




Hillhead
HOUSING ASSOCIATION
Building on progress for a brighter Hillhead

HILLHEAD HOUSING ASSOCIATION 2000 **PERFORMANCE REPORT 2021-22**

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Welcome to our Performance Report for 2021/22. 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 do better at? 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 a comparison with previous years.

The main challenge facing us all is the Cost-of-Living Crisis which has hit everyone hard immediately after the Pandemic. Despite the ongoing pressures we are in a very good position to ensure we are able to maintain our focus on supporting the residents in our local community and ensure continuity in the delivery of our housing and maintenance services.

During the year we completed our £1m investment in the wider environment and continue to make progress with fulfilment of our strategic objectives.

We hope 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 are elected annually by our Members. Anyone can become a Member. It costs only £1.00 to join.

**If you join before
31 December 2022 you
could win £50 in High
Street Vouchers!**

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A MESSAGE FROM OUR CHAIRPERSON, JOHN JAMIESON



I am very pleased that the Association has managed to come through the pandemic and since May our office is now fully open 5 days a week.

Our staff team have worked very hard over the last year to ensure our housing and repairs services have continued to the high standards our tenants have become accustomed to.

During the year we were again able to access additional funds which has meant we have been able to direct financial support to some of our more vulnerable households to help offset rising energy and food costs.

Our welfare rights team and tenancy support service are even more important than ever especially as we face very difficult economic times ahead. We have made a number of funding applications to enable us to continue to offer financial and practical support to our tenants.

We also made donations amounting to £1,100 for a local charity Community Response in East Dunbartonshire which aims to offer rapid and effective practical support to vulnerable residents.

Now that restrictions on holding face to face meetings have been lifted our staff team have restarted meetings with our Customer Care Working Group and we look forward to successful engagement with its members.

Sustainability and a drive towards Net Zero is undoubtedly one of the biggest challenges facing us at present and this is a key strategic focus of the Association over the next few years.

Finally, I would like to thank the staff, committee members and tenants for continuing to support the Association.

We published our Annual Assurance Statement in October and a copy of it can be read here and on our website.

John Jamieson
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.

Unsurprisingly our main focus has been on recovery from the pandemic and supporting our tenants

through the emergent cost of living crisis and the high cost of energy. Our staff continue to work incredibly hard to ensure we are able to support and assist tenants during these difficult times. In May 2022 we re-opened our office fully and all of our services are fully restored to pre pandemic status.

We have been able to take advantage of the need to deliver services remotely by substantially upgrading and investing in our computer and information systems. This has allowed us to maximise efficiencies from our processes which frees

up staff time in delivering services to our customers.

The importance of cyber security is never far from our minds and I am pleased that in September we successfully achieved the Cyber Essentials Plus accreditation.

Unfortunately, our plans for new build housing for rent with CALA Homes at Fauldhead Road and Chryston Road has not progressed as quickly as we had anticipated due to a number of related planning and building cost issues. Subject to a satisfactory resolution of these we are hopeful that site start in Summer 2023 may be possible.

Our significant investment in the environment of the area has however been completed with over £1m having been invested in new fencing, paths and bin stores. Our newly created Estate



Hillhead Staff Team

Management team is in place to ensure that we can respond to issues quickly and effectively.

Progress towards our commitment to combat climate change has been slower than anticipated with the recent upsurge in inflation affecting costs. This means we are having to reevaluate our investment plans in order to meet our commitment to ensure our homes are as energy efficient as possible by 2030.

