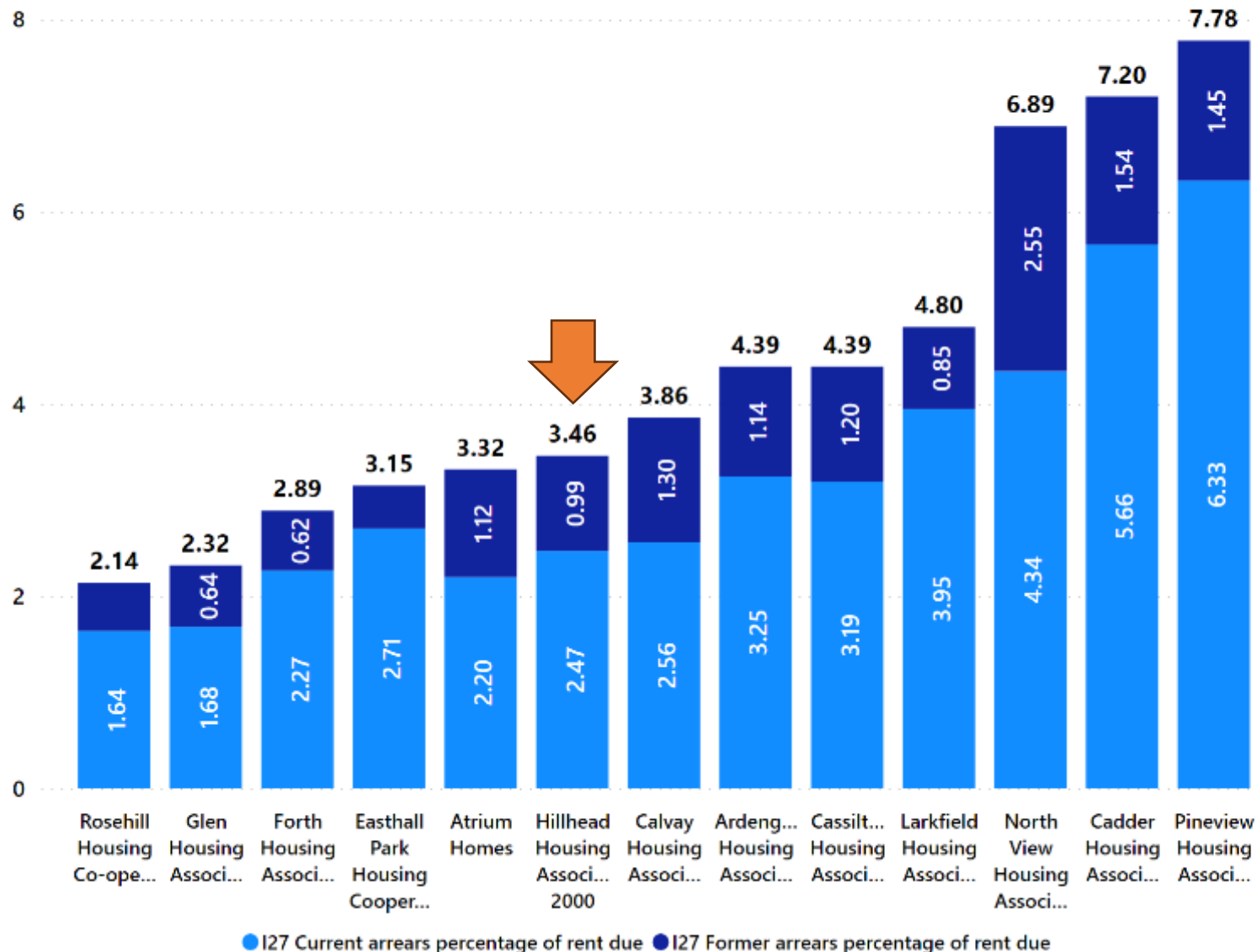
N34 Average debt owed when leaving



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-----------------------------------|-----------|---------|---------|
| Hillhead Housing Association 2000 | £2,143.00 | £757.73 | £832.00 |
| All RSLs | £789.24 | £661.03 | £672.71 |
| SHN Average | £940.90 | £831.91 | £853.14 |

