



Landlord name: Hillhead Housing Association 2000

RSL Reg. No.: 326

Report generated date: 23/05/2024 12:39:23

Approval

A1.1	Date approved	22/05/2024
A1.2	Approver	Catherine McKiernan
A1.3	Approver job title	Director
A1.4	Comments (Approval)	N/A



Comments (Submission)

N/A



Social landlord contextual information

Staff

Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Ms. Catherine McKiernan
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	3.00
C1.2.2	the number of office based staff	15.80
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	18.80
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	25.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	7.69%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	3.29%



Social landlord contextual information

Lets

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)
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C3.1	The number of 'general needs' lets during the reporting year	40
C3.2	The number of 'supported housing' lets during the reporting year	0
Indicator C3		40



The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	8
C2.2	The number of lets to housing list applicants	18
C2.3	The number of mutual exchanges	5
C2.4	The number of lets from other sources	0
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	8
C2.5.2	nominations from the local authority	0
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	6
C2.7	Total number of lets excluding exchanges	40

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

C.1.2.1 - up until 22 March 2024 (when the former director retired) there were 4 senior staff, giving 25% turnover. 3 remaining senior staff at 31 March with Head of Housing Services recruitment live at this date. Successful candidate in post 20/5/24

C3 - Our agreement with East Dunbartonshire Council is void led, when we notify them of a vacancy they choose whether they wish to make a Section 5 referral or provide nominations from their own housing list. They received 14 of our 40 vacancies, and chose to make 8 Section 5 referrals and 6 nominations, therefore 35% of our vacancies were available to statutory homeless households. In addition, we leased a further 2 voids to the Council for use as temporary homeless accommodation during 23/24. This is reported in our updated stock information.

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	393
1.1.2	the fieldwork dates of the survey	08/2021
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input type="checkbox"/>
1.1.6	Online	<input checked="" type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	202
	very satisfied	
1.2.2	fairly satisfied	145
1.2.3	neither satisfied nor dissatisfied	15
1.2.4	fairly dissatisfied	21
1.2.5	very dissatisfied	10
1.2.6	no opinion	0
1.2.7	Total	393

Indicator 1	88.30%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

These results are as reported in the previous two ARCs. We observe that the 2021 tenant survey results are slightly weaker than those recorded in 2019. One factor that appears to have had a bearing on this is the coronavirus lockdowns, whereby tenants who have been unhappy with the level of support

they received during this time are generally less happy with the Association. For example, for tenants who felt supported during lockdown, 93.2% are satisfied with our overall service. Conversely, where the tenant did not feel supported, their overall satisfaction is 62.2%.

Perhaps more significant is the change to survey method that we used. Due to timing, for tenant and fieldworker safety, this survey was carried out by phone and online whereas previous surveys were all carried out face to face.

The above points apply across all the satisfaction indicators in this return.

We will be carrying out a new Tenant Satisfaction survey this year.



The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	388
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	212
2.2.2	fairly good at keeping them informed	139
2.2.3	neither good nor poor at keeping them informed	28
2.2.4	fairly poor at keeping them informed	7
2.2.5	very poor at keeping them informed	2
2.2.6	Total	388

	Indicator 2	90.46%
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Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	386
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	143
5.2.2	fairly satisfied	178
5.2.3	neither satisfied nor dissatisfied	49
5.2.4	fairly dissatisfied	10
5.2.5	very dissatisfied	6
5.2.6	Total	386

	Indicator 5	83.16%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.



Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	02/2022
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	18.00
C8.3	The date of your next scheduled stock condition survey or assessment	02/2027
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

The Association targeted 20% of our stock for full survey. We ensured a broad selection of stock house types were surveyed. A higher percentage of surveys were carried out at older stock or where planned maintenance works were completed in earlier improvement phases. With a smaller percentage of surveys at new builds. 20% target was not quite achieved due to access issues.