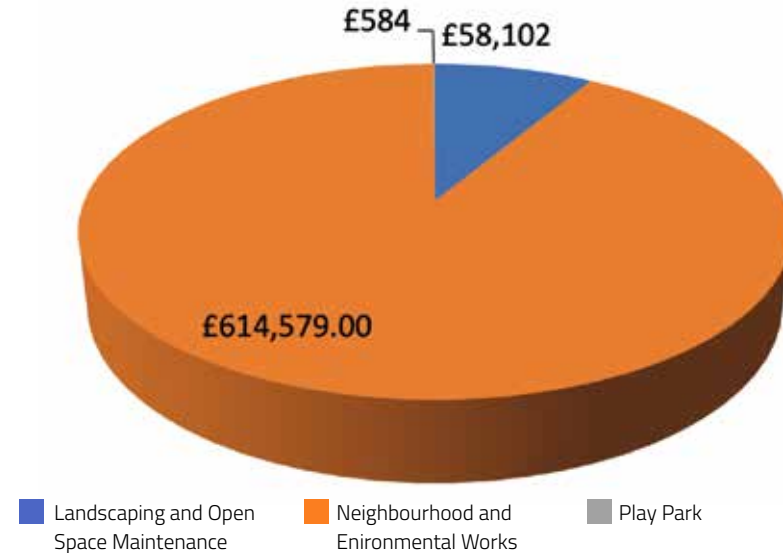
Stephen Macintyre
DIRECTOR


MANAGING YOUR NEIGHBOURHOOD

Tenant Satisfaction with the Association’s management of the neighbourhood

During 2021/22 we invested £673,265.00 in improving and in our management of the Neighbourhood. The amount invested to date in our Environmental Upgrade Programme is now at £1,024,801.00. The remaining works continued into the summer of 2022.

Landscaping and Open Space Maintenance	£58,102
Neighbourhood and Environmental works	£614,579
Play Park	£584
Total	£673,265



In our 2021 Tenants Survey just over eight in ten tenants (82.2%) said they are satisfied with the contribution of their landlord to the management of their neighbourhood which compares to the Scottish Average for 2021/22 of 85.1% 

Of the twelve percent of tenants who said they are dissatisfied with how the Association contributes to managing the local neighbourhood they recorded the four main actions that tenants see as improving their neighbourhood as a place to live are:

- Tackling problem neighbours (10.7%)
- Dealing with dog fouling (8.9%)
- Dealing with litter (7.6%)
- Better maintaining the local environment (7.6%).

Our services are therefore being reviewed to see how we can best meet these expectations. Already we have put in place a Mediation Service to assist with the reconciliation of some types of neighbour disputes.

Our ground maintenance service was re-tendered in January 2022 and our Contractor started in April. However due to labour shortages the Contractor withdrew from the contract. We therefore had to appoint a new contractor and are very pleased with the performance of Lawn Busters who stepped in at very short notice to ensure the wide area and gardens were maintained.

MANAGING YOUR NEIGHBOURHOOD

ESTATE MANAGEMENT

This is a particular area of concern for many tenants, who rightly want the Hillhead environment to be safe, clean and attractive. As a result of tenant feedback we reconfigured our staffing structure to create the post of Estates Coordinator in 2021. This is very much a customer facing field role with responsibility for monitoring the safety and appearance of the general estate and taking corrective and remedial action where required. The post has been

well received by tenants and continues to be developed. We will commence tenant led walkabouts of defined areas of the estate, and will understand and act upon tenant concerns raised during the walkabouts.

We will seek to support small local initiatives identified and driven by local tenants wherever possible, for example, improving the small areas of ground at Crossgates.



SUPPORTING AND HELPING OUR COMMUNITY THROUGH THE COST-OF-LIVING CRISIS

The staff were super helpful and I couldn't have done it without them :)

It is a vital service and I was very grateful for the help and advice I received even though I am not a HHA tenant I was glad that I still qualified as I stayed in the area you cover.



I honestly couldn't have got through my situation + worries if it wasn't for the help of the welfare rights. They were so very helpful + understanding of all my issues. Without Morag I wouldn't be here today. So grateful of all the help.

Very happy with the Welfare rights service, always happy to help.

Following the unprecedented issues caused by the pandemic and its recovery we are now facing a cost of living crisis not seen for decades.

Our housing management and welfare rights team and tenancy support services continue to be in the front line as we try and assist our community in whatever way is possible.

Building on the resilience we have built during the pandemic we have been able to maintain these vital services. We have also been able to access further sources of funding so we could continue to provide practical support to many individuals and families. During the year we disbursed over £38,000 of financial support in a wide range of areas including food and fuel vouchers, emergency grants, warm home discount funding.