Arrears

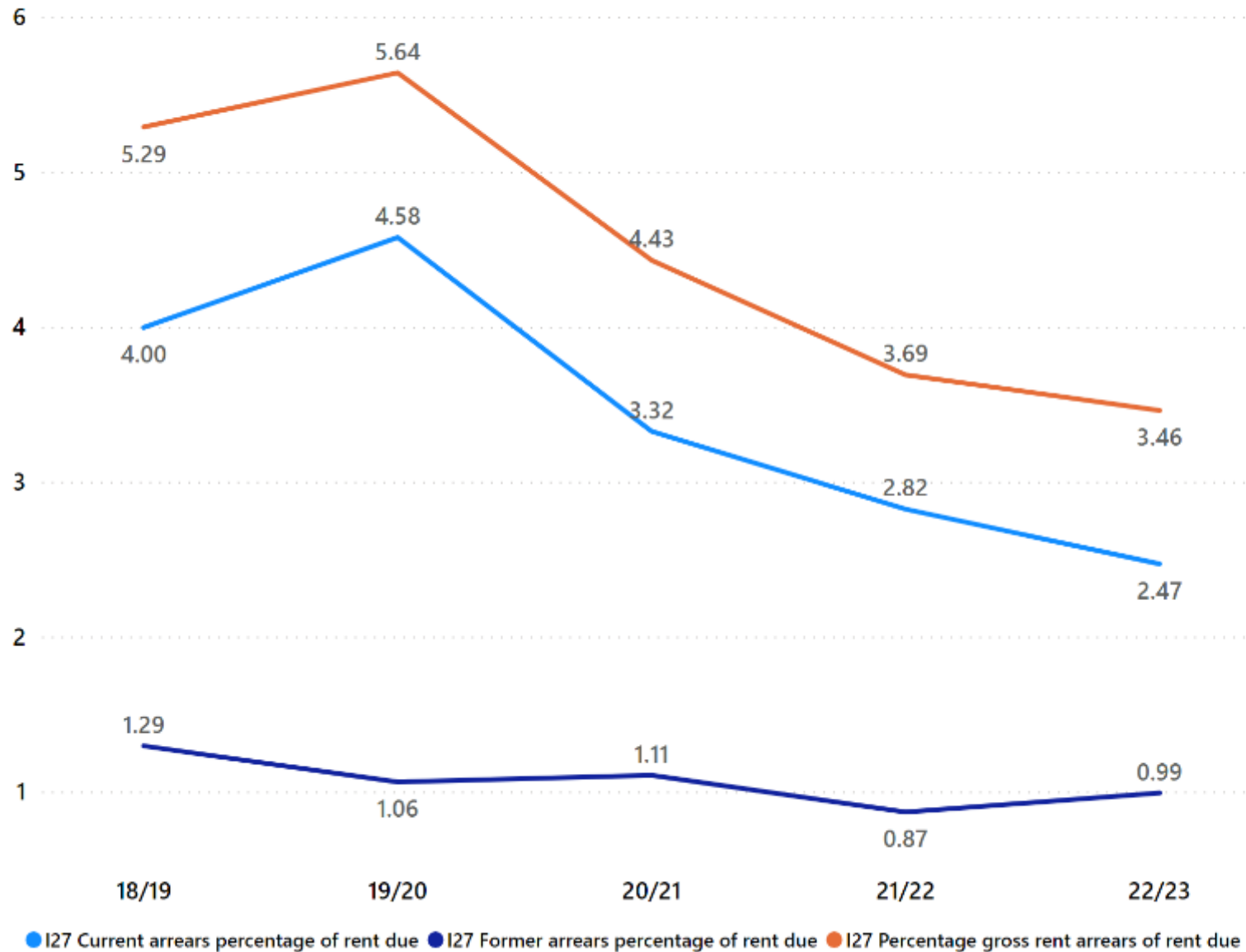
I27 Percentage gross rent arrears of rent due



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 4.43 | 3.69 | 3.46 |
| Peer Group 6 - Small stock transfer | 4.51 | 3.65 | 3.58 |
| All RSLs | 4.29 | 4.24 | 4.46 |
| SHN Average | 6.14 | 6.34 | 6.86 |

Arrears (Trends)

