

Hillhead Housing Association 2000

Performance Analysis Visit 2023/24
October 2024

- **Tenant satisfaction** across the sector continues to be **a mixed picture** – some improvements in the RSL average, but LA average continues to reduce. For those with a new survey more than half still seeing some reduction in overall satisfaction this year.
- Another challenging year with regard to costs, labour and materials – but **improvements for both LA's and RSL's in SHQS compliance**.
- Our voluntary **EESSH** Return data shows an **upward trend in compliance for both LA's and RSL's**.
- Both RSLs and LA's seeing reduction in **average emergency repairs timescales**, but for **non-emergency repairs** both LA's and RSL's seeing an increase - LA's seeing a slightly steeper rise.
- Continuing downward trend for the sector as a whole with regard to **repairs satisfaction** – but not uniform across landlords – some seeing improvement.

- **Gas safety fails** not yet back at pre-pandemic levels but most landlords now reporting zero gas safety fails.
- **Tenancy sustainment** has remained at a similar level to previous years for the sector as a whole, but divergence between LA's and RSL's - RSL performance improving including lets for homeless households.
- **Rent increases across the sector** – local authority rents seeing the biggest change from previous years. RSL rent increases remain on average higher but the gap has narrowed.
- **Rent collected** as a percentage of rent due – improving for LA's and RSL's – LA's now in line with pre-pandemic performance, but best performers tend to be RSL's.
- Following years of increases for LA's, **current arrears** have begun to improve on average – but still significant gap between LA and RSL performance in this area.
- **Former tenant arrears** continuing to climb for LA's.
- **Relet times** continue to increase on average for LA's while reducing for RSL's, but clearly still an issue for both LA's and RSL's.

Comparator Organisations

Ardenglen Housing Association

Atrium Homes

Cadder Housing Association

Calvay Housing Association

Cassiltoun Housing Association

Easthall Park Housing Association

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:

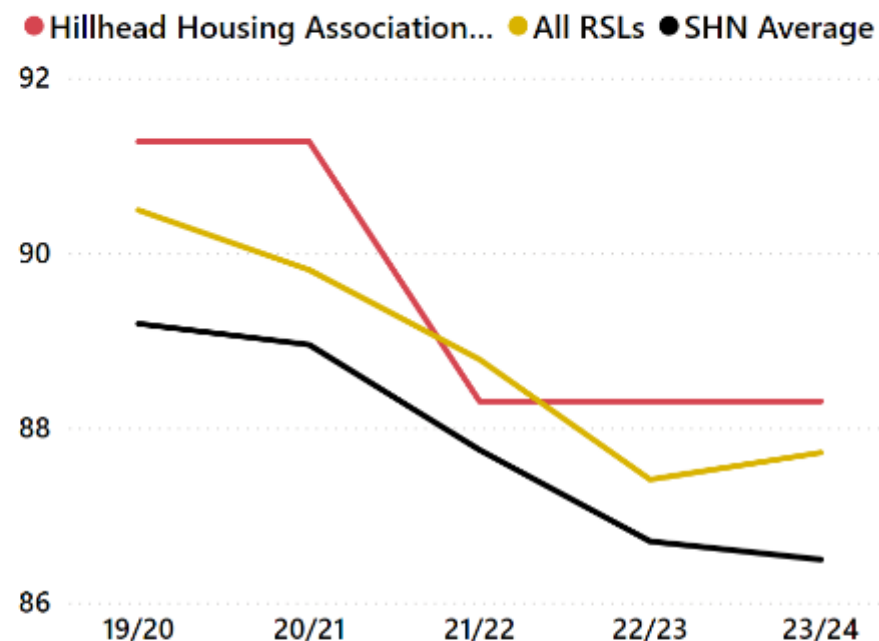
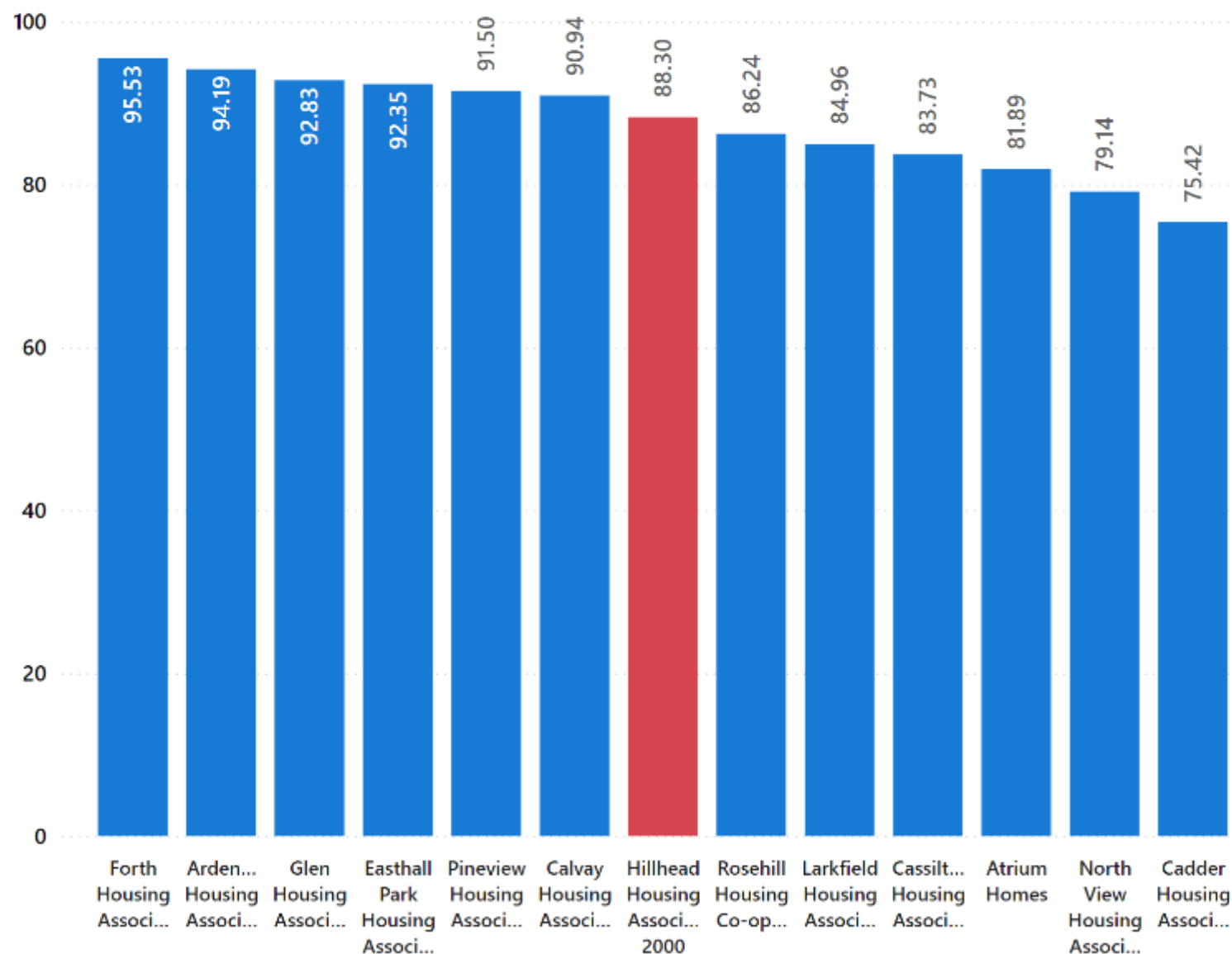
393

Survey Method:

**Online
Telephone**

Overall Satisfaction

11 Percentage satisfied with overall service

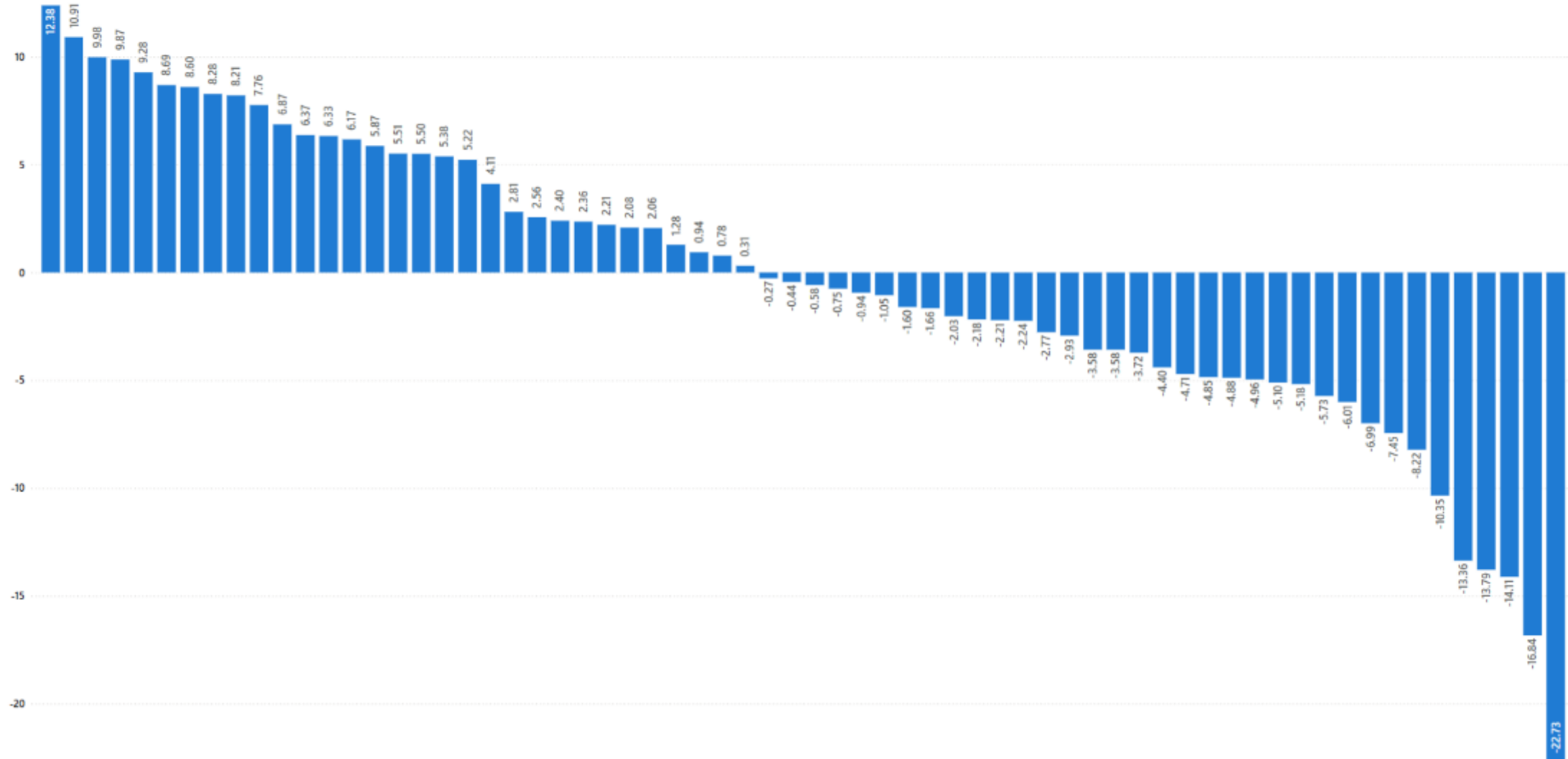


Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	88.30	88.30	88.30
Peer Group 6 - Small stock transfer	89.14	86.90	86.04
All RSLs	88.78	87.41	87.71
SHN Average	87.74	86.70	86.49