The crisis is still ongoing and the Energy Costs, despite the Government Scheme to cap prices, means we are all paying more than last year.

Additional and new funding sources are being sought to enable us to offer further practical assistance and support for family budgets to help individuals get through this coming winter.

FUNDING SOURCE	Number of Families	Total Value
Cash for Kids Winter Emergency Fund	93 families/190 children	£19,000
Cash for Kids Summer Emergency Fund	37 families/59 Children	£2065
Communities Recovery Fund	13 households supported with grants of up to £250 40 x £25 Emergency food vouchers £1,800 Emergency Fuel vouchers £2,000 Donation to Food Bank £750 Donation to Women's Aid £1,500 Donation to EDVA	£12,000
HACT Energy Redress Hardship Fund Winter 2021	15 households	£742
HACT Energy Redress Hardship Fund Spring 2022	35 Households	£1,317
Warm Home Discount	17 Households x £140 one off payment	£3,080
	Total	£38,204

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

MAKING A COMPLAINT AND PAYING 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!!



Time to respond to 1st & 2nd stage complaints

	Hillhead HA	RSL Average	National Average	SPSO Target
1st stage – days to respond	3.1	4.4	5.7	5.0
2nd stage – days to respond	11.3	17.2	27.4	20.0

RSL Registered Social Landlord, SPSO Scottish Public Services Ombudsman

Complaints per 100 homes

	2019/2020	2020/2021	2021/2022
Hillhead HA	2.8	4.0	6.4
All RSLs	6.7	5.1	7.2
National Average	5.1	3.7	5.5

Complaints

PERFORMANCE AT A QUICK GLANCE - AND HOW WE COMPARE NATIONALLY

● Not doing so well
 ● On target
 ● Doing well

Gross Arrears as a Percentage of Rent Due

	2019/2020	2020/2021	2021/2022
	£202,124	£165,529	£139,088
Actual Performance	5.64%	4.43%	3.69%
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 14.

The Scottish Average for 2021/22 Gross Arrears is 6.34%



Empty Homes – Rent Loss

	2019/20	2020/21	2021/22
	£19,573	£22,944	£11,111
Actual Performance	0.55%	0.61%	0.29%
Target for year	1.0%	1.0%	1.0%

The Scottish Average for 2021/22 is 1.43%



Number of Days to Relet a Home

	2019/20	2020/21	2021/22
Actual Performance	24 days	54 days	30 days
Target for year	21 days	21 days	21 days

The Scottish average for 2021/22 is 51.57 days



PERFORMANCE AT A QUICK GLANCE - AND HOW WE COMPARE NATIONALLY

● Not doing so well
 ● On target
 ● Doing well

Repairs Time taken to complete emergency repairs

	2019/20	2020/21	2021/22
Actual Performance	1.21 hours	1.35 hours	1.32 hours
Target for year	2hrs	2hrs	2hrs

The Scottish average for 2021/22 is 4.2 hours



Repairs – Time taken to complete non emergency repairs

	2019/2020	2020/2021	2021/2022
Actual Performance	2.65 days	2.75 days	3.01 days
Target for year	6.5 (3 days urgent and 10 days for routine repairs)		

The Scottish Average for 2021/22 is 8.9 days



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

	2019/2020	2020/2021	2021/2022
Actual Performance	97.22%	93.42%	87.65%
Target for year	is 95%		

The Scottish Average for 2021/22 is 88.01%



LANDLORD SAFETY



Gas Servicing

As a Landlord we are required by law to carry out an annual gas safety check on all our properties with gas appliances. During the year we have achieved 94.54% of these safety checks within the anniversary date of the previous check. (Five services were not completed within the anniversary date as the tenants had advised the Association that they had tested positive for Covid.) We would like to thank our tenants for their continuing co-operation in allowing access for this very important safety check.



Fire Safety

All of our properties have been fitted with the up to date fire detection systems that we were required to have installed by February 2022. We invested £24,467 in enhancing fire safety in tenants' homes.