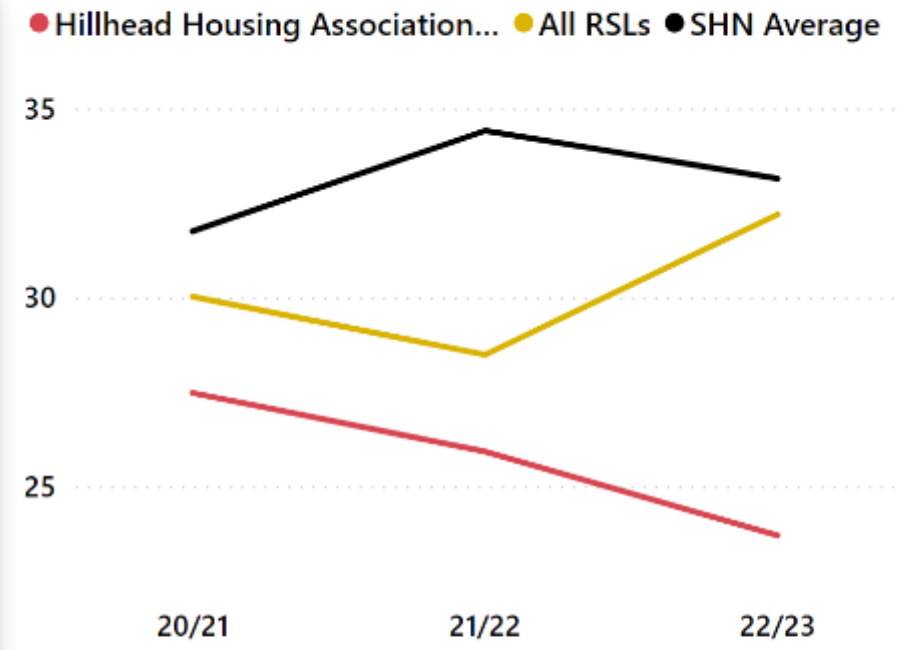
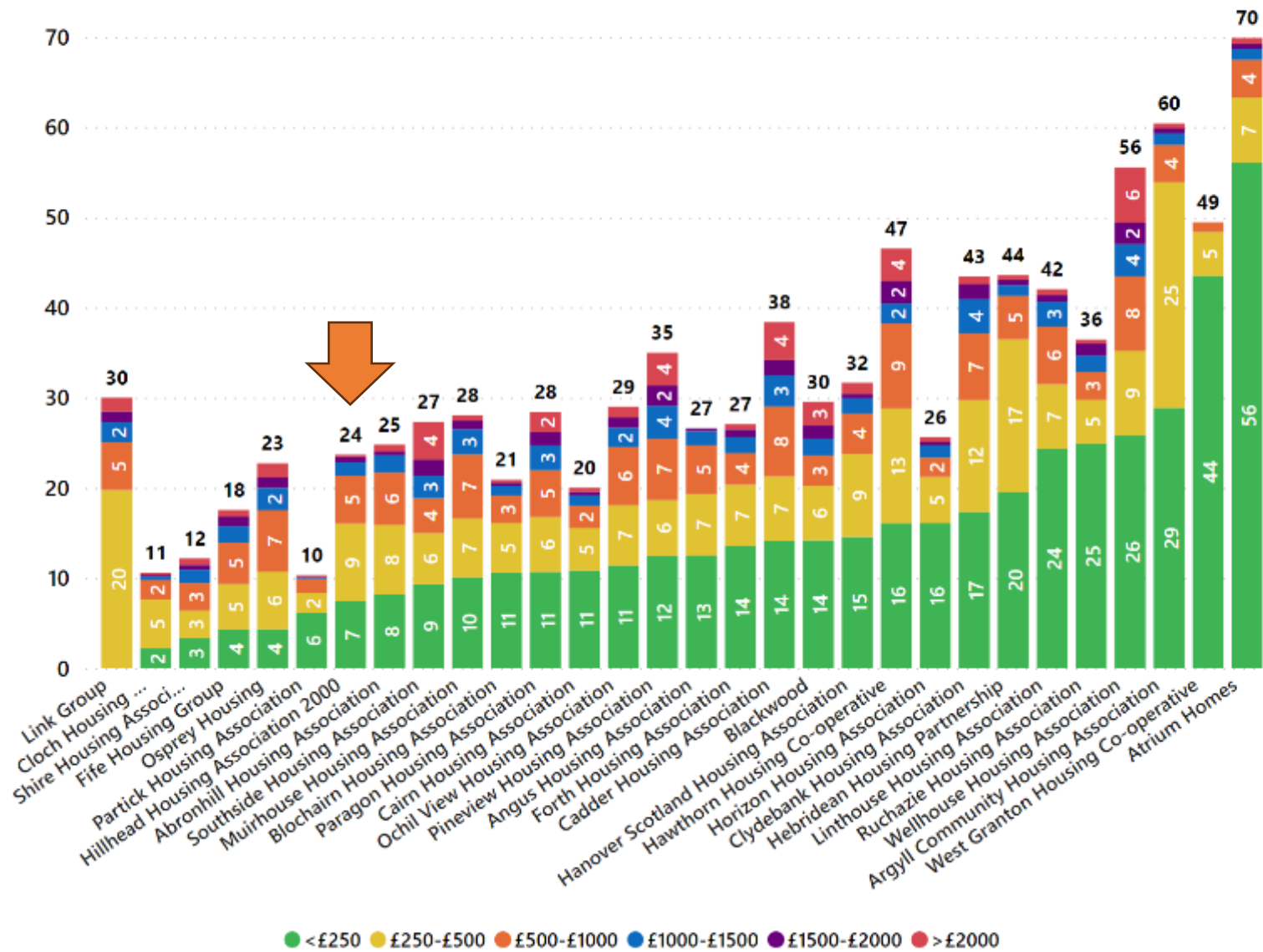
I27 Percentage gross rent arrears of rent due



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 4.43 | 3.69 | 3.46 |
| Peer Group 6 - Small stock transfer | 4.51 | 3.65 | 3.58 |
| All RSLs | 4.29 | 4.24 | 4.46 |
| SHN Average | 6.14 | 6.34 | 6.86 |