Survey template which highlight SHQS criteria is used, further information is added relating to actual conditions of components/dwellings and recommendations for actions are provided.”

As stated in our e mail to SHR in January 2024 - We would propose to carry out stock condition surveys of around 20% of our stock every 5 years.

As a community based Housing Association, our office is based at the heart of our operational area. We therefore have a sound knowledge of our stock through our day to day activities. Our staff team have a wealth of knowledge relating to the stock type and common issues within each house type.

All our properties have been modernised with new kitchens, bathrooms, central heating systems, roofs, roughcast and new windows since 2006 and we have a planned renewal programme in place to replace components at the end of their life cycle.

We also have an Estate Co – Ordinator in place, who carries out regular visits around the Estate and this includes reviewing the external conditions of the properties.

We have an established life cycle programme and also carry out regular cyclical maintenance on components including timber painting, gutter cleaning etc.



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	830	830
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	5	3
C9.4.1	Self-contained stock failing SHQS for one criterion	2	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	2	0
C9.5	Stock meeting the SHQS	823	827



C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	823	827
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	823	827



Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	830
6.1.2	projected to the end of the next reporting year	830
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	823
6.2.2	projected to the end of the next reporting year	827

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	99.16%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.64%



Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	382
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	197
7.2.2	fairly satisfied	133
7.2.3	neither satisfied nor dissatisfied	15
7.2.4	fairly dissatisfied	20
7.2.5	very dissatisfied	17
7.3	Total	382

	Indicator 7	86.39%
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Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	347
8.2	The total number of hours taken to complete emergency repairs	471

		Indicator 8	1.36
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Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	1,777
9.2	The total number of working days taken to complete non-emergency repairs	4,644

Indicator 9		2.61
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The number of reactive repairs completed right first time during the reporting year	1,606
10.2	The total number of reactive repairs completed during the reporting year	1,695

Indicator 10		94.75%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	N/A

Indicator 11	0
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	51
	12.2 Of the tenants who answered, how many said that they were:	48
12.2.1	very satisfied	
12.2.2	fairly satisfied	2
12.2.3	neither satisfied nor dissatisfied	1
12.2.4	fairly dissatisfied	0
12.2.5	very dissatisfied	0
12.2.6	Total	51

	Indicator 12	98.04%
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Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

Indicator C9 - Scottish Housing Quality Standards

We have 5 properties in abeyance re SHQS this is due to 4 tenants that have refused access to complete Scottish Housing Quality Standards upgrade works and 1 tenant has not allowed access to complete an EPC (this property is a stand alone house type with no cloned data).

We have two failures relating to EICRs. Failure one (in reporting year 22/23 this was recorded as in abeyance, due to no access) is due to the fact that the tenant has a considerable debt on their electricity meter so only partial testing has been completed, it is expected this property will become void soon. Failure no 2, although EICR test was completed prior to anniversary date, a new consumer unit was required. New consumer unit now installed (after 31 March 2024) all now compliant.

Of the 136 properties requiring EICR this reporting year 23/24, 126 were completed on time including all remedial works, 9 after anniversary date but within reporting year, as noted above 1 property failed due to remedial works (now complete).

In relation to fire safety requirements, all properties have interlinked smoke and heat detectors that comply with regulations.

Indicator 10 - Right First Time - of the 82 job orders excluded 30 job orders related to complex repairs across 6 addresses. These included 2x structural works, 2x complex trace and repair works, 1 third party drainage works and 1 complex heating repair.



Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	29	5
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	29	5
Number of complaints responded to in full by the landlord in the reporting year	29	3
Time taken in working days to provide a full response	80	61

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	60.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	2.76
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	20.33



Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	382
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	184
13.2.2	fairly satisfied	130
13.2.3	neither satisfied nor dissatisfied	21
13.2.4	fairly dissatisfied	29
13.2.5	very dissatisfied	18
13.2.6	Total	382

Indicator 13	82.20%
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Percentage of tenancy offers refused during the year (Indicator 14)	
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14.1	The number of tenancy offers made during the reporting year	43
14.2	The number of tenancy offers that were refused	3

Indicator 14		6.98%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)		
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15.1	The number of cases of anti-social behaviour reported in the last year	31
15.2	Of those at 15.1, the number of cases resolved in the last year	30

Indicator 15		96.77%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	1
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)
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22.1	The total number of court actions initiated during the reporting year	1
22.2.1	22.2 The number of properties recovered: because rent had not been paid	0
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	0.00%

Annual Return on the Charter (ARC) 2023-2024

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.



Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)
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17.1	The total number of lettable self-contained stock	830
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	47

	Indicator 17	5.66%
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Number of households currently waiting for adaptations to their home (Indicator 19)		
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19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	24
19.2	The number of approved applications completed between the start and end of the reporting year	22
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	2
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

		Indicator 19	2
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£760
20.2	The cost (£) that was grant funded	£98,549
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£99,309
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	2,458
21.2	The total number of adaptations completed during the reporting year.	26

		Indicator 21	94.54
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Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	19
23.2	The total number of individual homeless households referrals received under other referral routes.	0
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	19
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	13
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	0
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	13
23.7	The total number of accepted offers.	10

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	68.42%
Indicator 23 - The percentage of those offers that result in a let	76.92%



Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	40
30.2	The total number of calendar days properties were empty	969

Indicator 30		24.22
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Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	9
16.1.2	applicants who were assessed as statutory homeless by the local authority	9
16.1.3	applicants from your organisation's housing list	22
16.1.4	nominations from local authority	8
16.1.5	other	1
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	9
16.2.2	applicants who were assessed as statutory homeless by the local authority	8
16.2.3	applicants from your organisation's housing list	21
16.2.4	nominations from local authority	8
16.2.5	other	1

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	88.89%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	95.45%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

Indicator 17 - 4 of these properties went on to be leased, this and timing explain the variance with the number of lets reported at Indicator 30.1

Indicator 20 - Total cost of adaptations

Due to one major adaptation costing £53550, the average cost of an adaptation is £3819.61. Excluding the major adaptation, average cost would be £1830.36.

Indicator 21 - Adaptations - One large scale adaptation took 1177 days to complete from the date of receiving the referral, this was due to technical issues, statutory consents and changes in the clients needs.

Removing this job from the calculation would mean the average time to complete adaptation would drop from 94.54 days to 51.24 days



Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)

26.1	The total amount of rent collected in the reporting year	£4,149,742
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£4,155,400

	Indicator 26	99.86%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£142,526
27.2	The total rent due for the reporting year	£4,168,843

	Indicator 27	3.42%
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Average annual management fee per factored property (Indicator 28)		
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28.1	The number of residential properties factored	0
28.2	The total value of management fees invoiced to factored owners in the reporting year	N/A

Indicator 28		N/A
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£4,168,843
18.2	The total amount of rent lost through properties being empty during the reporting year	£13,443

Indicator 18		0.32%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	6.60%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	503
C6.2	The value of direct housing cost payments received during the reporting year	£2,134,032



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

C7.1	The total value of former tenant arrears at year end	£38,529
C7.2	The total value of former tenant arrears written off at year end	£4,854

	Indicator C7	12.60%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	385
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	133
25.2.2	fairly good value for money	161
25.2.3	neither good nor poor value for money	40
25.2.4	fairly poor value for money	37
25.2.5	very poor value for money	14
25.3	Total	385

Indicator 25	76.36%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)
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29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	
29.2.2	fairly satisfied	
29.2.3	neither satisfied nor dissatisfied	
29.2.4	fairly dissatisfied	
29.2.5	very dissatisfied	
29.3	Total	

Indicator 29

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.



Other customers

Gypsies / Travellers

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

	Indicator 31	N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord’s management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.