Electrical Checks

We are also required to carry out 5 yearly electrical checks on all of our properties. These are called Electrical Installation Condition Reports (EICRs). We have a number of these that are outstanding and will be working to ensure all of our homes meet the necessary electrical standards by March 2023.

We do however need the cooperation of our tenants in order to allow our contractor entry to your home to carry out the checks and for access to any follow up remedial works.

LAST YEAR'S EXPENDITURE 2021/22

VALUE FOR MONEY

Our Tenants Survey in 2021 told us that 76.4% of tenants indicated that they felt that the rent for their property represents good value for money.

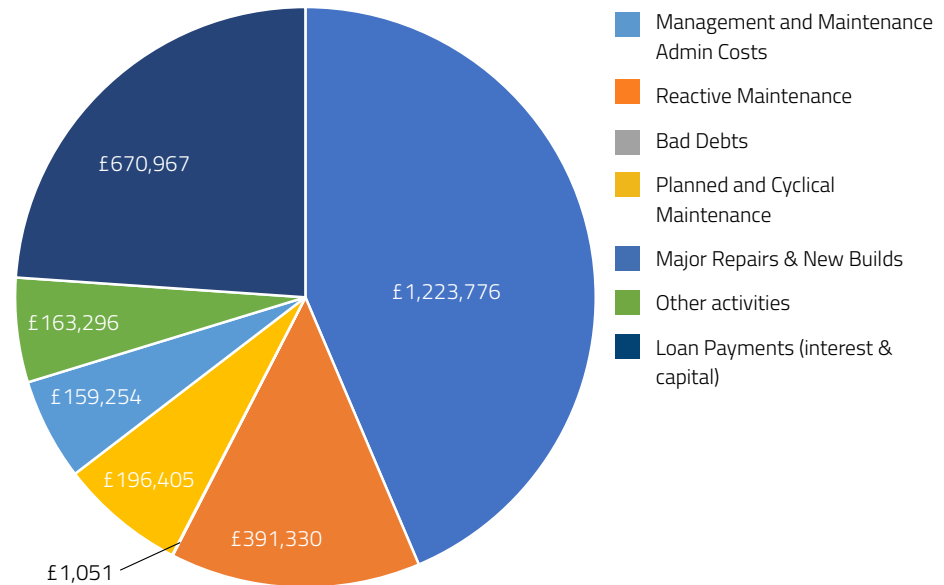
🏴󠁧󠁢󠁥󠁮󠁧󠁿 The Scottish average for 21/22 was 82.5%

Over the last 3 years we have maintained our rent increases in line with inflation and below the average of all other Landlords in Scotland. We continue to provide a range of additional services for our tenants and are now completing our £1m programme of wider environmental improvements which is a key priority for our community.

Despite the pandemic and the necessary changes to how we operate we have successfully maintained delivery of all of our services. We now offer a welfare rights service, an income maximisation service and in partnership with the Simon Community a tenancy support service. These are all vital services which are available to any of our tenants. We invested £76,027 in the provision of these services which are fully funded out of our rental income.

During the last year we have supported 54 tenants via our Tenancy Support Service and we have managed to bring in over £618,355 in additional benefits income for residents.