Tenancy Arrears

N33 Percentage of tenancies in arrears at year end

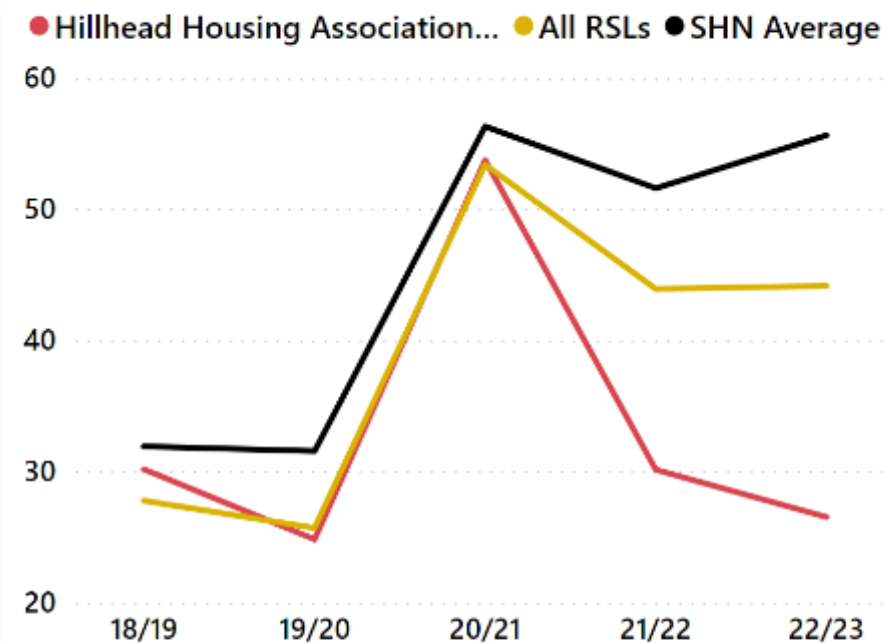
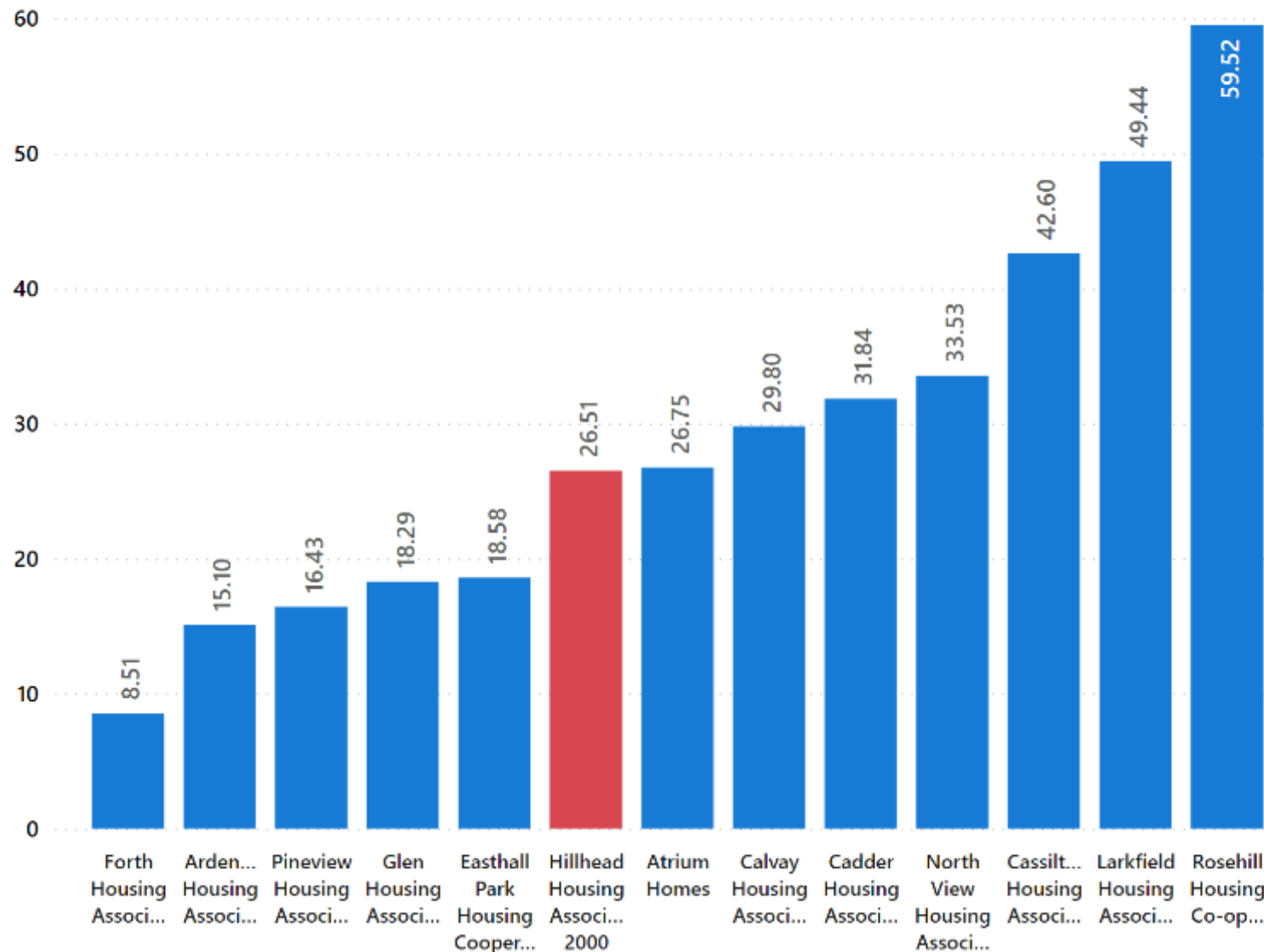


| Organisation Name | 22/23 | | | | | |
|-----------------------------------|-------|-----------|------------|-------------|-------------|--------|
| | <£250 | £250-£500 | £500-£1000 | £1000-£1500 | £1500-£2000 | >£2000 |
| Hillhead Housing Association 2000 | 7.41 | 8.63 | 5.35 | 1.46 | 0.61 | 0.24 |
| All RSLs | 12.40 | 11.16 | 4.64 | 1.85 | 0.89 | 1.25 |
| SHN Average | 14.51 | 7.56 | 4.71 | 2.09 | 1.70 | 2.58 |

