Hillhead
HOUSING ASSOCIATION

ANNUAL PERFORMANCE REPORT

2024-2025

Contents

Chairperson's Introduction

Welcome to our annual performance report for the year up to 31 March 2025. Once again, we have tried to make the information as clear and user-friendly as possible. The design and layout are broadly the same as last year to assist with clarity and allow for comparison.

John Jamieson
Chairperson

We seem to say it every year, but it has been yet another busy year at Hillhead Housing Association. We had a couple of large projects which were interlinked. We finally concluded the purchase of the land at our new build site at Fauldhead Road in June 2024 and agreed a building contract with McTaggart Construction to deliver 41 new homes on the site. Work on site started during August last year and it's been fabulous for us all to see these properties come out of the ground. The construction phase spanned into the new financial year and the first tranche of properties were occupied in July this year.

This new build project meant we also had a requirement for additional private finance to supplement the Scottish Government grant that funded a proportion of the development costs.

After testing the market we worked closely with our existing lender, the Royal Bank of Scotland, to restructure our existing loans, ensure future financial flexibility and secure the best deal for the Association. Our new borrowing arrangements were finalised at the end of March.

Obviously new build developments are exciting, but the bulk of our work last year was continuing to ensure that we deliver excellent services to tenants and keep all our properties in a good state of repair.

Our performance against the outcomes in the Scottish Social Housing Charter was excellent and across the vast majority of measures we perform well ahead of the Scottish average. We score particularly highly in terms of repairs response times; for responding to emergency repairs we are the second fastest landlord in Scotland and for non-emergency repairs we are the fourth fastest.

We managed to deliver a rent increase figure – 3.3% - that was well below the Scottish average of 4.4%.

We embarked on a kitchen replacement programme during the year which saw around 60 new kitchens installed in existing tenants' homes. The response from tenants was very positive and it's great to see tenants expressing pride in their homes. The programme is ongoing, and we have budgeted to replace a further 133 kitchens this year which represents an investment of nearly £750,000 in kitchens alone this year.

We also carried out our large-scale tenant satisfaction survey during the year. The headline figure from this was that overall satisfaction with our services came in at 89.1%, slightly up on the previous survey. We invested considerable time and effort in the year to get underneath the figures from the survey and better understand tenants' views as well as feeding back to tenants on the actions being taken to address concerns raised through the survey process. A big thank you to those tenants who participated in the follow up focus groups.

Management Team

CATHERINE McKIERNAN
Director

STEPHEN TAIT
Depute Director /Head of Assets

MANDY WHITE
Head of Corporate Services

PAULA McCANN
Head of Housing Services

Key Facts

Hillhead own and manage 830 high quality homes in the Hillhead and Braes O'Yetts areas of Kirkintilloch. This number will increase to 871 in the near future.

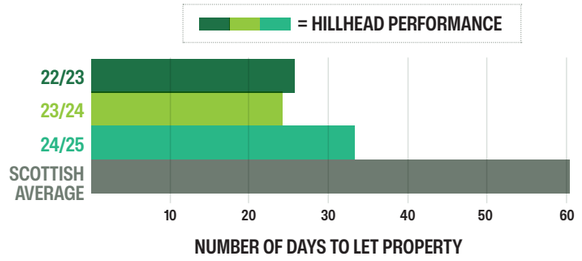
Let Properties

In 2024-25 we let 40 properties. Exactly the same number as the previous year.

1 BEDROOM	2 BEDROOMS	3 BEDROOMS
8	25	7

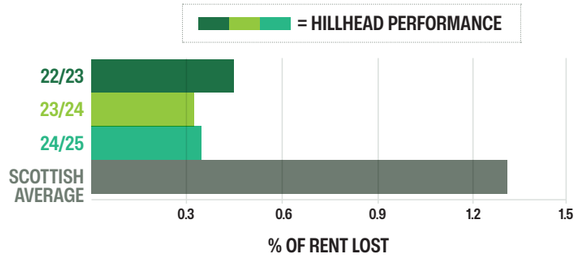
Average days to let

On average it took us 33.4 days to let those properties – Scottish average 60.6 days



Rent lost to empty property

As a result of properties being empty we lost 0.35% of our rent – Scottish average 1.3%



Angela Taylor
TENANCY SUPPORT OFFICER

Engaging with the community

We engage Simon Community Scotland to provide a tenancy sustainment service, and this is delivered by Angela Taylor. Angela provides vital support to tenants to make sure they are happy in their homes.