The Association's Annual Expenditure 2021/22



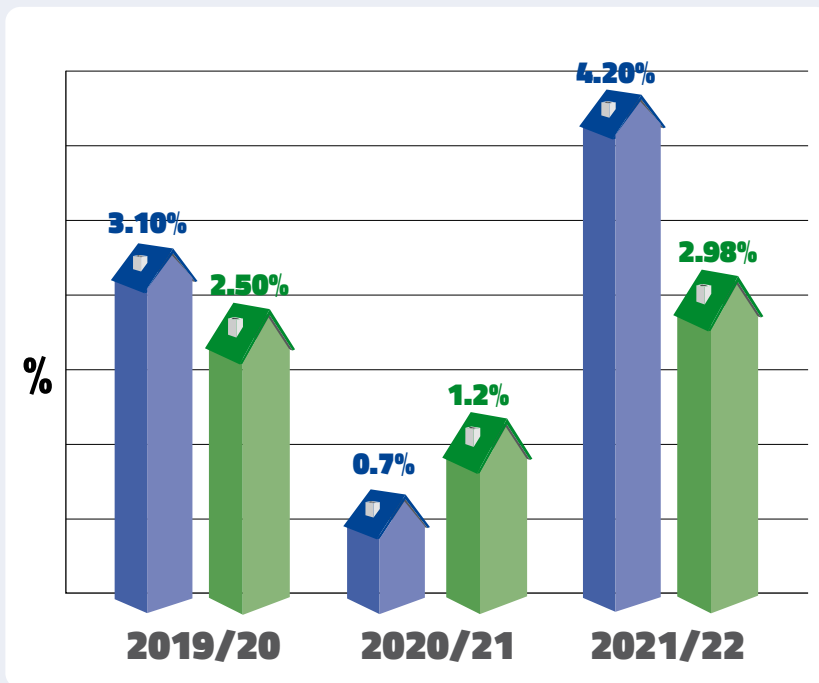
For every £1.00 of rent you pay it was spent in the following areas:-

Management and Maintenance Admin Costs	£0.44
Reactive Maintenance	£0.14
Bad Debts	£0.00
Planned and Cyclical Maintenance	£0.07
Home Improvements & New Builds	£0.06
Other activities	£0.06
Loan Payments (interest & capital)	£0.24

VALUE FOR MONEY

Average Annual Rent Increase

■ HILLHEAD ■ Scottish Average

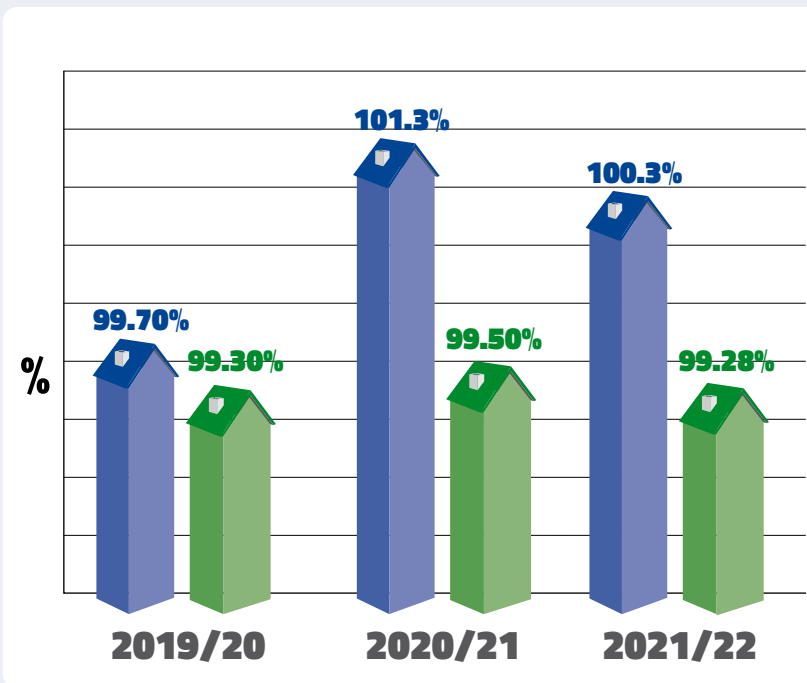


The Scottish Average rent increase in April 2022 was 3.2%. In April 2022 Hillhead increased rents by 4.2%



Rent Collected

■ HILLHEAD ■ Scottish Average



The Scottish Average for the amount of rent collected in 2021/2022 is 99.3%. In 2021/22 Hillhead collected 100.3%



MANAGING OUR RENTS

Current Tenant Arrears

	2019/2020	2020/2021	2021/2022
Amount	£158,880	£124,251	£106,486
Actual Performance	4.32%	3.27%	2.78%
Target for year	4.00%	5.00%	5.00%

We have continued to support our tenants to manage their rent payments and we have now seen a 3-year continual drop in the level of rent arrears owed by tenants.