Voids


Relet Times

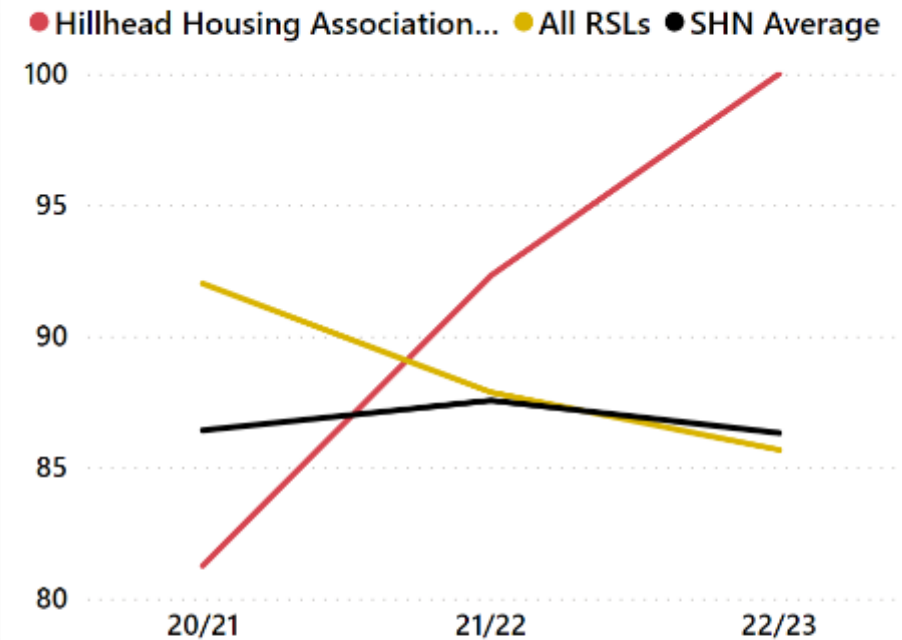
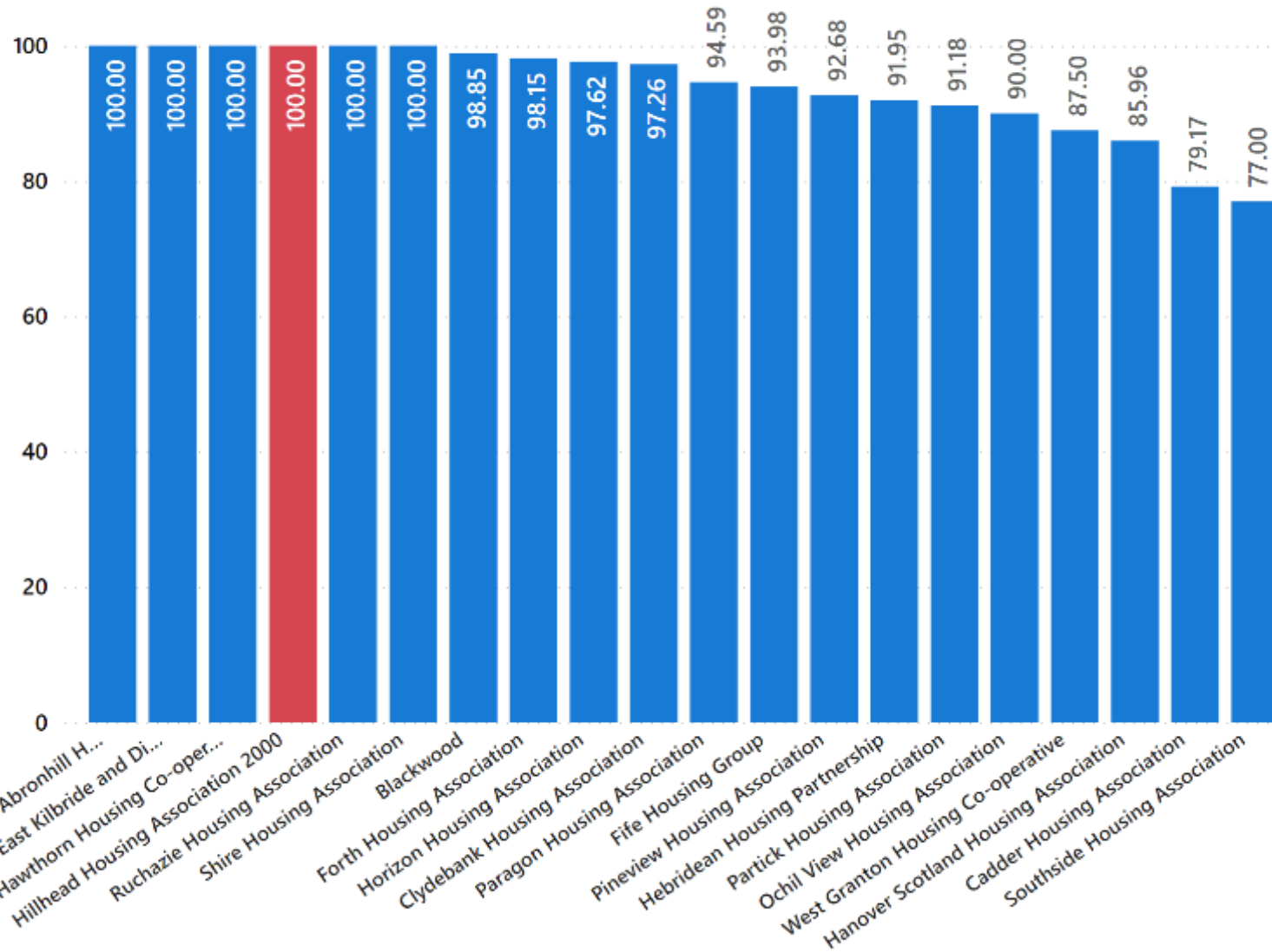
130 Average time to re-let properties



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 53.72 | 30.12 | 26.51 |
| Peer Group 6 - Small stock transfer | 56.75 | 55.98 | 42.51 |
| All RSLs | 53.38 | 43.90 | 44.14 |
| SHN Average | 56.29 | 51.58 | 55.61 |