Overall Satisfaction

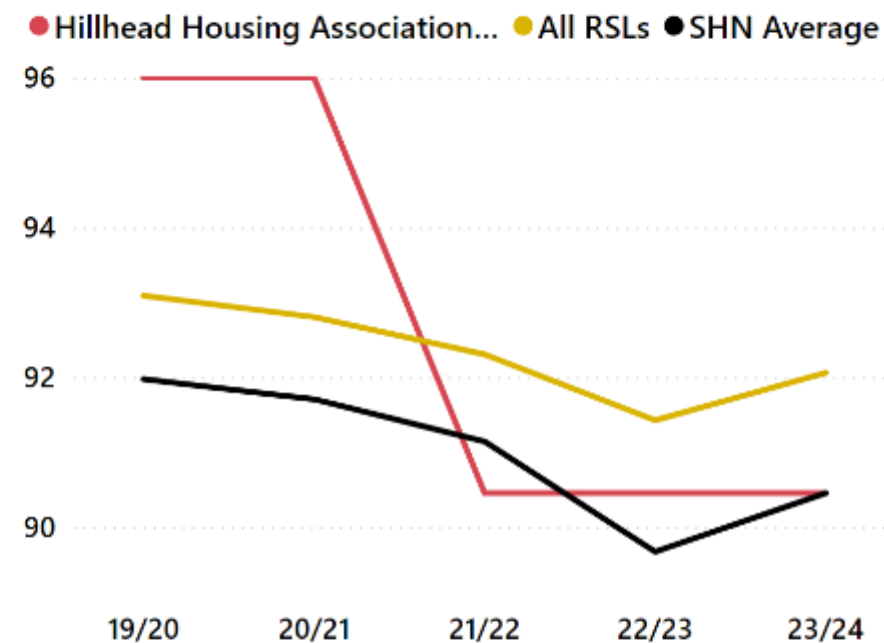
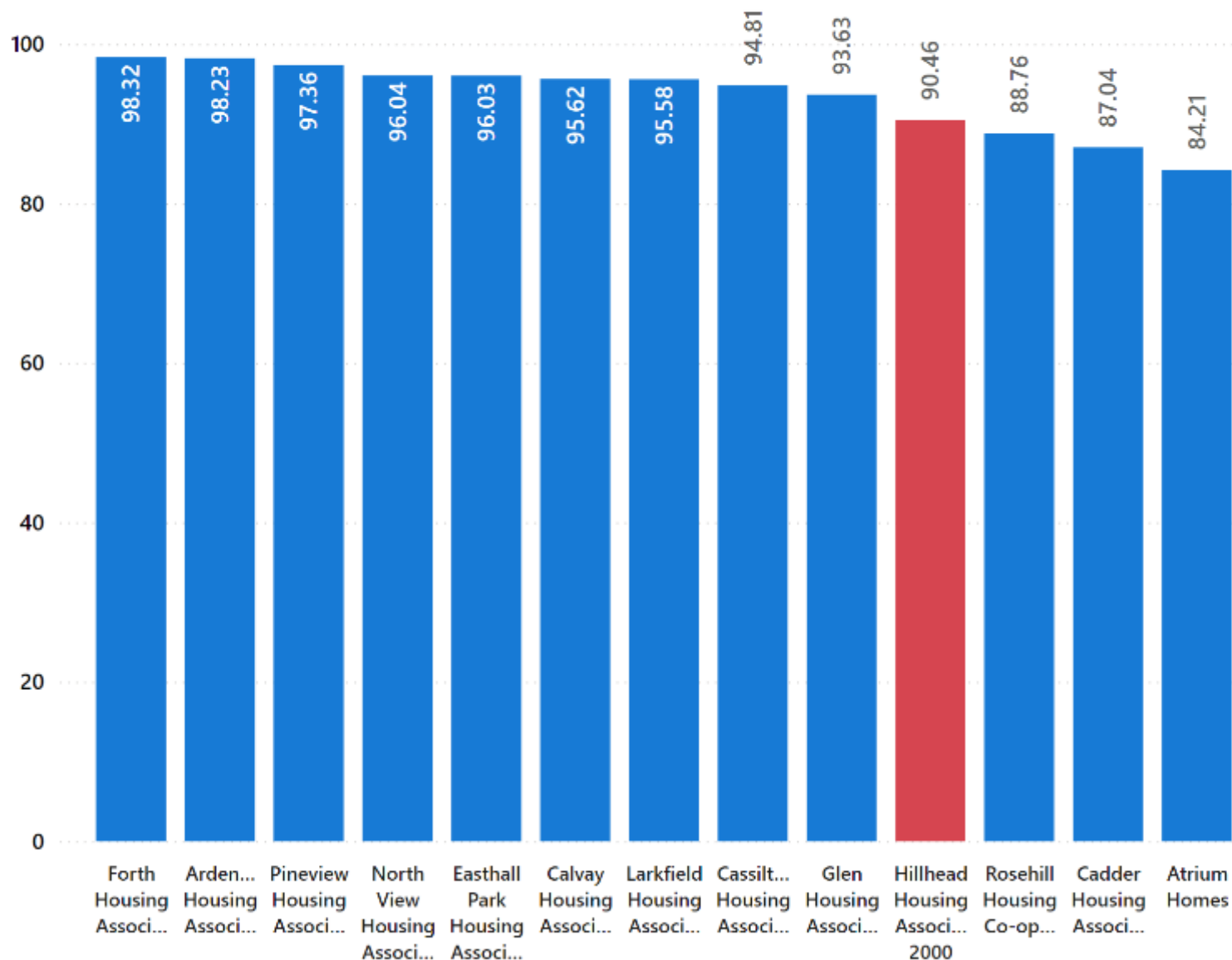
11 Percentage satisfied with overall service

Change from previous survey



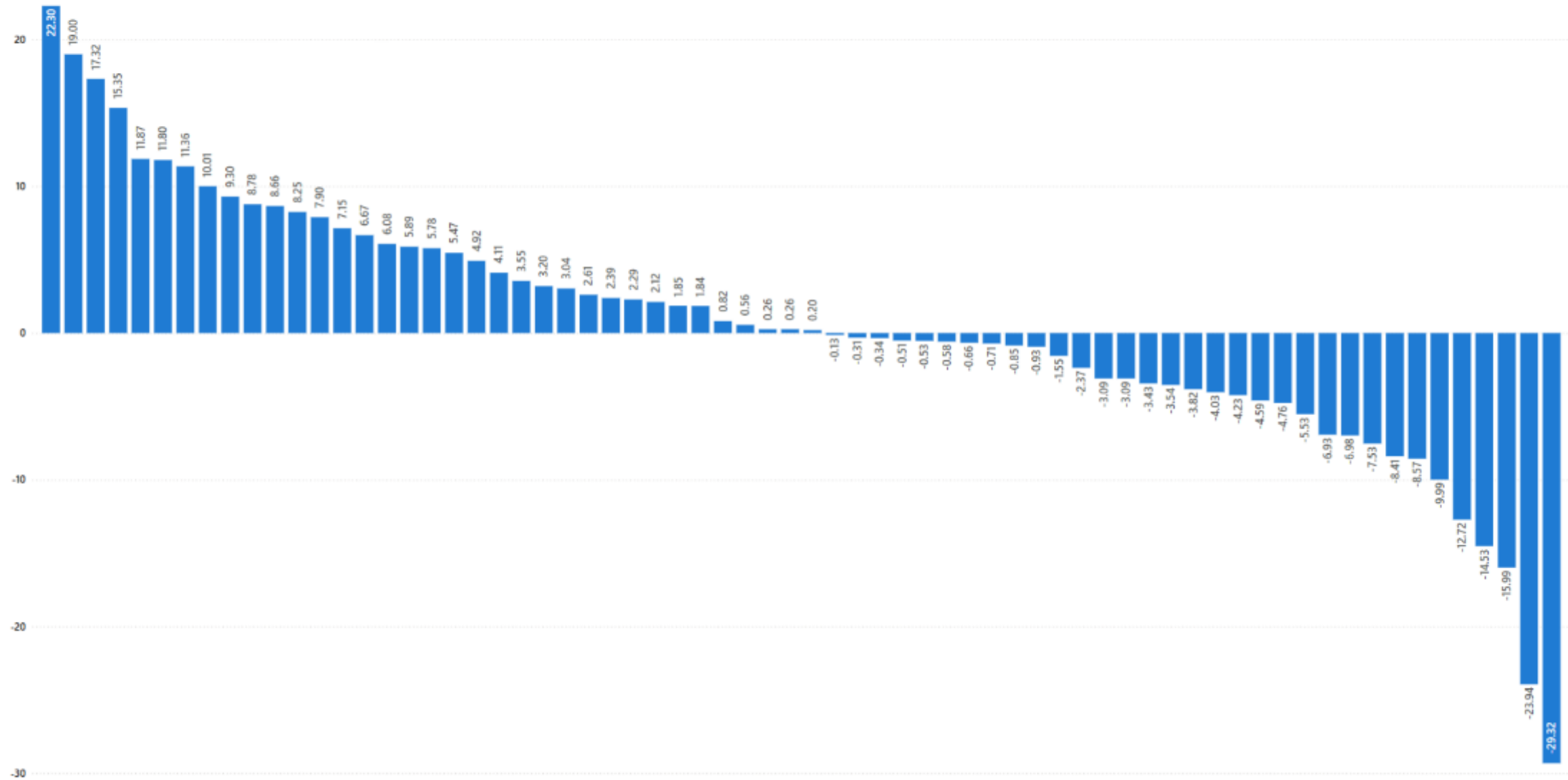
Kept Informed

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



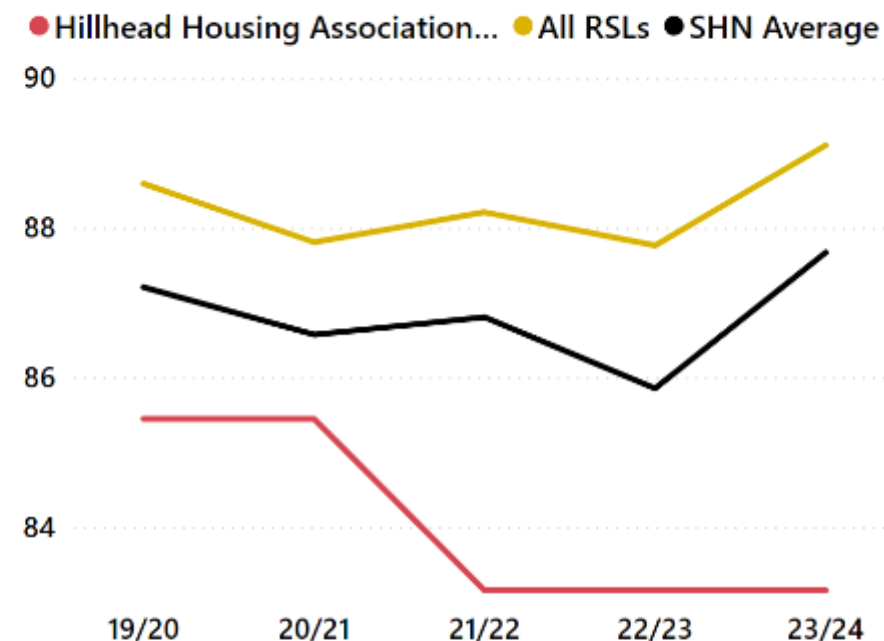
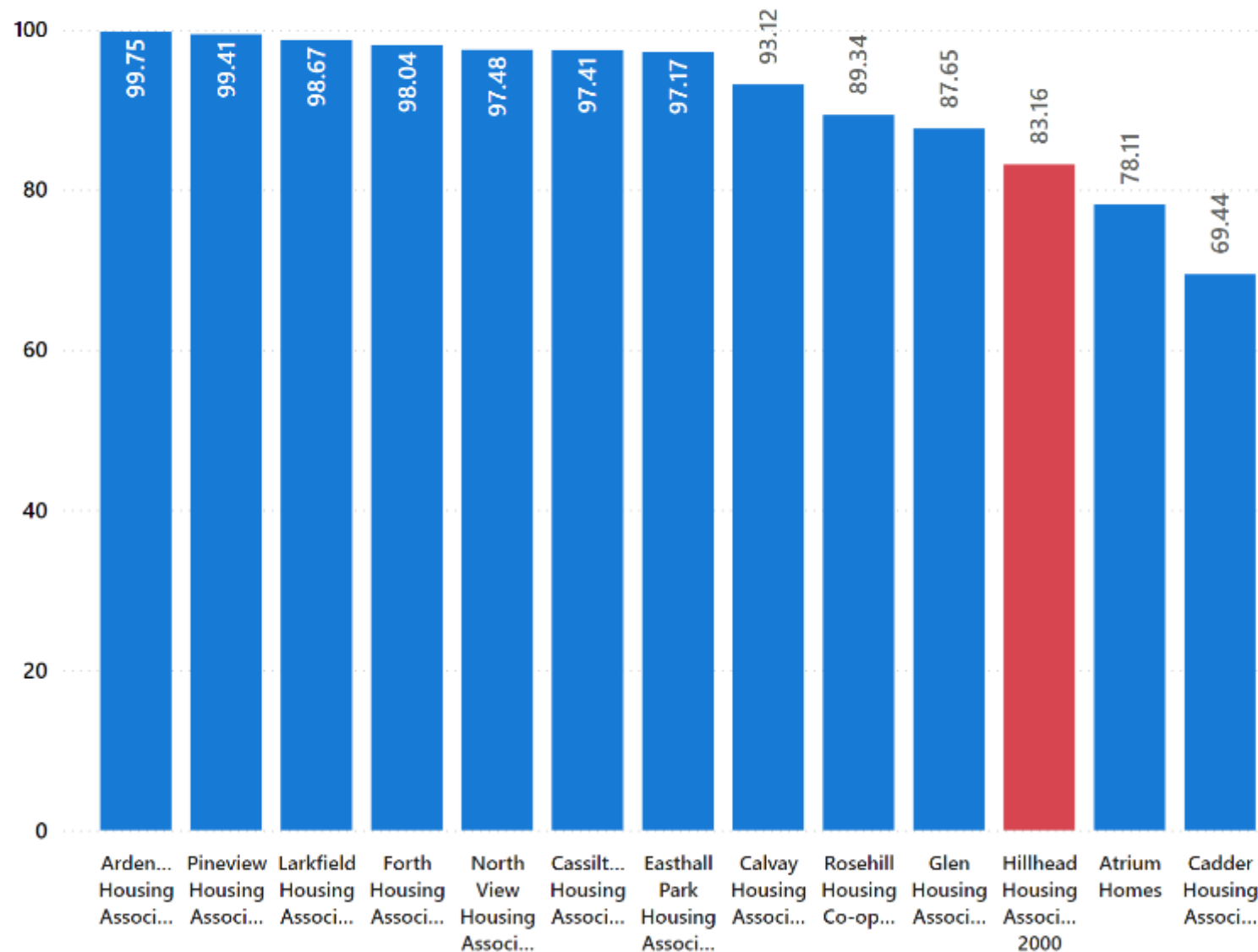
Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	90.46	90.46	90.46
Peer Group 6 - Small stock transfer	95.25	93.26	92.51
All RSLs	92.31	91.43	92.06
SHN Average	91.15	89.68	90.46