HOUSING QUALITY AND MAINTENANCE

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	2019/20	2020/21	2021/22
Average length of time taken to complete an emergency repair is	2 hours	2 hrs	1.35 hrs	1.32 hrs
Average length of time taken to complete a non-emergency repair is	6.5 days (3 days for urgent & 10 for routine)	2.7 days	2.75 days	3.05 days
% emergency repairs completed on time	100%	97.63%	98.50%	99.23%
% non emergency repairs completed on time	95%	99.44%	97.94%	97.04%
% of repairs appointments kept	95%	95.2%	92.96%	94.95%
% of all properties requiring a gas safety certificate that have had continuous certification throughout the year	100%	100%	100%	99.4%

GETTING INVOLVED!

Annual Rent Review Consultations – These take place in December and January and are complemented by Website and Facebook questionnaires.

In 21/22 our on line rent consultation resulted in us receiving 88 responses (just over 10% of our households).

Each year we set aside an amount of money for tenant participation. In 2021/22 we spent £13,948 on supporting tenant participation and engagement including our quarterly newsletters and our annual report. This represents about £17 per Tenant.

Unfortunately, due to restrictions on holding in person meetings remaining in place until March 2022, the opportunity for face-to-face meetings was limited. We have however continued to engage with tenants by digital means including WhatsApp, Text and through our social media channels.

Since April 2022 we have resumed our Customer Care Working Group Meetings and we have held 2 rounds of meetings. The topics discussed have included: community safety, equalities, rising costs and the impact on rents, our Annual Report, future tenant engagement opportunities, and estate walkabouts.

The Welfare Rights newsletter group has been reconvened and met in August 2022.

Allocations Policy consultation - We conducted a consultation with tenants on elements of the Allocations Policy in October 2021.

In October 2022 we agreed an Interim Tenant Engagement Strategy and we have put in place a number of actions over the next year.

General

- We will seek to find ways to engage with some of the large group of tenants who traditionally have not participated in TP activities at any level.
- Go to people rather than expect them to come to us.
- Review all current methods of engagement and consider new ones, this includes both physical and digital methods.
- Seek to minimise barriers to engagement.
- Actively participate in and promote the engagement activities of other local agencies, including East Dunbartonshire Council and East Dunbartonshire Health & Social Care Partnership.

Specific

- Develop the Estates Co-ordinator role to allow for Tenant Participation opportunities in the management of the estate. Move to tenant led Estate Walkabouts and develop robust feedback loops to ensure tenant priorities are at the heart of our Estate Management activities.
- Continue with the Customer Care Working Group meetings bi-monthly with a tenant-led agenda.
- Continue with the Welfare Rights Newsletter Group meetings three times per year or more frequently as required.
- Extend the use of digital satisfaction surveys across repairs and housing management.
- Create a Tenant Participation Strategy to cover the period October 2023 to October 2026.
- Assess the resources required to underpin an updated Tenant Participation Strategy, including training and support, and agree those with tenants.
- Conduct an Equalities Impact Assessment of our TP activities.
- Conduct a membership drive to attract more tenants to become members of the Association.



OUR ASSURANCE STATEMENT TO THE SCOTTISH HOUSING REGULATOR

Hillhead Housing Association 2000 2022 Annual Assurance Statement

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 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 Tenant Surveys
- Benchmarking Reports from our local group as well as from Scotland's Housing Network
- Reports, advice, and information from members of the Management Team
- Assurance Mapping

Equalities & Human Rights

In reviewing our compliance with the Regulatory Framework, we are assured that we have appropriate systems in place for the collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

Electrical Installation Condition Reports (EICRs)

We currently have a small number of properties (6) where EICRs have not been obtained due to tenant access issues. A further 57 properties require follow up remedial action and we are working with our contractor to ensure these are completed by the end of March 2023.