She helps with;

- Setting up a new tenancy
- Dealing with gas and electricity companies
- Accessing essential furniture and carpets
- Support during times of poor mental health and stress
- Accessing local services and support groups

92.5% of tenants who moved into a Hillhead property during 2023/24 stayed for more than a year.

During the course of the last year, Angela worked with 72 different tenants.

Rent

Collecting Rent

We collected 101% of the rent due to us in the year – Scottish average 100.2%

Current tenant arrears have continued to fall year on year, and were 2.03% at the end of March 2025 as compared to 2.44% at end of March 2024. Our Housing Officers adopt a supportive, early intervention approach to rent arrears, working with tenants as much as possible to maximise their income and agree sustainable and affordable repayment plans.

We have recently reviewed our Arrears Management Policy and consulted with tenants to give us feedback on this.

Our staff work hard to support tenants who are experiencing financial, social or emotional difficulties. We are pleased that we have not carried out any evictions for rent arrears in the last 6 years as we work closely with tenants and other agencies to prevent this.

Mediation

We also work with SACRO to provide independent, fully trained mediators to facilitate mediation between residents and help resolve disputes.

Anti-Social Behaviour

We had 34 cases of anti-social behaviour reported to us in the year. These were all dealt with quickly.

We work closely with Police Scotland and other agencies to tackle anti-social behaviour promptly and effectively.

31 cases in 23/24

30 cases in 22/23

Tenant & Resident Participation

During the year our Customer Care Working Group held quarterly meetings. The group helped shape the new Tenant Participation Strategy, created a stencil celebrating Hillhead for a local art project and met with our reactive repairs contractor to discuss the ongoing service to tenants.

Our rents went up by 3.3% from the previous year. During January 2025 we consulted with all tenants on our proposed rent increase. Tenants could participate in the consultation by text, email, Facebook, paper form or in person.

Weekly Rent

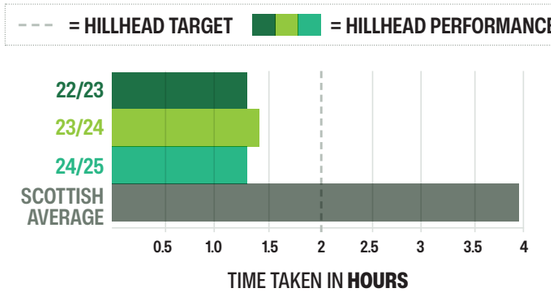
SIZE OF HOME	NUMBER OF HOMES OWNED	HILLHEAD WEEKLY RENT	SCOTTISH AVERAGE WEEKLY RENT
1 bedroom	153	£95.44	£93.27
2 bedroom	384	£104.14	£96.00
3 bedroom	261	£110.96	£104.51
4 bedroom	32	£122.08	£115.58

3.3%

Repairs and Maintenance

88.31% of tenants who used our repairs service in the last 12 months reported that they were satisfied or very satisfied. This compares to the Scottish average of 86.8%. Don't forget we enter all respondents to our satisfaction survey into a quarterly prize draw.

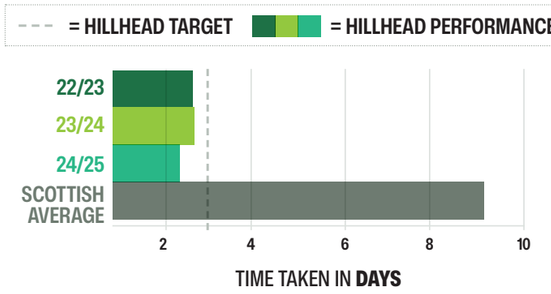
Time taken to complete **emergency repairs**



2024/25

Hillhead Average	Hillhead Target	Scottish Average
1.3 hours	2 hours	3.9 hours

Time taken to complete **non-emergency repairs**



2024/25

Hillhead Average	Hillhead Target	Scottish Average
2.2 days	3 days	9.1 days

10 days for routine repairs

Planned Maintenance

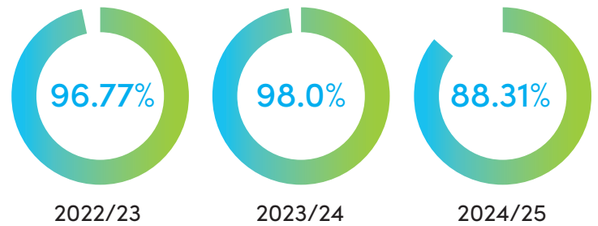
Investment in our housing stock continued during the year.