Change from previous survey



Opportunities to Participate

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

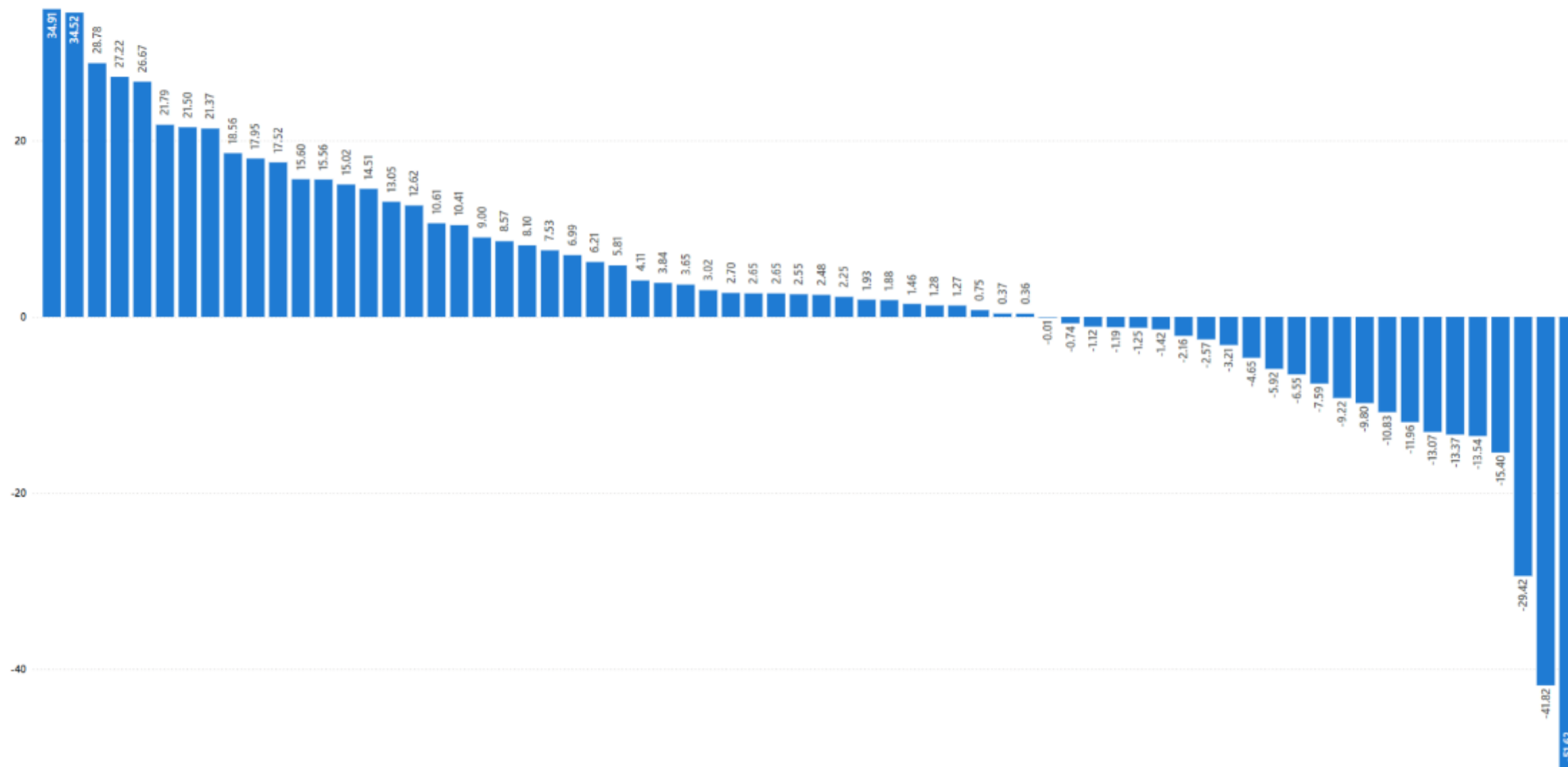


Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	83.16	83.16	83.16
Peer Group 6 - Small stock transfer	93.28	95.22	91.02
All RSLs	88.21	87.76	89.10
SHN Average	86.81	85.86	87.67

Opportunities to Participate

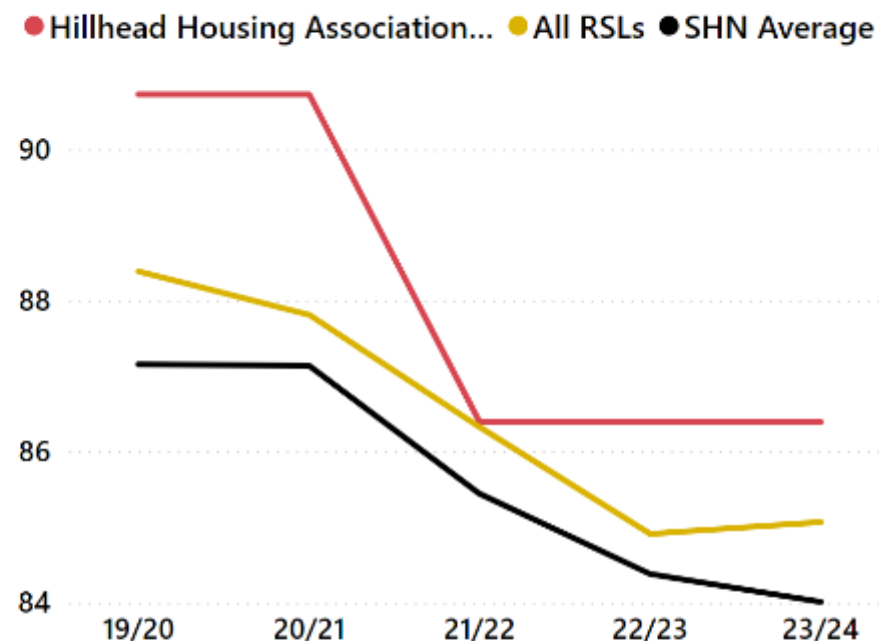
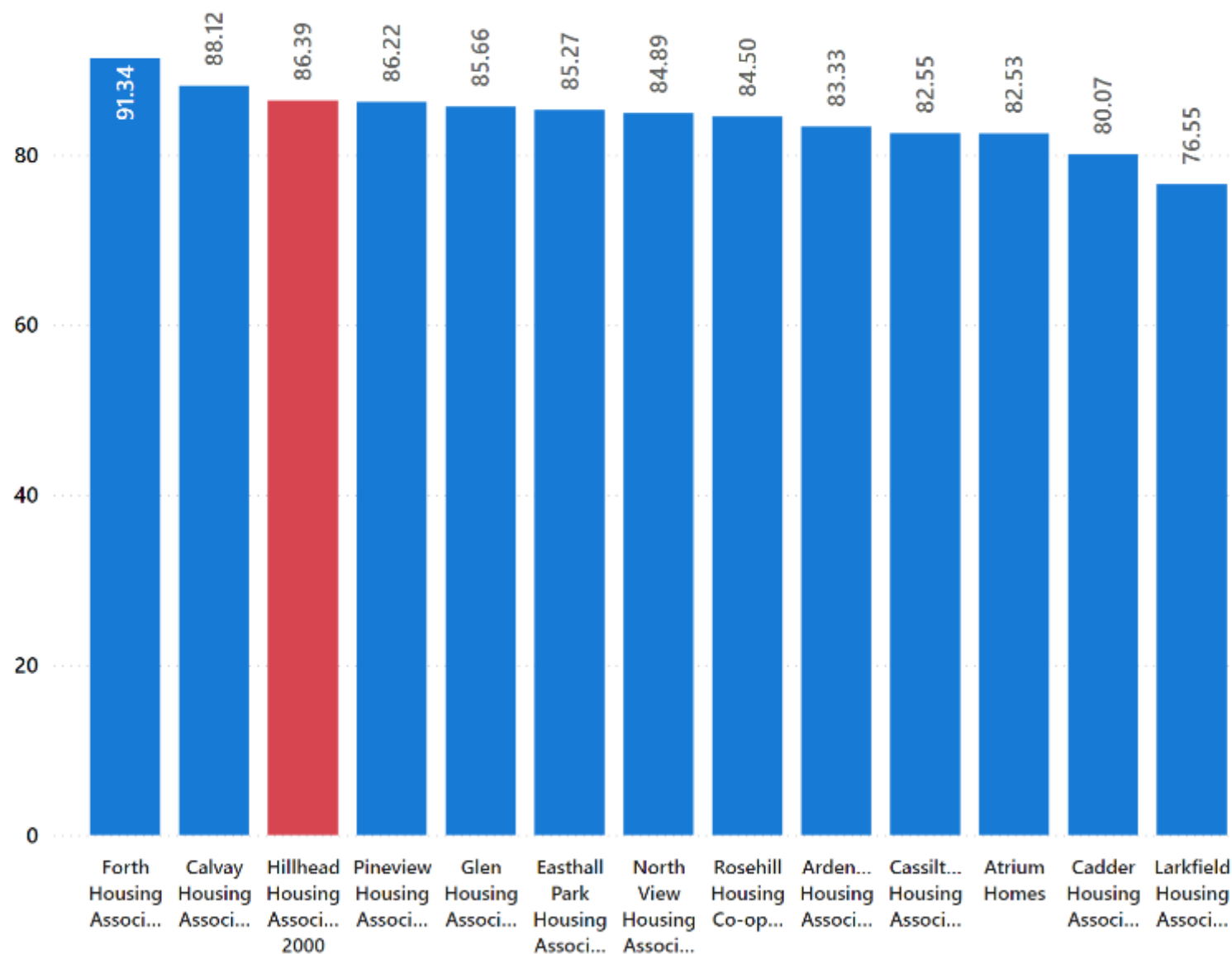
15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision making

Change from previous survey



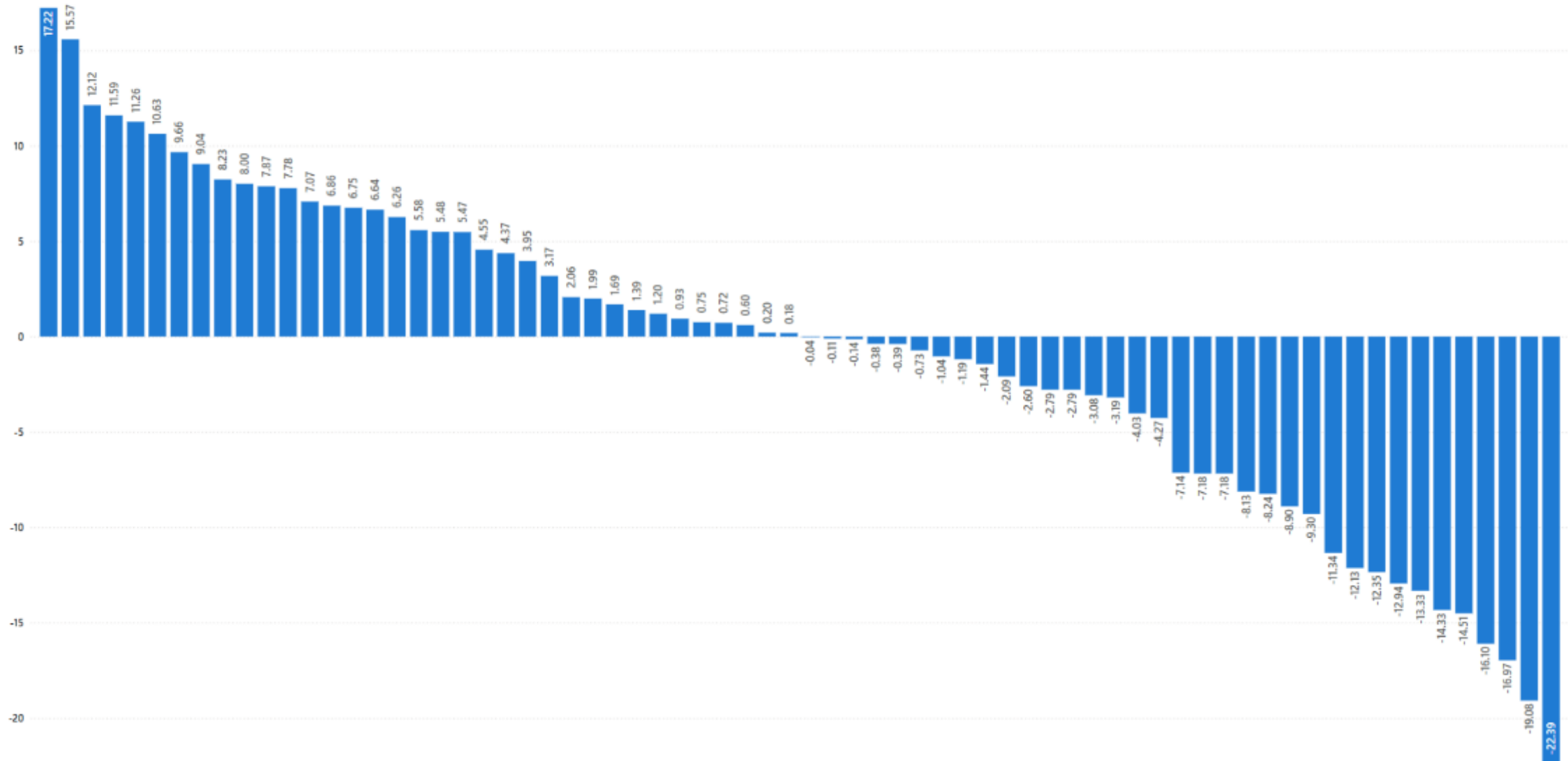
Quality of Home (All Tenants)

