

# HOW WELL ARE WE DOING?

The tables below let you see how we are performing against some key activities during the period 1 July to 30 September 2023.

Remember, we always want to hear from you, whether it is good or bad. We can only improve our service if we hear from you.

## KEY HOUSING MANAGEMENT AND MAINTENANCE PERFORMANCE STATISTICS

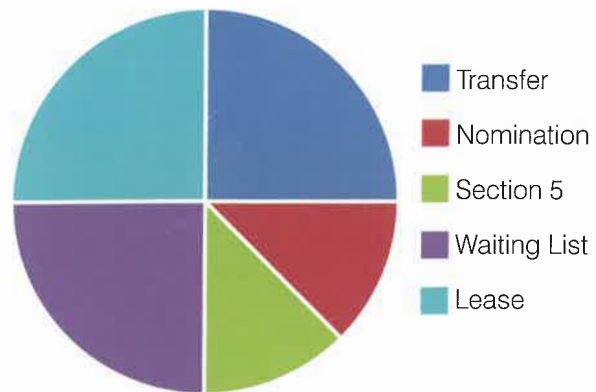
### CURRENT TENANT RENT ARREARS

Month	Tenant Arrears	Level of Arrears
July	101877.77	2.39%
August	102394.33	2.40%
September	108013.22	2.53%

### ALLOCATIONS

Month	No. of Lets
July	2
August	4
September	2

### WHO WERE PROPERTIES ALLOCATED TO?



### REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	July	August	September
Emergency (24hours)	100%	100%	100%
Urgent (3 days)	98.03%	100%	100%
Routine (10 days)	100%	100%	98.30%
Voids (7 days)	100%	100%	100%
All Repairs - HHA 2000	99.15%	100%	99.31%

## HOW WE COMPARE TO OTHER HOUSING ASSOCIATIONS

We compare our performance against those of other housing association members of Scotland's Housing Networks every quarter.

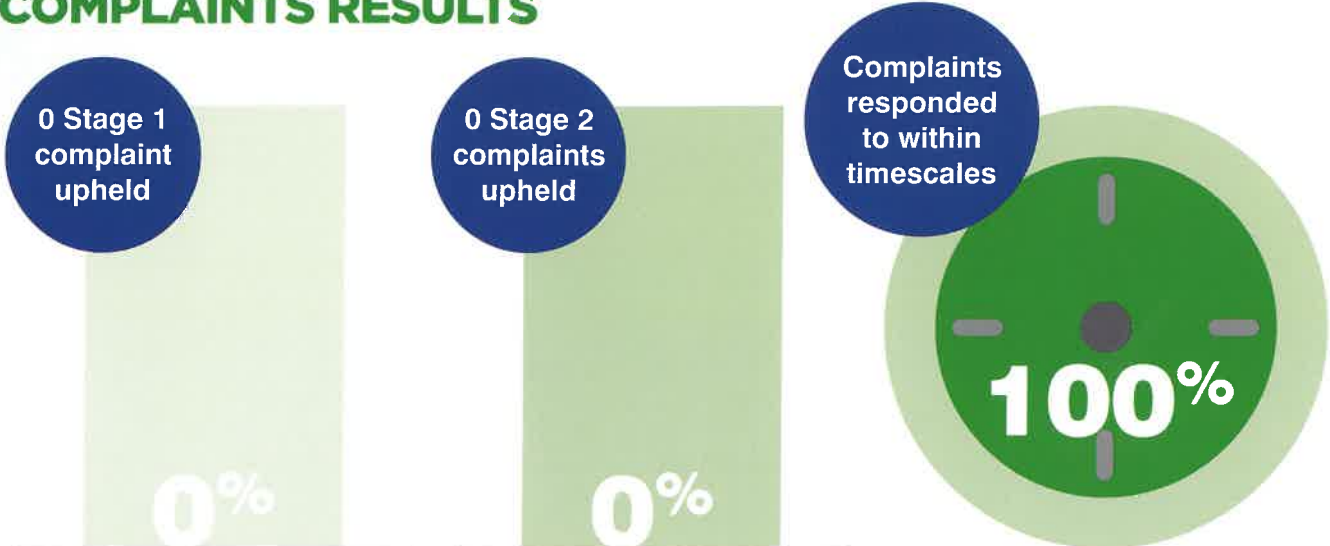
The table below lets you see how we are performing against the average of this group at the end of September

Performance Area	Hillhead	Scotland Housing Network
Current Tenant Rent Arrears	3.26%	4.04%
Rent Loss for empty houses/flats	0.50%	0.86%
Average time taken to re-let a house	22.20 days	33.37 days
Average number of days to complete non emergency repairs	3.26 days	6.59 days

# COMPLAINTS

Between 1 July and 30 September 2023, the Association received 4 Stage 1 complaints and 0 Stage 2 complaints.

## COMPLAINTS RESULTS



## COMPLAINTS BY NATURE OF COMPLAINT

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

## ACTION TAKEN TO IMPROVE SERVICES

None applicable for this period.