We fitted 63 new boilers and installed 1 full heating system. (£128,726)

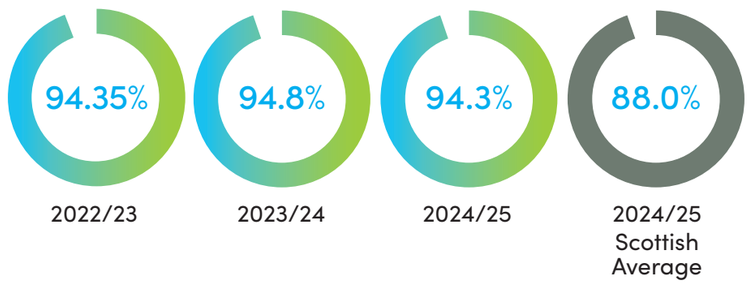
We also fitted 63 new high quality kitchens. Tenants were able to choose from a range of worktops, door and drawer fronts and handles. (£314,971)

A paintwork programme to fascias and soffits was also completed to 199 properties.

Satisfaction with repairs service



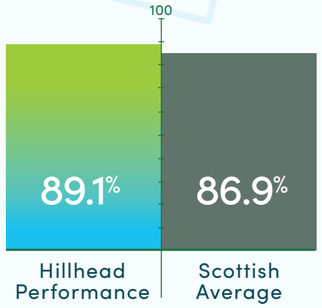
Repairs "Right First Time"



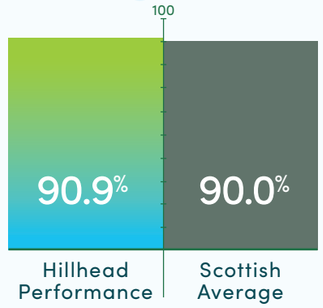
Tenant Satisfaction

We carry out a large scale tenant satisfaction survey every 3 years, where all tenants are given the opportunity to tell us how we are doing across a whole range of measures. This was carried out most recently in Autumn 2024 and over 60% of all tenants took part.

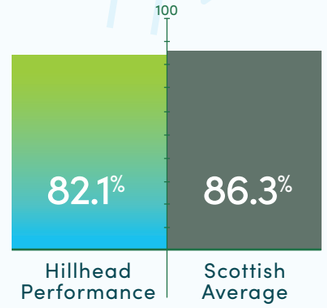
Satisfaction with overall service



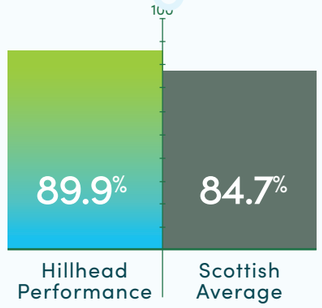
Satisfaction with being kept informed about services and outcomes



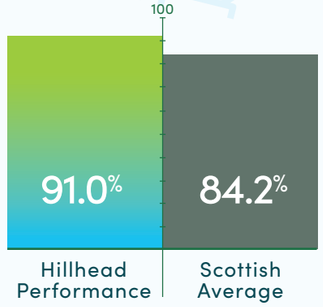
Satisfaction with opportunities to participate in decision making



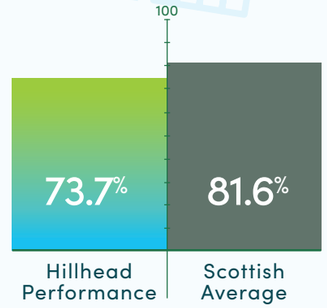
Satisfaction with the quality of your home