17 Percentage tenants satisfied with quality of home



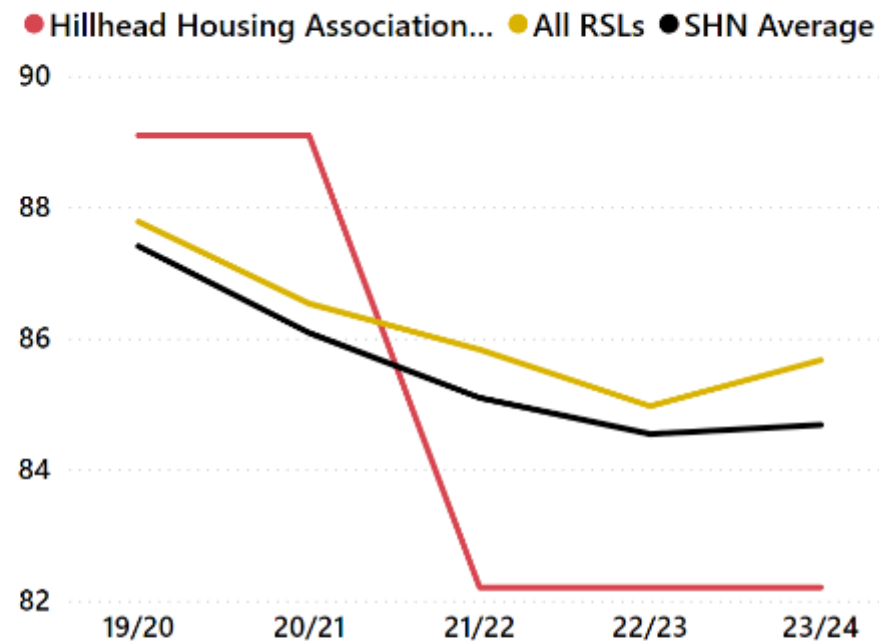
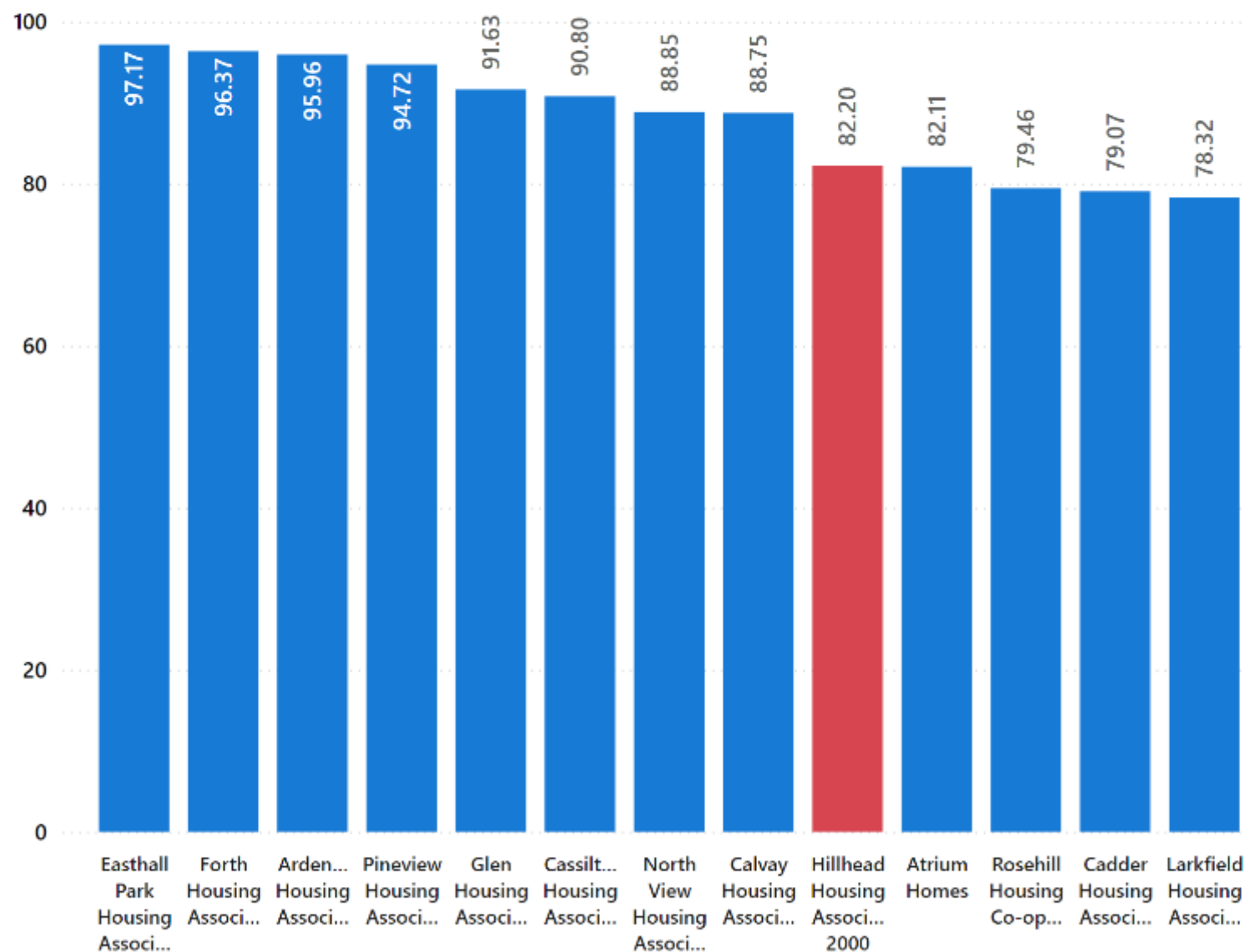
Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	86.39	86.39	86.39
Peer Group 6 - Small stock transfer	87.25	84.18	84.31
All RSLs	86.32	84.91	85.06
SHN Average	85.44	84.38	84.01

Change from previous survey



Management of Neighbourhood

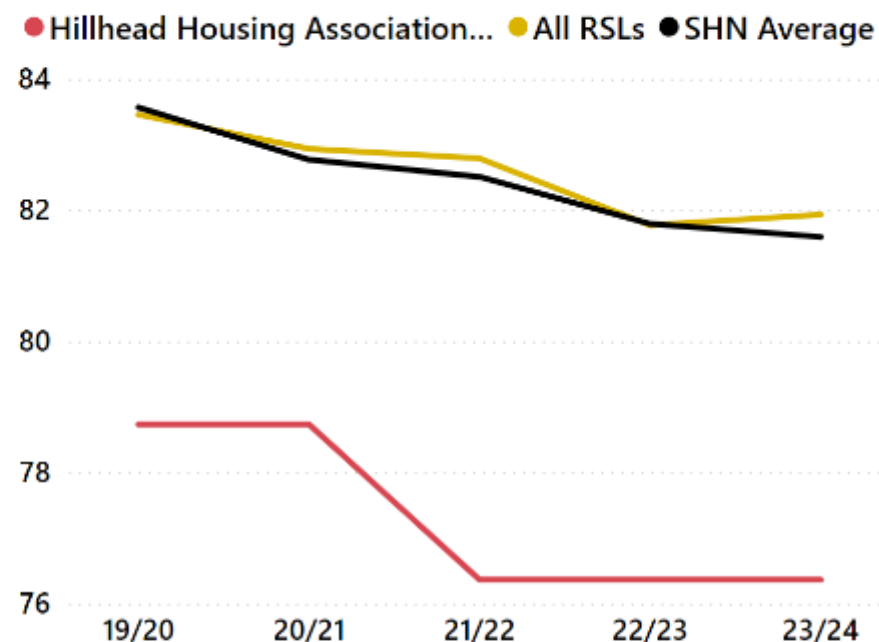
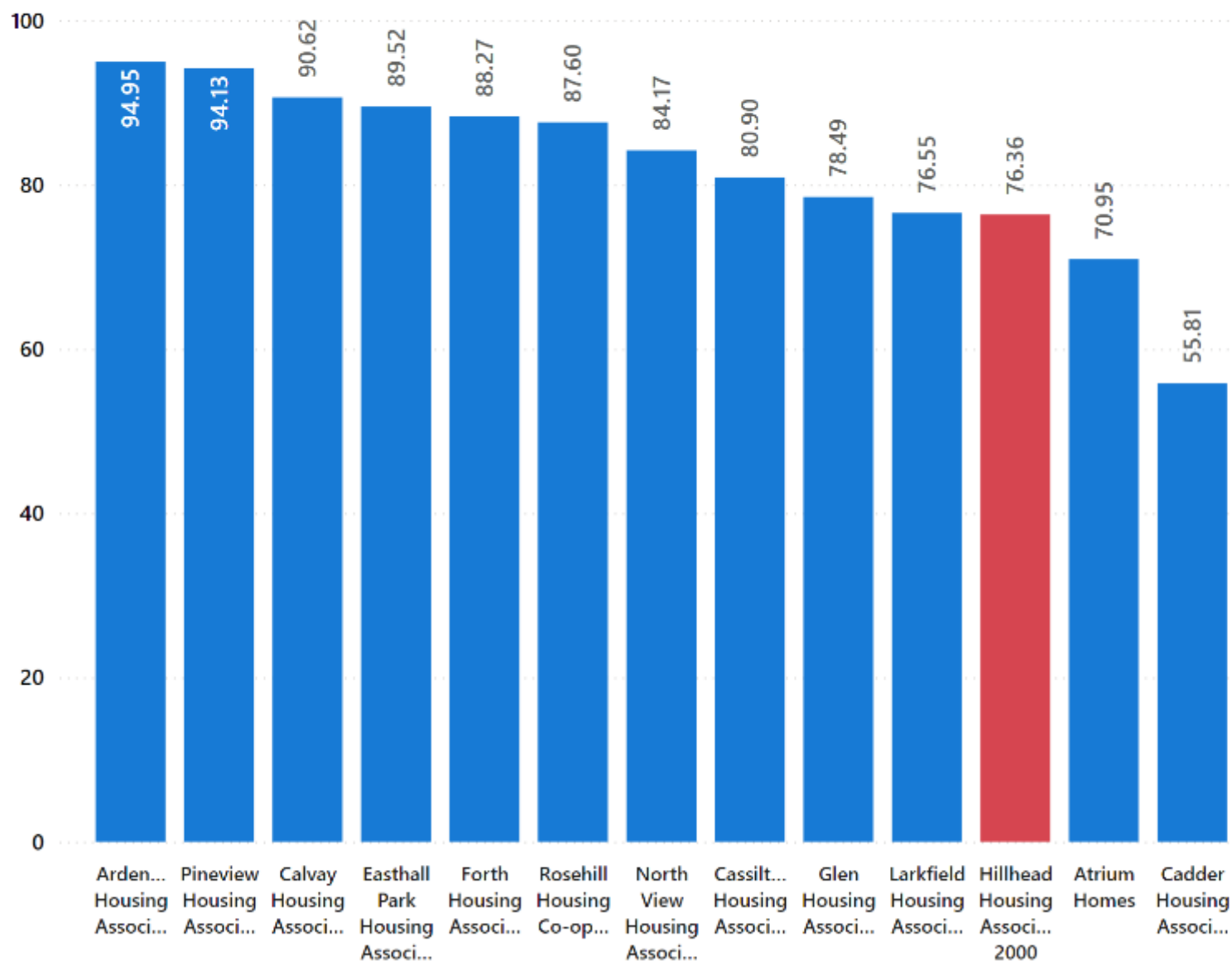
113 Percentage tenants satisfied
with management of
neighbourhood



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	82.20	82.20	82.20
Peer Group 6 - Small stock transfer	86.56	83.58	82.92
All RSLs	85.83	84.96	85.66
SHN Average	85.09	84.54	84.68