Standard of Home when Moving In

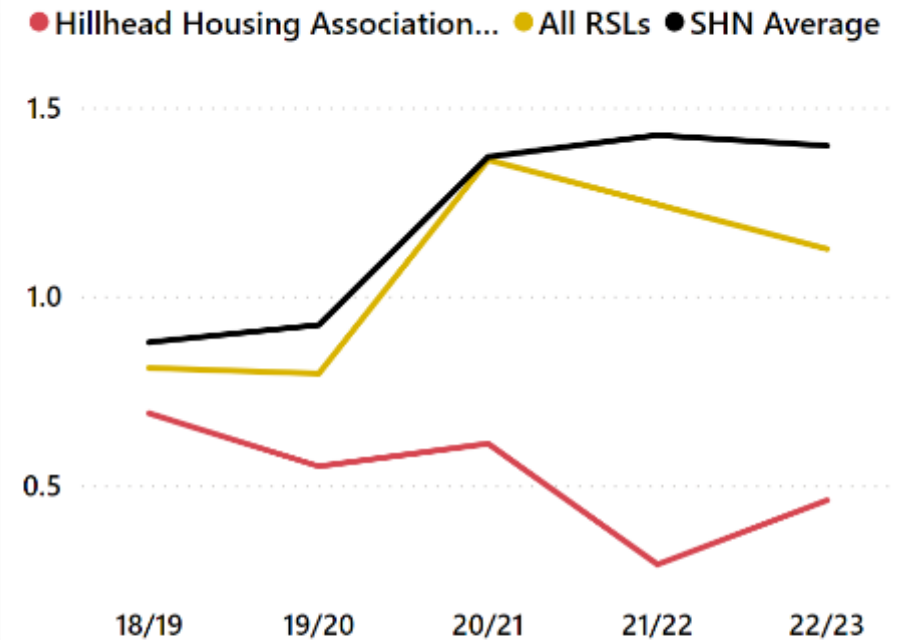
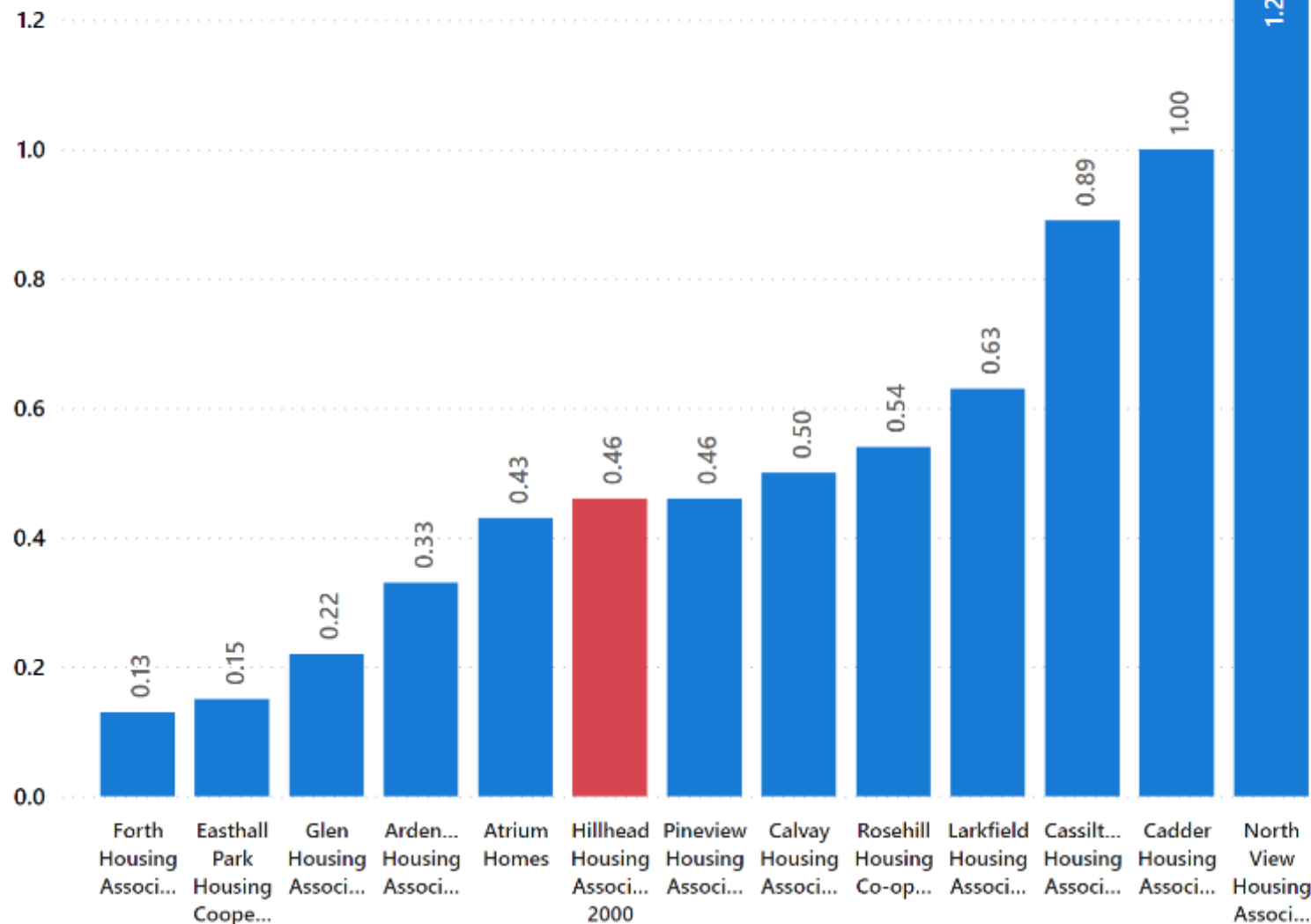
N43 Percentage satisfied with standard of home when moving in  SHN
Scotland's Housing Network