Satisfaction with Hillhead HAs contribution to management of the neighbourhood



Satisfaction that rent represents good value for money

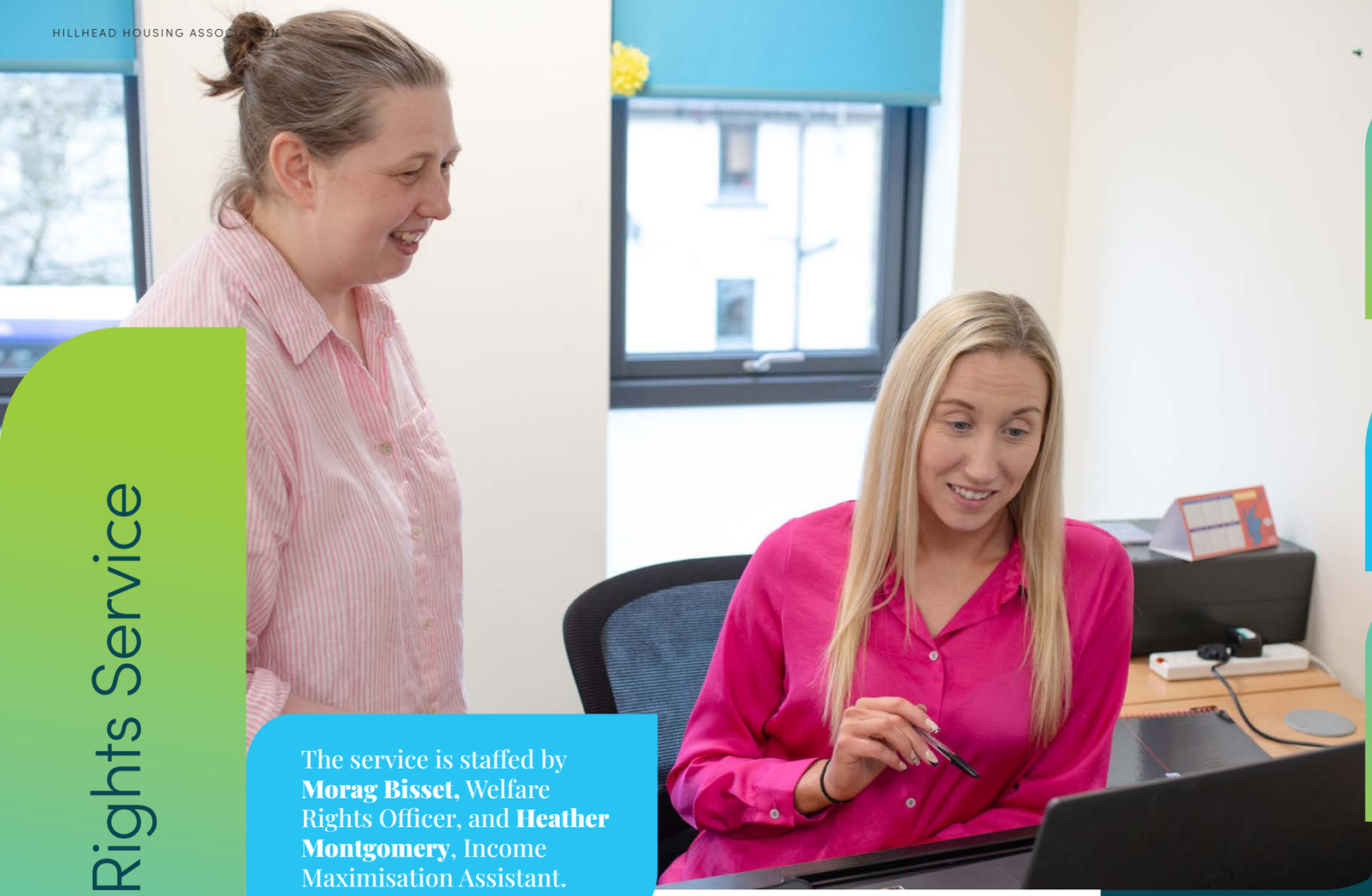


Following on from the survey, we arranged a series of more focused workshops for tenants who reviewed the survey results and offered feedback and suggestions for the Association to take forward.

We issued a response document in August 2025, available on our website, which provides further information and our Action Plan in relation to the points raised.

We continue to consult with tenants on important policies and matters which affect them and welcome anyone who wants to be more involved to get in touch!

Welfare Rights Service



The service is staffed by **Morag Bisset**, Welfare Rights Officer, and **Heather Montgomery**, Income Maximisation Assistant.

237 Clients helped with financial advice

200 Emergency food/ fuel vouchers issued

£794,000 Money generated for members of the Hillhead community

Hillhead Housing Association's Welfare Rights Service was founded in 2005 and since then has brought in over £9 million to the local community. In 2024/25 alone, the Welfare Rights Service generated over £794,000 by helping tenants and residents to claim benefits that they were entitled to. This was in addition to the £33,000 that we were able to secure in charitable funding to provide emergency food & fuel vouchers.

In the last year we saw 237 clients for help with their benefits, budgeting, fuel assistance and general support needs. Over 200 emergency food/fuel vouchers were issued to struggling households to help ease the cost-of-living crisis.