Value for Money

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

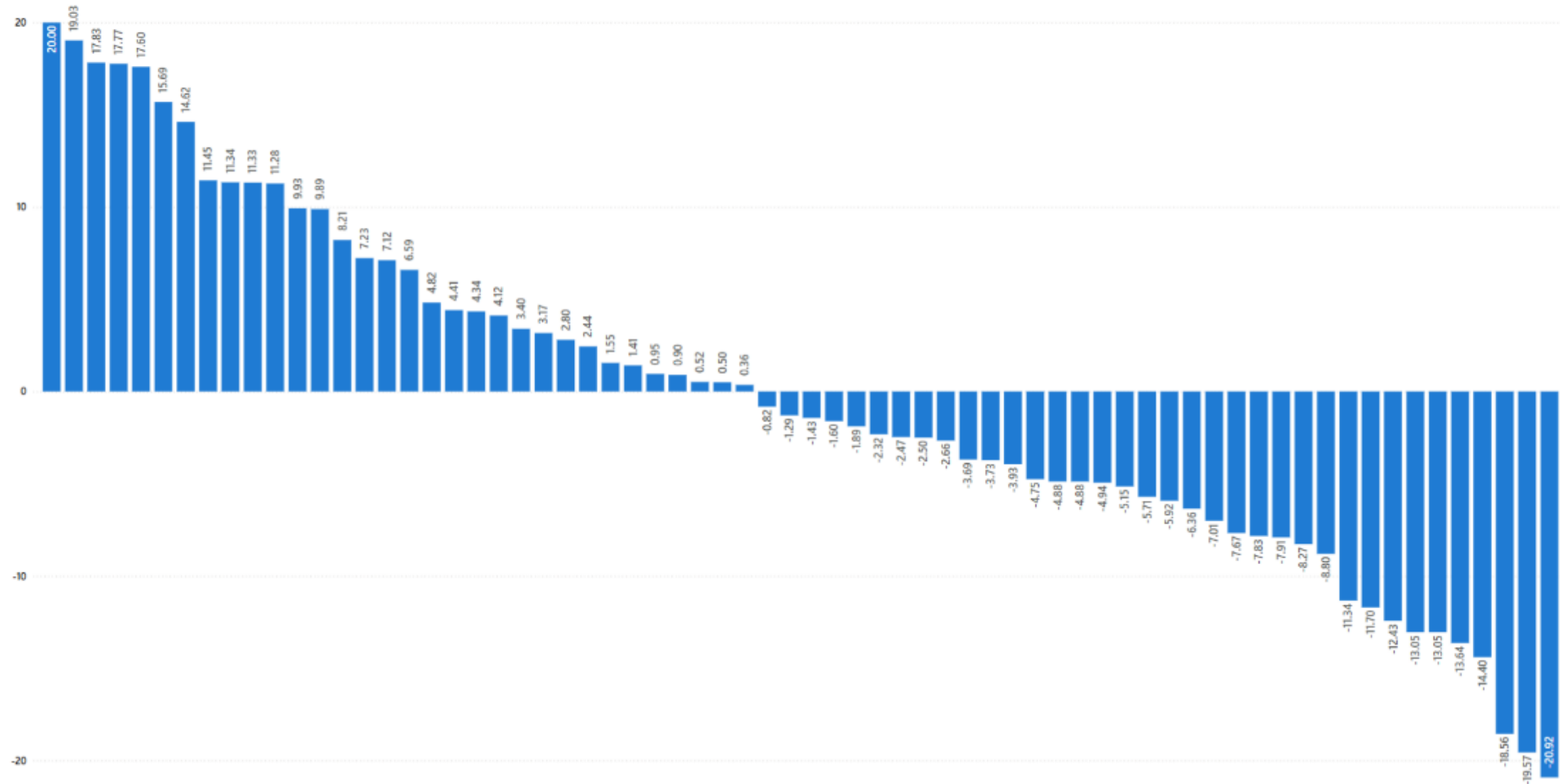


Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	76.36	76.36	76.36
Peer Group 6 - Small stock transfer	82.00	77.41	75.55
All RSLs	82.79	81.77	81.93
SHN Average	82.51	81.79	81.59

Value for Money

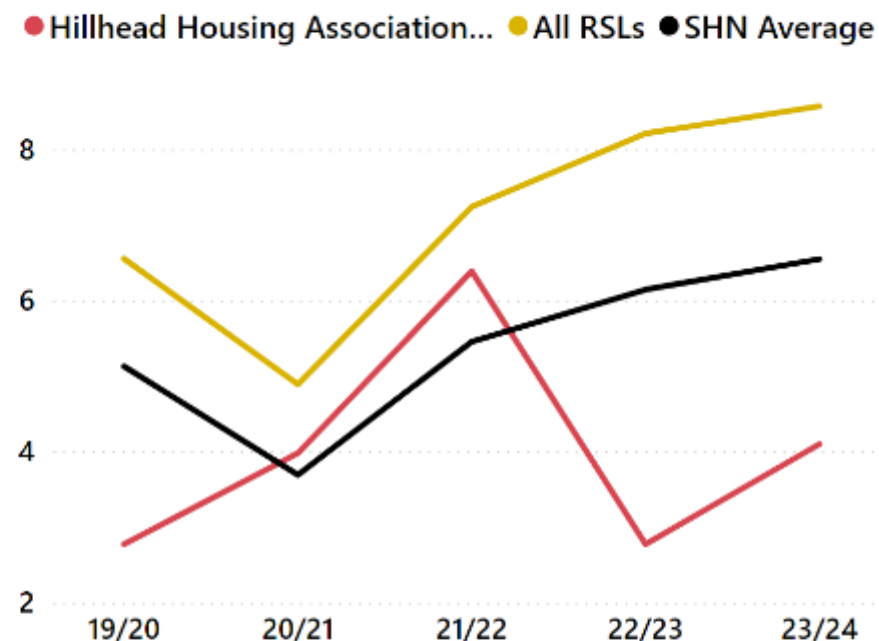
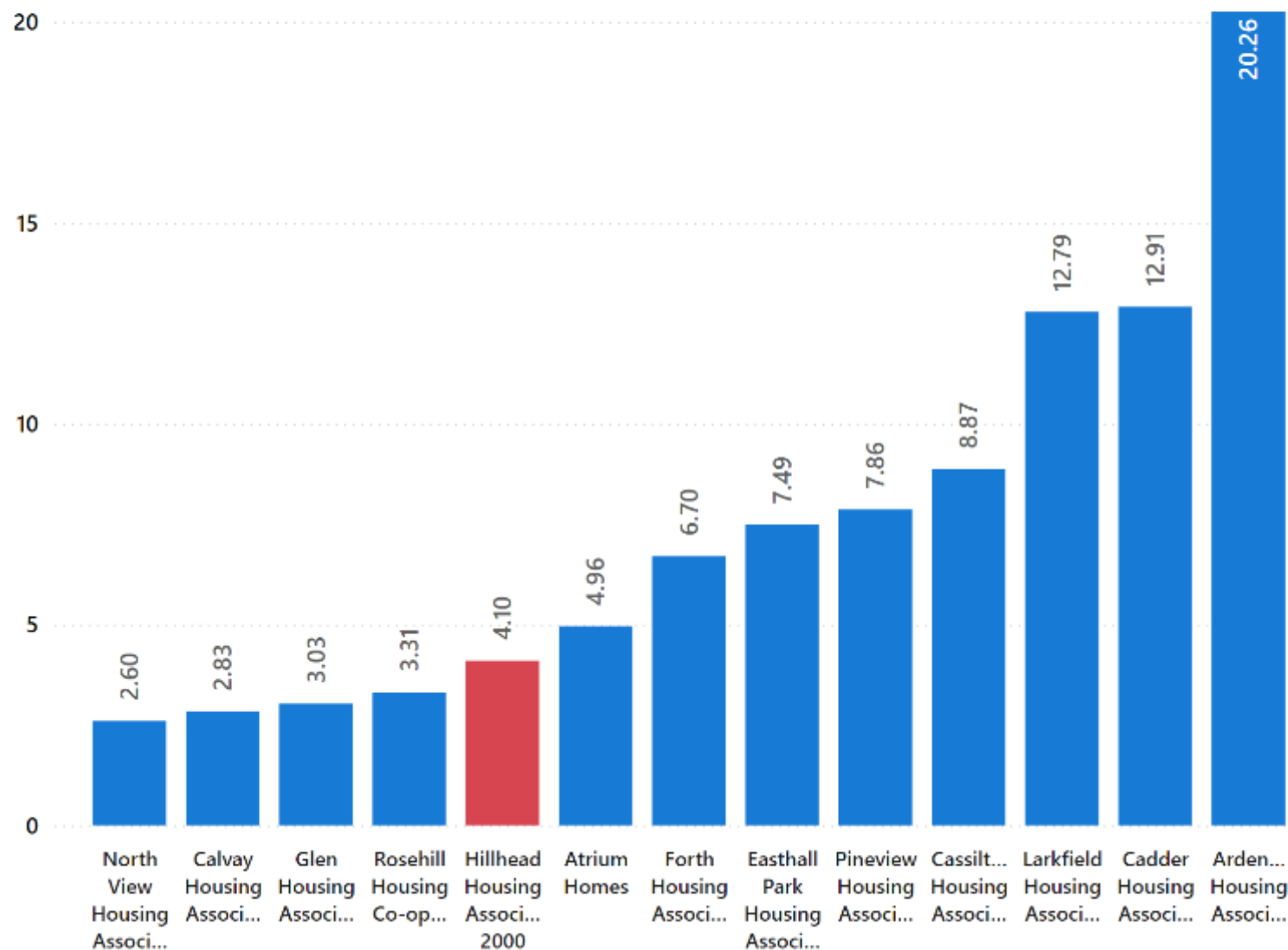
125 Percentage tenants who feel
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Change from previous survey



Complaints

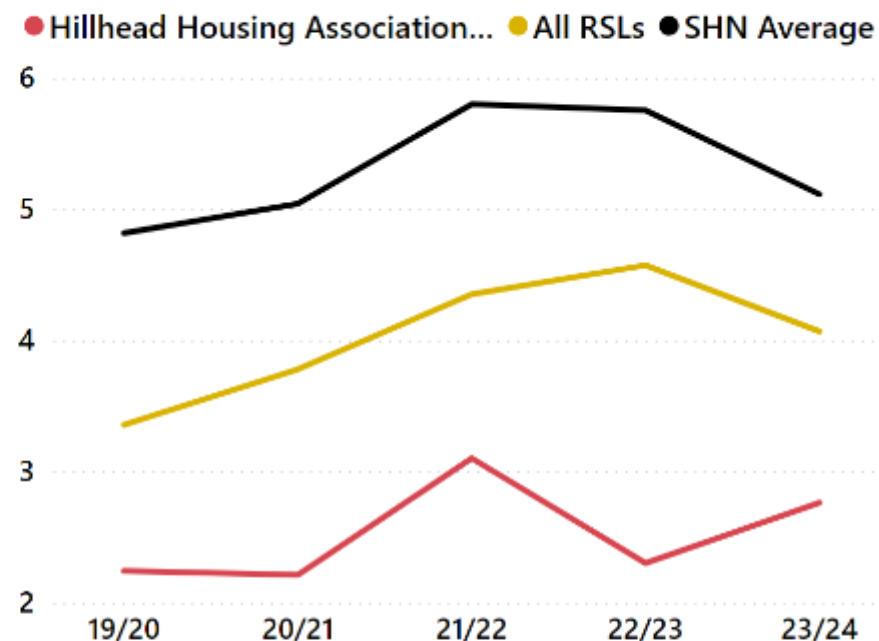
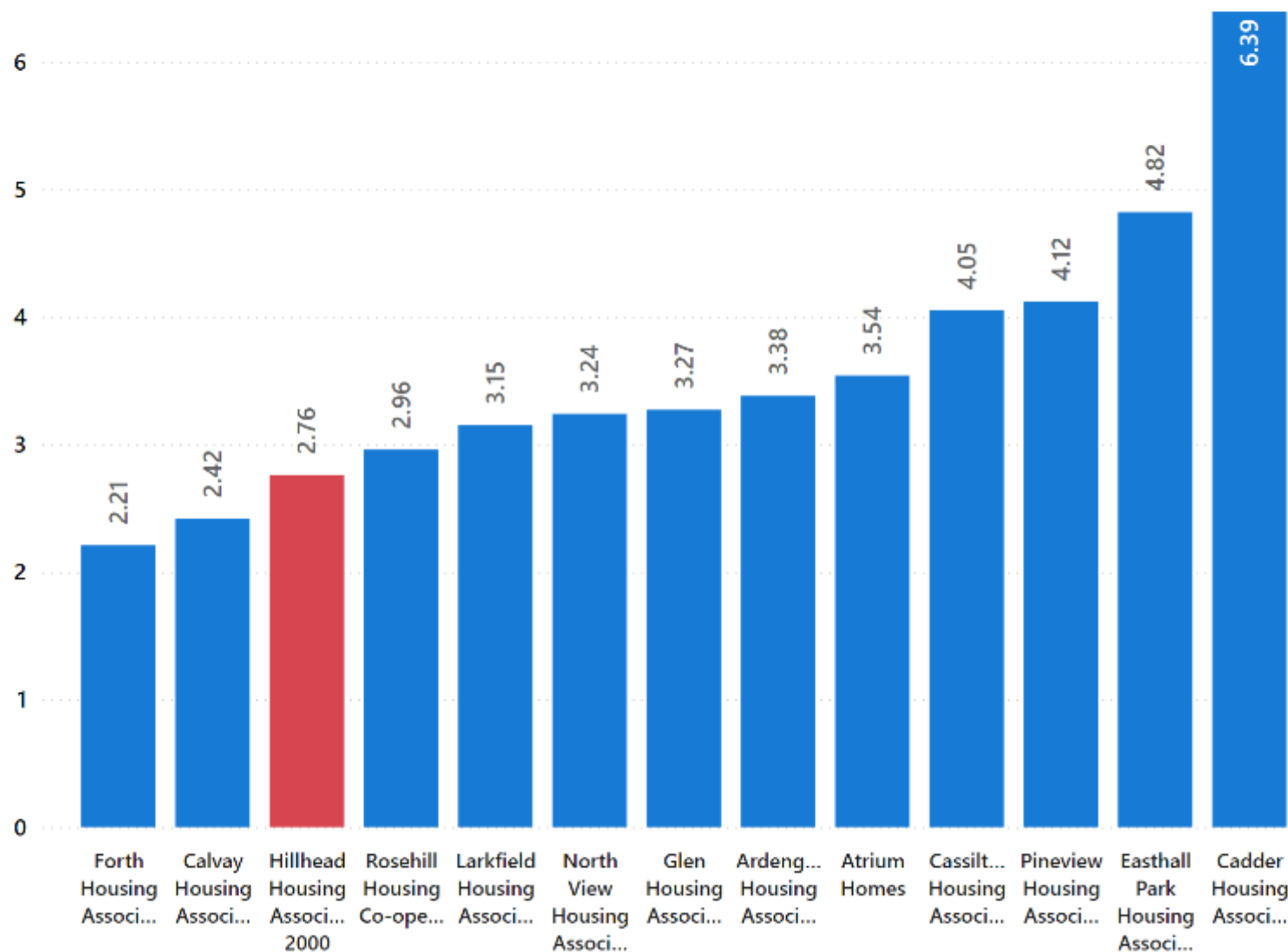
13 Complaints received per 100 homes