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-----------------------------------|-------|-------|--------|
| Hillhead Housing Association 2000 | 81.25 | 92.31 | 100.00 |
| All RSLs | 92.00 | 87.85 | 85.66 |
| SHN Average | 86.41 | 87.55 | 86.31 |

Void Rent Loss

118 Percentage of rent due lost through properties being empty 



| Organisation Name | 20/21 | 21/22 | 22/23 |
|-------------------------------------|-------|-------|-------|
| Hillhead Housing Association 2000 | 0.61 | 0.29 | 0.46 |
| Peer Group 6 - Small stock transfer | 1.27 | 0.98 | 0.70 |
| All RSLs | 1.36 | 1.24 | 1.13 |
| SHN Average | 1.37 | 1.43 | 1.40 |

Service

Satisfaction:

Overall

Keeping informed

Opportunities to Participate

SHQS

Emergency repairs time

Non-emergency repairs time

Right first time

Appointments kept

Repairs satisfaction

ASB cases within target

Value for Money

Average weekly rent

Annual rent increase

Void relet time

Void rent loss

Rent collected

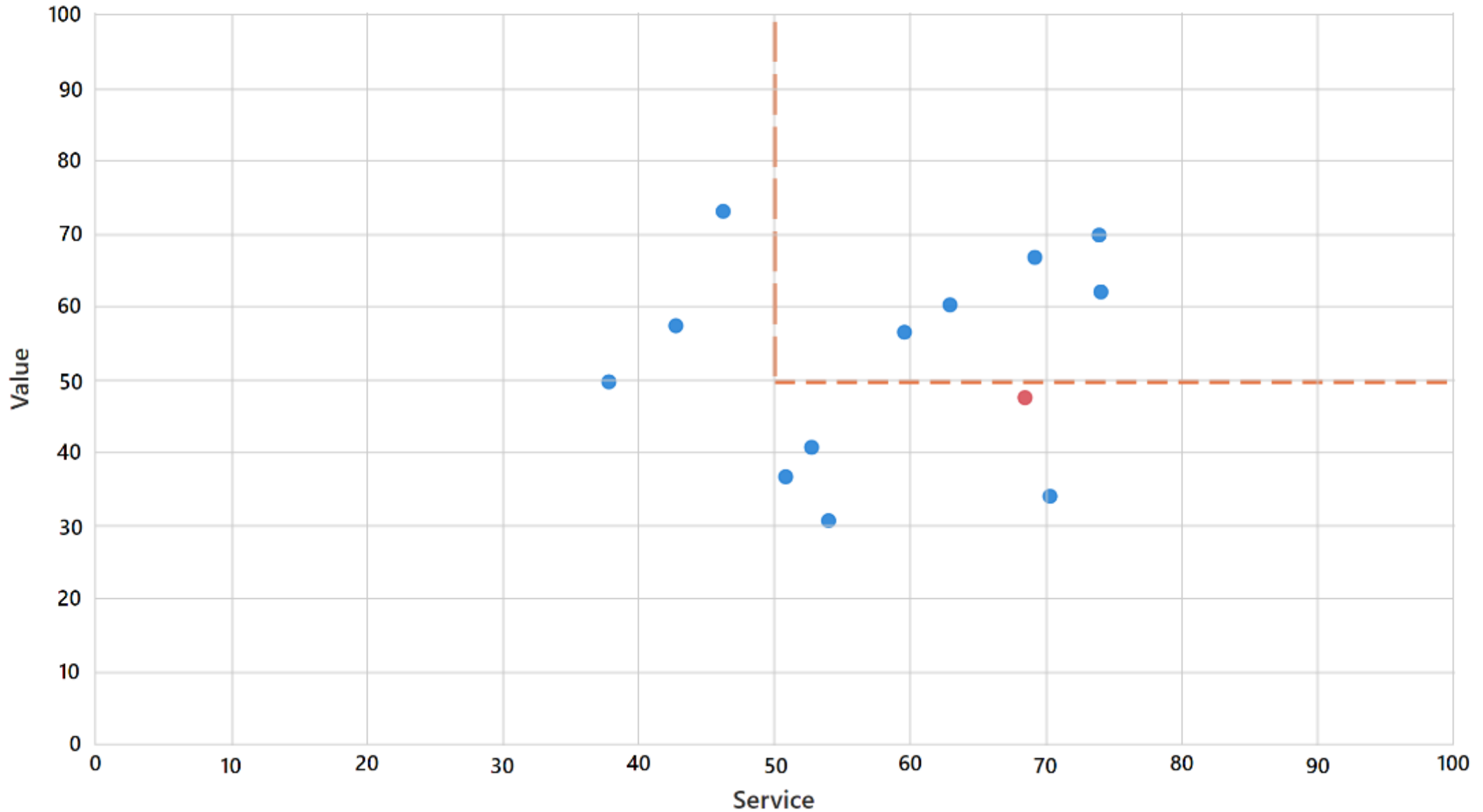
Landlord Report

| Organisation Name | Overall satisfaction | Informed | Involved | SHQS | Emergency repairs | Non-emergency repairs | Right first time | Repairs satisfaction | Anti-social behaviour | Rent increase | Average rent 3-apt | Average rent - all | Rent collected | Void rent loss | Re-let time |
|-----------------------------------|----------------------|----------|----------|-------|-------------------|-----------------------|------------------|----------------------|-----------------------|---------------|--------------------|--------------------|----------------|----------------|-------------|
| Forth Housing Association | 95.53 | 98.32 | 98.04 | 99.23 | 2.36 | 4.81 | 95.91 | 92.17 | 95.65 | 5.00 | 88.39 | 86.89 | 100.75 | 0.13 | 8.51 |
| Ardenglen Housing Association | 94.19 | 98.23 | 99.75 | 99.19 | 2.55 | 5.17 | 96.70 | 89.47 | 100.00 | 6.00 | 85.27 | 85.65 | 100.05 | 0.33 | 15.10 |
| Easthall Park Housing Cooperative | 92.35 | 96.03 | 97.17 | 88.20 | 3.52 | 7.70 | 69.36 | 79.49 | 100.00 | 5.00 | 75.81 | 80.17 | 99.97 | 0.15 | 18.58 |
| Pineview Housing Association | 91.50 | 97.36 | 99.41 | 99.88 | 2.84 | 2.76 | 84.62 | 91.71 | 98.17 | 3.05 | 79.28 | 81.76 | 98.46 | 0.46 | 16.43 |
| Calvay Housing Association | 90.94 | 95.62 | 93.12 | 93.17 | 3.09 | 3.96 | 98.95 | 90.67 | 97.83 | 5.00 | 79.57 | 80.70 | 99.50 | 0.50 | 29.80 |
| Hillhead Housing Association 2000 | 88.30 | 90.46 | 83.16 | 99.28 | 1.30 | 2.54 | 94.35 | 96.77 | 100.00 | 7.00 | 91.25 | 92.36 | 100.27 | 0.46 | 26.51 |
| Rosehill Housing Co-operative | 86.24 | 88.76 | 89.34 | 97.60 | 2.72 | 3.34 | 92.21 | 96.67 | 100.00 | 5.00 | 82.61 | 81.65 | 100.18 | 0.54 | 59.52 |
| Larkfield Housing Association | 84.96 | 95.58 | 98.67 | 92.27 | 3.13 | 9.78 | 70.06 | 98.20 | 100.00 | 4.00 | 88.83 | 98.38 | 97.42 | 0.63 | 49.44 |