Rent Levels and Financial Viability

As an Association we are committed to keeping our rents affordable and ensuring that they meet the needs of the local community and our own tenants in particular. The cost-of-living crisis places more pressure on the levels of rent increase in the future. The recently announced rent freeze for Registered Social Landlords has prompted us to review and revise our longer-term financial plans to ensure our ongoing viability. This will form the basis of our rent consultations with tenants over the next few months.

Date of Meeting of Management Committee: -26 October 2022

Signed by



John Jamieson, Chairperson
On behalf of the Management Committee

WIDER ROLE ACTIVITIES

We have an active wider role programme and this is now ramping up again post-Covid. We have a Wider Role & Community Regeneration Sub-Committee within our governance structure. This last met in 2020 but was suspended due to Covid until recently.

An update of our Wider Role Strategy has been commissioned. This will commence with a Place Standard Workshop in October 2022 involving front-line staff and active community members. There are obvious links between the two strategy documents.

The following projects are currently live within our wider role activities;

- Community Garden
- Mural Project
- Orchard at Friars Croft
- Dolly Parton Imagination Library
- Active Travel Initiatives
- Utilita Community Fund



LOOKING AHEAD

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:

"the results from the appraisal survey and the information from the one-to-one discussions indicate that the Management Committee is working well as a team and has the knowledge and skills required to lead the Association."

"SHARE is pleased to have had this opportunity to work with the Chair and Management Committee and hopes this feedback report will assist the Hillhead HA Committee members in their continuing work as a governing body."

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 TEXT MESSAGING SERVICE 07941 163429

– Making it easier for you to contact us

By now all tenants will have received a text card in the post to introduce the launch of our new text messaging service. If you have registered your mobile telephone number with us we will have sent you a "welcome message" to confirm the number is correct.

Once you have registered you can text:

RENTS	to contact your housing officer
BAL	to check the balance on your rent account
REPAIR	to report a repair
STO	to set up a standing order
DD	to set up a direct debit
CARD	to order a new payment card

COMMITTEE, STAFF, CONSULTANTS AND SERVICES DURING 2021/22

Staff

Stephen Macintyre, Director
Catherine McKiernan, Depute Director/Housing Manager
Mandy White, Head of Corporate Services
Stephen Tait, Head of Development & Property Services
Kieran Tait, Finance & Corporate Services Assistant
Laura Tait, Finance Assistant
Tracy McGrath, Admin Assistant (Reception)
Lorna Miller, Temporary Admin Assistant (Reception) (from April 2022)
Janine Pulling, Housing Officer (from March 2022)
Sharon Singer, Housing Officer
Suzanne McGraw, Housing Officer
Elaine Scullion, Housing Officer
Heather Robertson, Housing Officer
Kelly Wallace, Housing Assistant
Morag Bisset, Welfare Rights Officer
Heather Montgomery, Income Maximisation Assistant
Maureen Cameron, Senior IT Systems & Innovation Officer
Marie Savage, Property Services Officer
Malcolm MacDonald, Property Services Officer (resigned October 2022)
Diane Bridges Estates Coordinator (from January 2022)
Michele Stirling, Property Services Assistant (from March 2022)
Tom Brunton, Estates Inspector
Garry Lauriston, Estates Officer

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

John Jamieson, Chairperson
Lisa Scott, Vice Chairperson
Mary Docherty Secretary
Stuart Niven, Treasurer
Claire Taylor
Robert Smith
David Wilson
Councillor Susan Murray
Councillor Stewart MacDonald (resigned May 2022)
Councillor Pamela Marshall (appointed May 2022)
Gary Jackson
Walid Hassan
Peter O'Connell
Alistair McPhee
Karen McIntyre (elected September 2022)

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

You can also leave comments on our Facebook Page www.facebook.com/hillhead

If you need this performance report in any other format please contact us.



**MILLENNIUM
BENCHMARKING
CLUB**



BUILDING ON PROGRESS FOR A BRIGHTER HILLHEAD



HOUSING ASSOCIATION

Building on progress for a brighter Hillhead

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E-mail: admin@hillheadhousing.org ▪ Web: 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)