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	6.39	2.77	4.10
Peer Group 6 - Small stock transfer	6.89	9.16	10.22
All RSLs	7.24	8.21	8.57
SHN Average	5.45	6.14	6.55

1st Stage Complaints

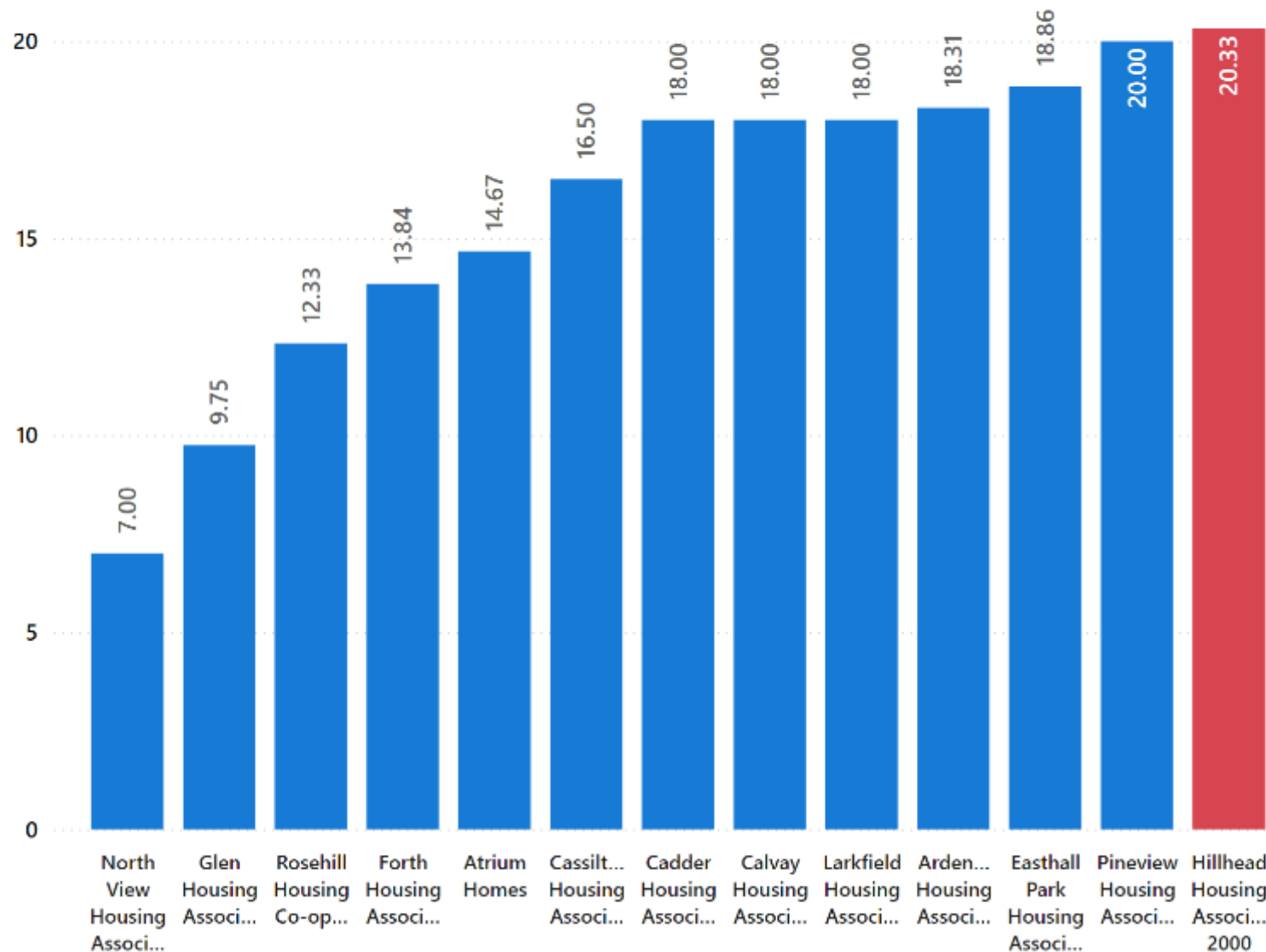
14 Stage 1 complaints average time to respond



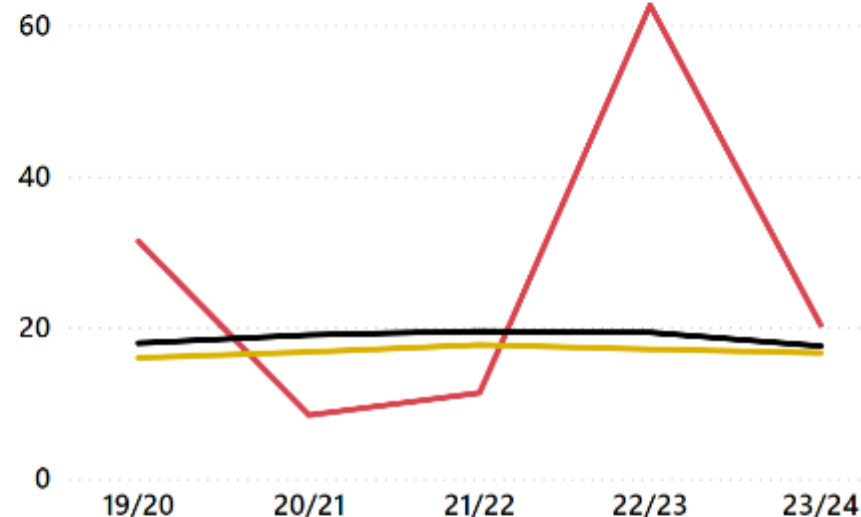
Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	3.10	2.30	2.76
Peer Group 6 - Small stock transfer	2.87	2.79	4.19
All RSLs	4.35	4.57	4.07
SHN Average	5.80	5.75	5.11

2nd Stage Complaints

14 Stage 2 complaints average time to respond

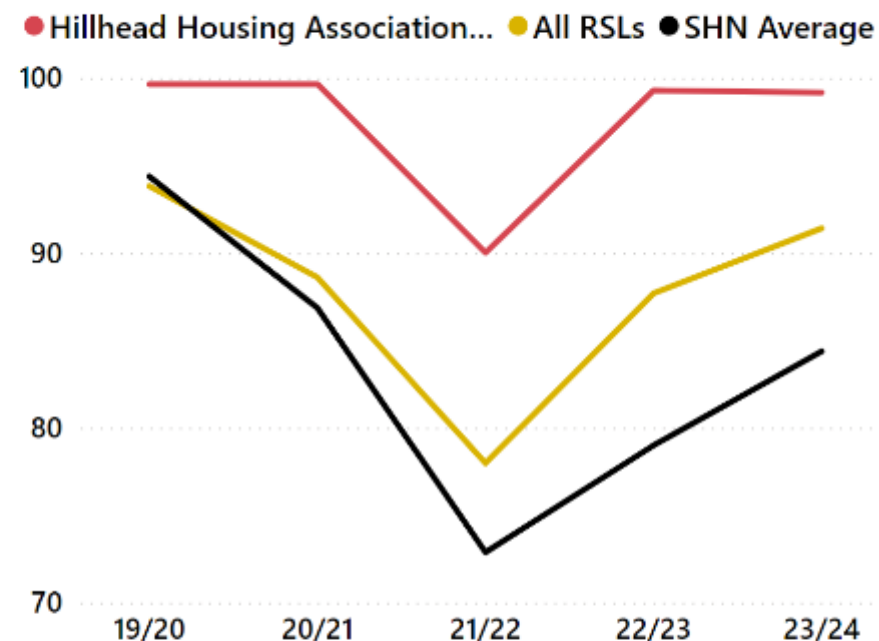
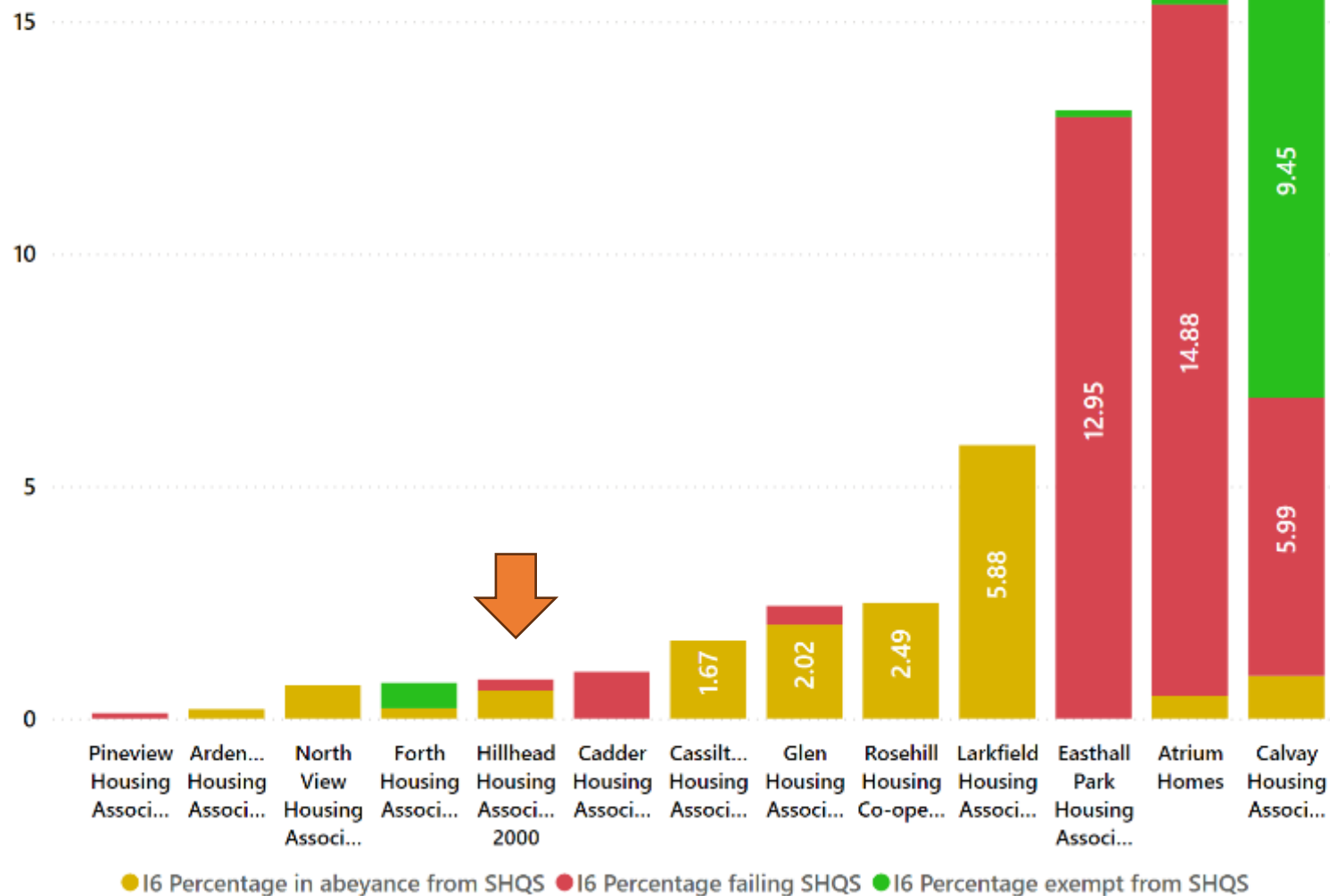