| Glen Housing Association | 84.23 | 91.24 | 72.09 | 95.96 | 2.40 | 7.04 | 82.99 | 95.31 | 83.33 | 5.00 | 88.07 | 87.15 | 99.35 | 0.22 | 18.29 |
| Cassiltoun Housing Association | 83.73 | 94.81 | 97.41 | 96.84 | 2.39 | 6.53 | 93.27 | 79.58 | 96.63 | 6.60 | 84.53 | 87.94 | 99.34 | 0.89 | 42.60 |
| Atrium Homes | 81.89 | 84.21 | 78.11 | 81.82 | 2.39 | 6.71 | 85.24 | 85.52 | 100.00 | 5.00 | 91.59 | 96.34 | 100.18 | 0.43 | 26.75 |
| Cadder Housing Association | 81.43 | 92.57 | 98.86 | 98.99 | 2.47 | 4.82 | 88.33 | 94.32 | 75.00 | 5.00 | 91.30 | 94.98 | 93.98 | 1.00 | 31.84 |
| North View Housing Association | 79.14 | 96.04 | 97.48 | 98.41 | 1.36 | 3.04 | 94.50 | 95.13 | 100.00 | 5.00 | 93.03 | 94.44 | 99.34 | 1.28 | 33.53 |

Landlord Report

Service vs Value for money

Comparison with Peer Group



Overall summary - 2023

Highlights

- ✓ Few service complaints, prompt timescales to respond to Stage 1 complaints
- ✓ Relatively few anti-social behaviour cases per 100 homes
- ✓ Continued strong SHQS compliance – **addressing EICR**
- ✓ Near 100% compliance with EESSH
- ✓ Prompt timescales for both emergency and non-emergency repairs despite challenges nationally
- ✓ High proportion of repairs completed Right First Time, significant improvement in repairs satisfaction
- ✓ Very low level of refusals
- ✓ Continuing strong performance in rent collection, current arrears continuing to decrease
- ✓ Vast majority of current arrears at year end of lower value
- ✓ Relet times now back to pre-pandemic levels – **many organisations struggling this year**
- ✓ Very high satisfaction with Standard of Home when moving in

Overall summary - 2023

Areas for attention?

- × Increase in average timescales for Stage 2 complaints
- × Still some gas safety fails this year
- × Lower proportion of lets to homeless households – ***some lets to others – Ukraine Resettlement?***
- × Reduction in tenancy sustainment this year, with all tenancies not lasting 12 months from lets to homeless households
- × Medical adaptations average timescales have increased – ***delays due to OT info, third part work***
- × Relatively slight increase in former tenant arrears but remains low

- Asset Management, Maintenance and Development
- Homelessness
- PRS Homelessness
- Housing Management
- Local Housing Strategy
- Private Sector Service
- Service Improvement and Scrutiny
- Charter Preparation
- Mid-Market Rent
- Older Peoples Housing
- Tenant Participation
- SOLO and Link Officers
- Data Users



Membership Offer

- Communities of Practice
- Data Insights and Benchmarking
- Value for Money
- Development Value for Money
- Self-Assessment Tools
- Exclusive Publications and Guidance Documents
- Training
- Private Sector Services
- Welfare Reform Services
- Data Validation Services





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