In 2023/24 we partnered with East Dunbartonshire Foodbank to deliver a project to provide advice in accessible settings. We are delighted that this partnership working continued through 2024/25, with Heather or Morag attending the Foodbank every Wednesday afternoon to support those using the food bank with welfare benefits and income maximisation advice.

Here are some examples of the help Morag & Heather have provided in the last year.

Managed Migration

Morag supported a disabled tenant to move from Employment & Support Allowance onto Universal Credit after they received their migration notice. Morag was able to support the tenant to understand how their benefits would change, the differences between ESA & UC, as well as how to prepare for moving onto UC. With Morag's help, the tenant moved over to UC without any problems, and did not lose out on any money.

Keeping Warm in Winter

Morag and Heather have been helping tenants to maximise their income for winter- not just by claiming all the benefits that tenants are entitled to. They've also been helping them to apply for the Warm Home Discount; £150 for households straight from your fuel supplier. Each supplier has their own set of criteria, and with the loss of the Winter Fuel Payments for pensioners not on pension credit, this additional £150 can make a huge difference to low income households.

Challenging Decisions

A tenant approached the service having been refused Adult Disability Payment. They had previously been awarded PIP, but when they moved across to the new Social Security Scotland benefit, following a review of their claim, they lost points, and therefore their entitlement. Morag supported the tenant to successfully challenge the decision, and the tenant's ADP was reinstated, meaning that the tenant was due backdated benefits of over £5000, plus an annual gain of almost £4,000 in future payments.

Contact Information

How well are we doing? It's great to hear your feedback!

Please let us know if you have a particular preference for how we communicate with you (text, e-mail or letter).

We hope you take the chance to visit our website from time to time as a lot of information on our services can be found here. Please let us know if you have any feedback on what you think of the website and even any suggestions on how we could improve it. **www.hillheadhousing.org**

Making a complaint and paying a compliment

We are committed to providing high quality customer services and we always want to know if something goes wrong and you are dissatisfied.

We regard a complaint as any expression of dissatisfaction with the standard of our services. You can complain about things like delays in responding to requests, dissatisfaction with our policies or failure to provide a service.

We have a 2-stage procedure which helps us to resolve any issues as quickly as possible. We use the information from complaints to help us improve our services.

And of course, we always want to know when we get it right! We love hearing when tenants are particularly pleased with an aspect of our services – you can phone us or visit the office to let us know – or email us at **admin@hillheadhousing.org**

Here are some of the comments received from satisfied tenants and applicants:

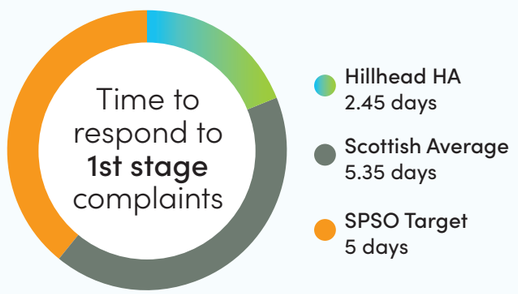
You have really went above and beyond when you didn't need to. You made me feel like I wasn't just a number – you genuinely cared.

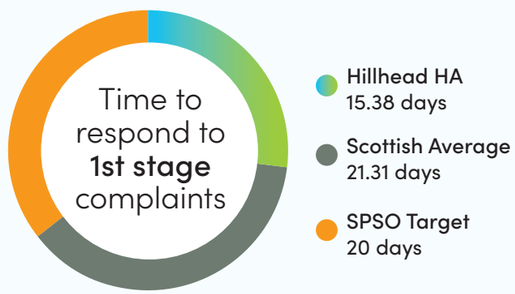
Very impressed with the repairs service – and the Estate Caretakers work efficiently and are very friendly too.

Thank you for taking the time to respond to those who made comments on the Allocation Policy; it is refreshing to see an organisation that genuinely wants feedback from service users and can demonstrate that it considered the comments received. The tone and content of the email sent to respondents is useful, clear and appropriate.

Remember to keep us updated with your contact details. It is important that we hold up to date email addresses and mobile phone numbers. This is the quickest way for us to communicate with you and send out surveys and we wouldn't want anyone to miss out on important information.

During the period 1 April 2024 to 31 March 2025, 44 Stage 1 complaints and 6 Stage 2 complaints were received by the Association and responded to in full.





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