● Hillhead Housing Association... ● All RSLs ● SHN Average

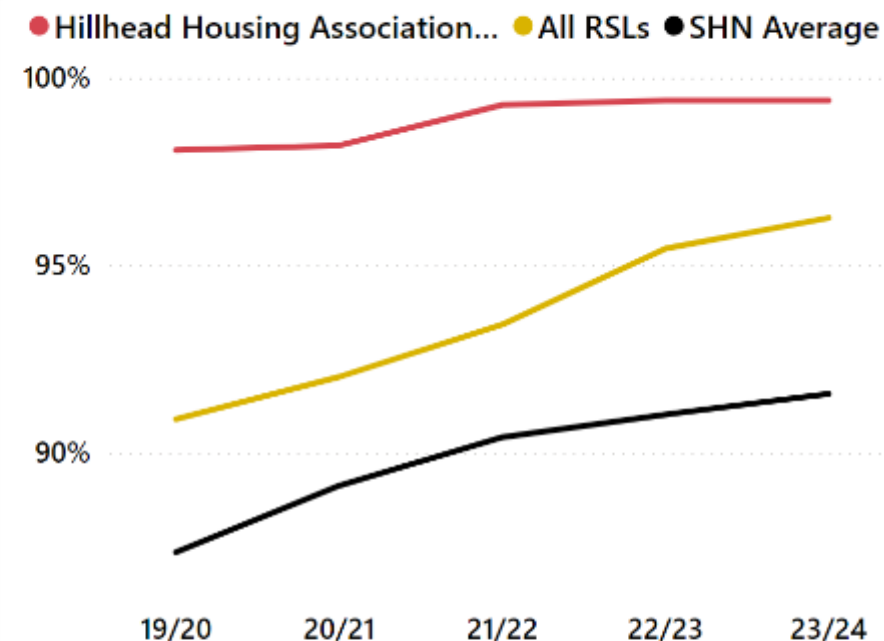
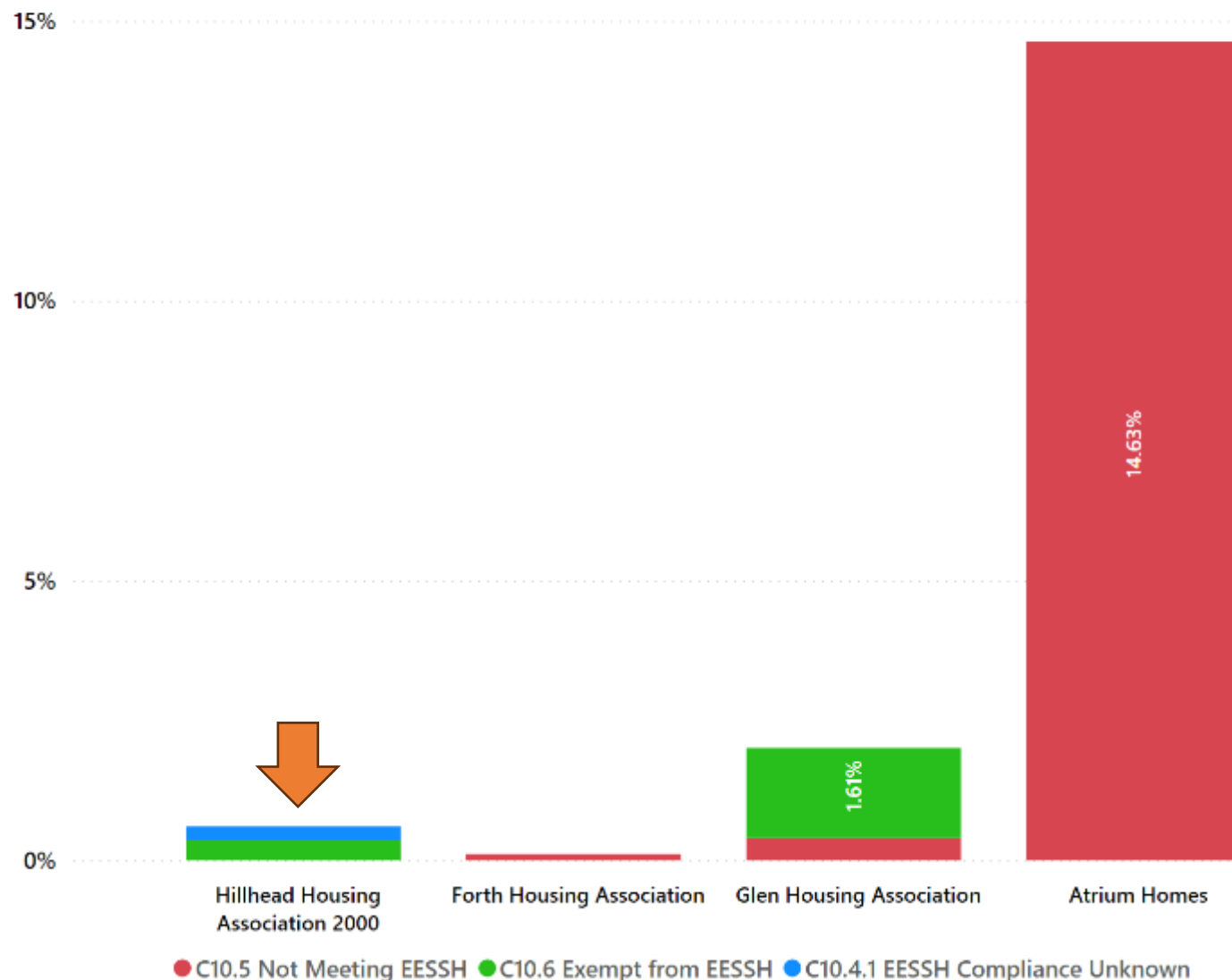


Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	11.33	62.67	20.33
Peer Group 6 - Small stock transfer	15.26	18.20	15.27
All RSLs	17.70	17.12	16.63
SHN Average	19.51	19.34	17.52

Housing Quality & Maintenance



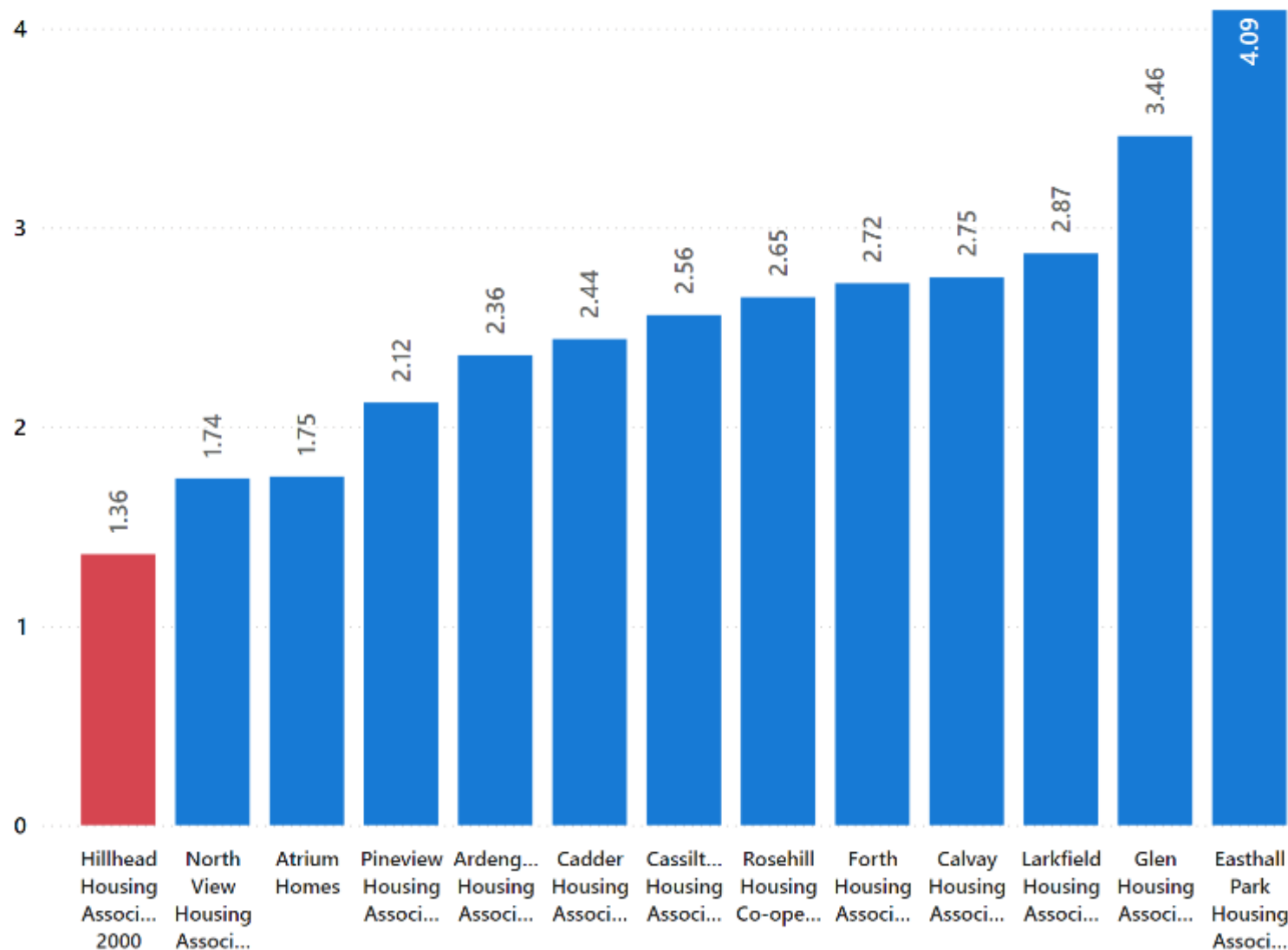
Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	90.00	99.28	99.16
Peer Group 6 - Small stock transfer	80.69	84.77	90.90
All RSLs	77.97	87.68	91.40
SHN Average	72.87	78.98	84.36



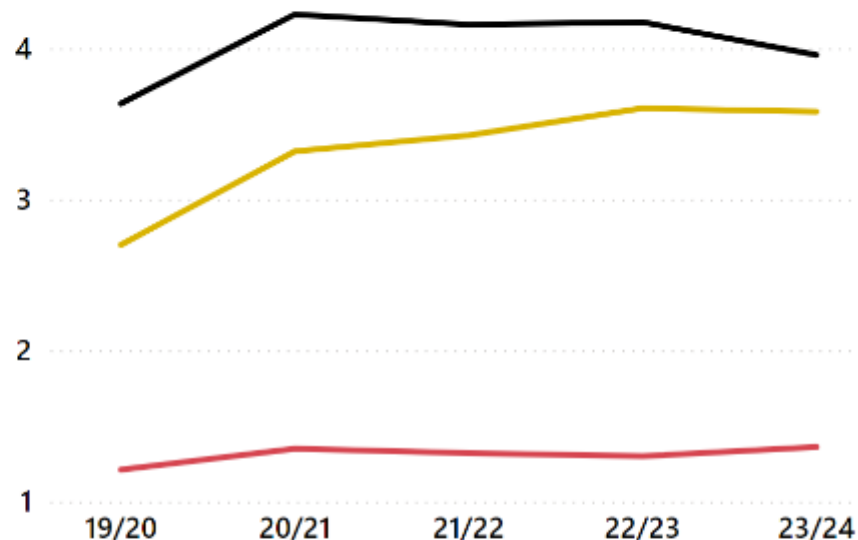
Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	99.28%	99.40%	99.40%
Peer Group 6 - Small stock transfer	91.66%	87.49%	92.00%
All RSLs	93.42%	95.44%	96.26%
SHN Average	90.41%	91.01%	91.56%

Emergency Repairs

18 Average hours to complete emergency repairs



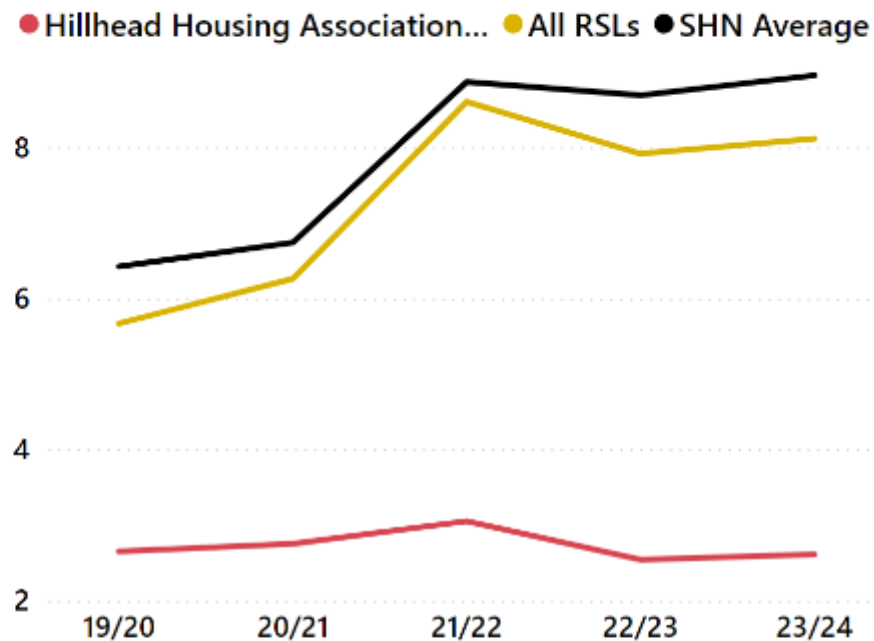
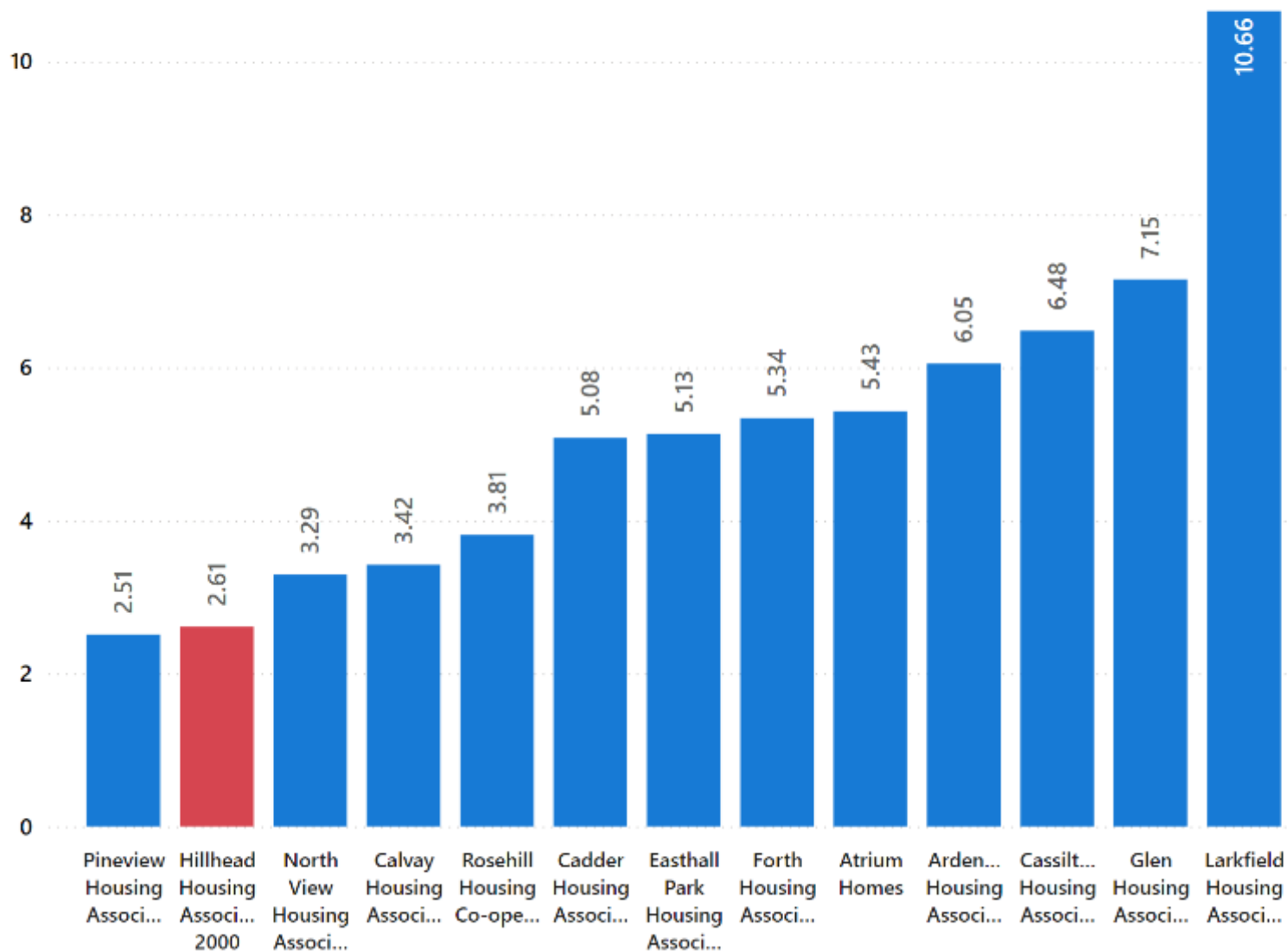
● Hillhead Housing Association... ● All RSLs ● SHN Average



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	1.32	1.30	1.36
Peer Group 6 - Small stock transfer	2.21	2.53	2.22
All RSLs	3.42	3.60	3.58
SHN Average	4.16	4.17	3.96

Non-Emergency Repairs

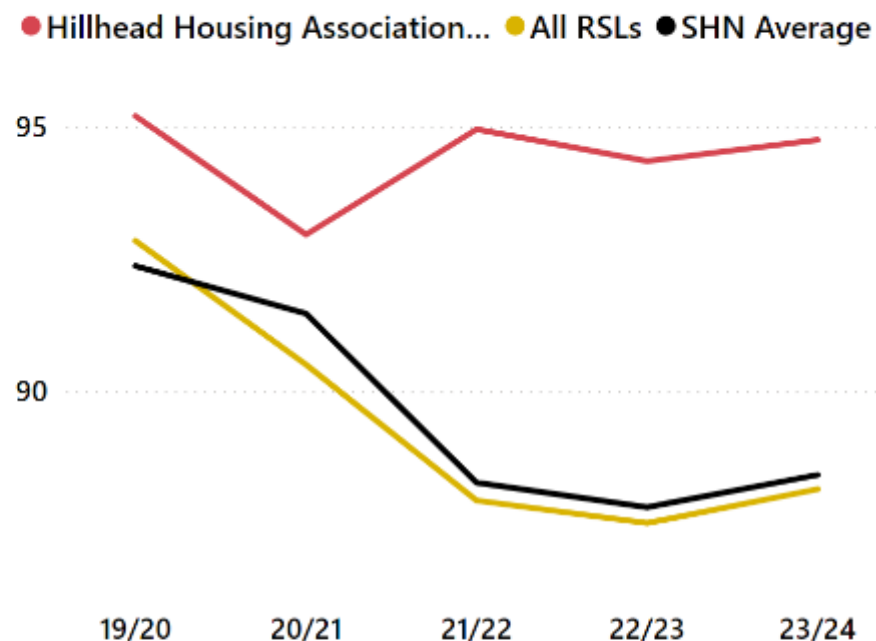
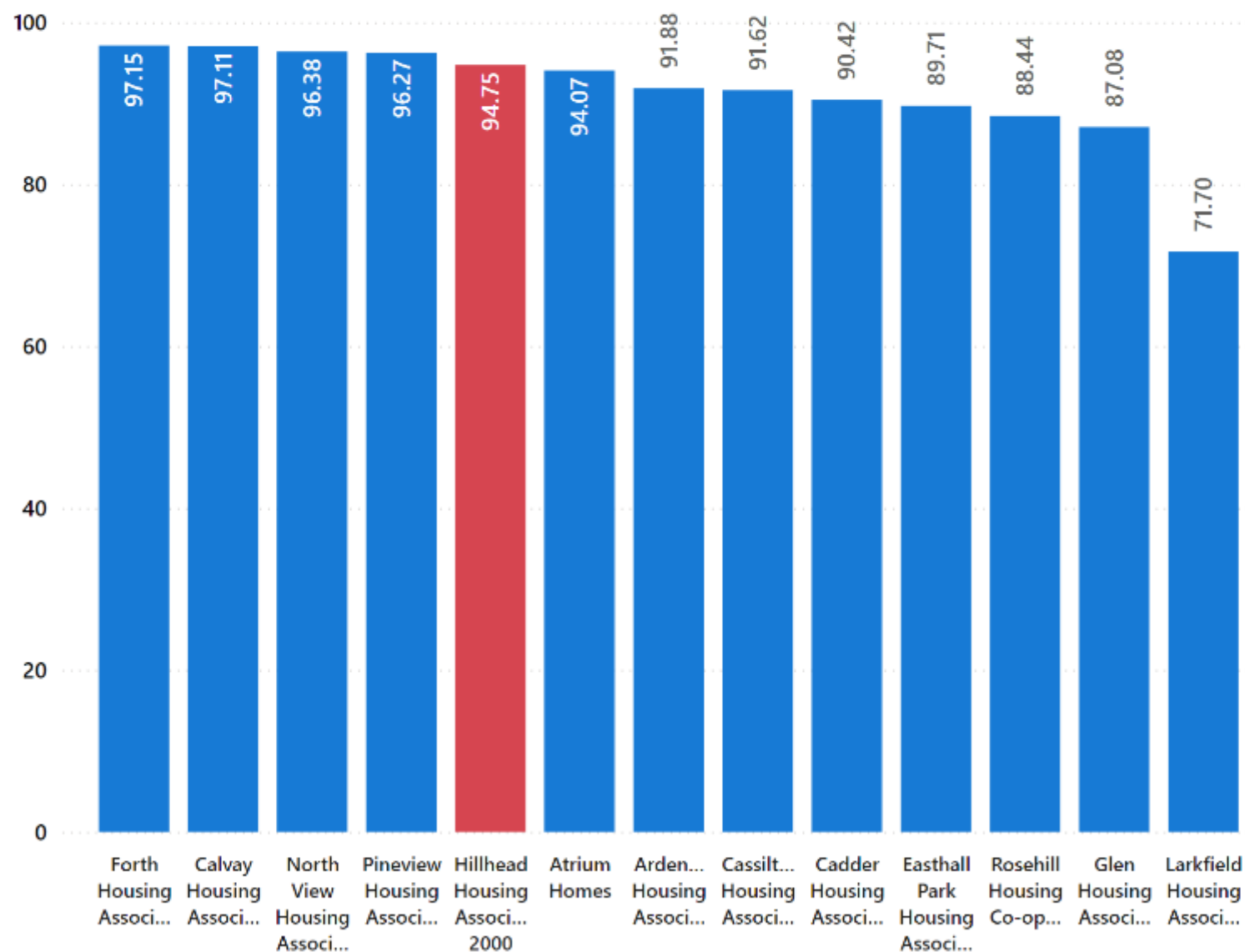
19 Average working days to complete non-emergency repairs



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	3.05	2.54	2.61
Peer Group 6 - Small stock transfer	5.85	5.51	5.86
All RSLs	8.60	7.92	8.11
SHN Average	8.87	8.69	8.95

Repairs Right First Time

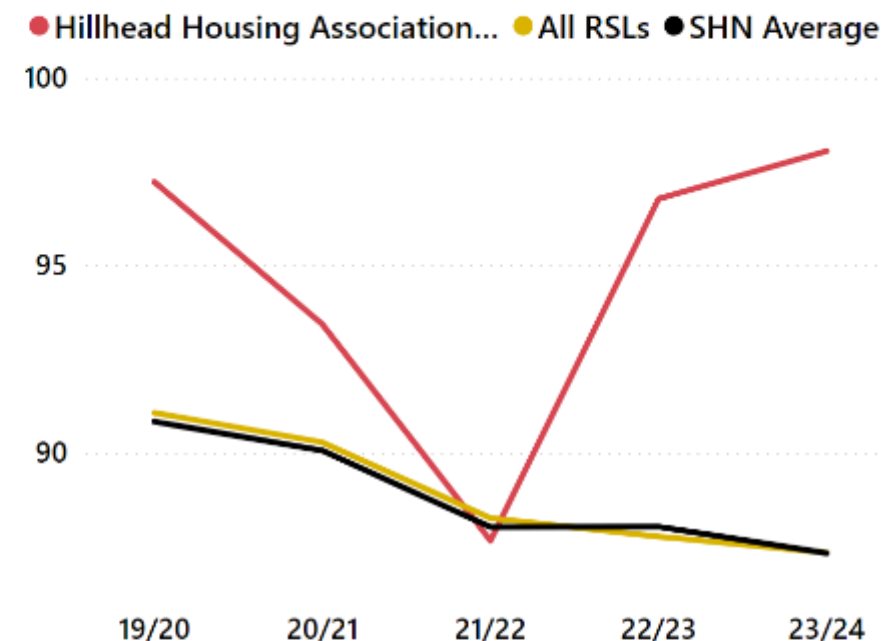
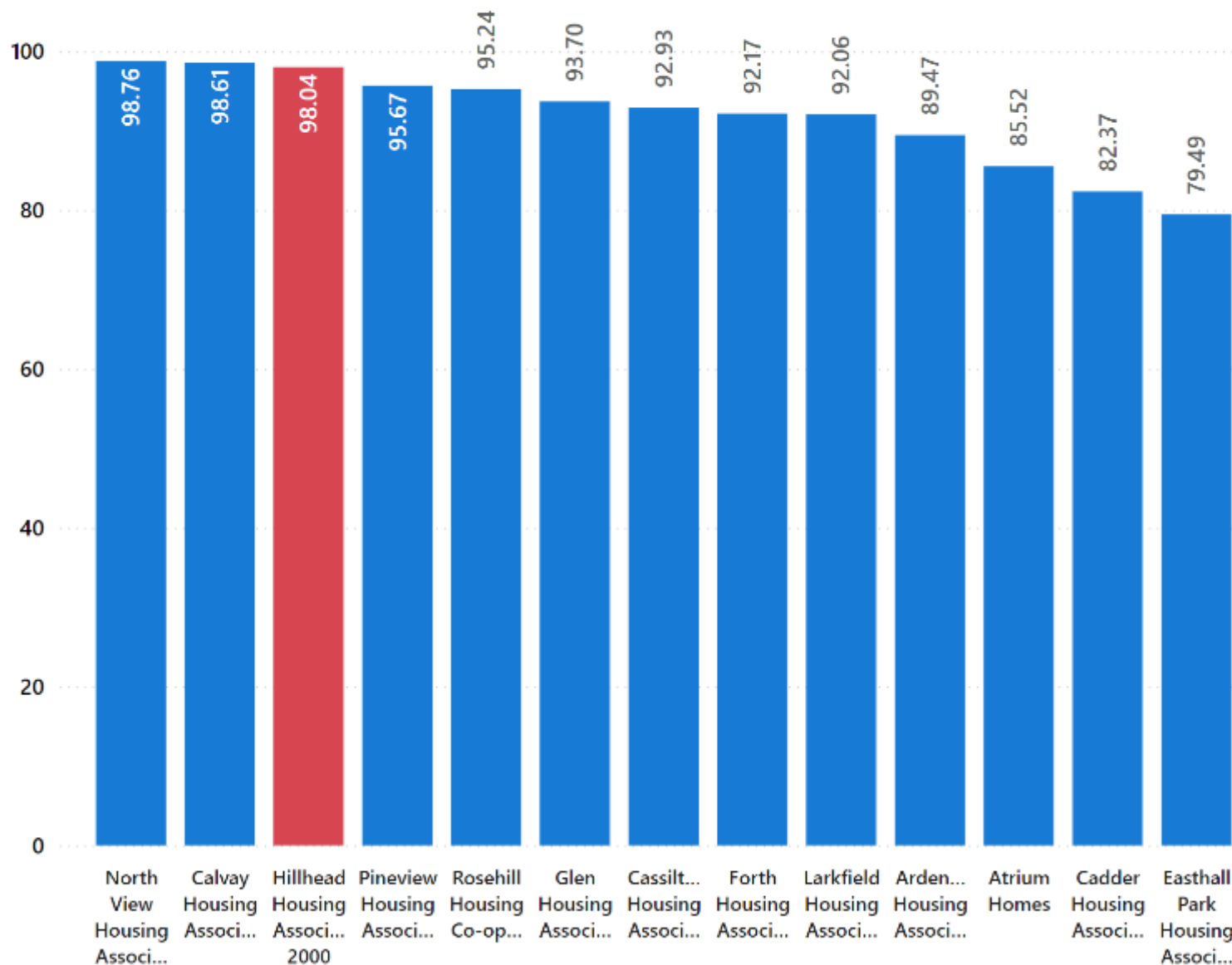
110 Percentage reactive repairs completed right first time



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	94.95	94.35	94.75
Peer Group 6 - Small stock transfer	85.34	87.73	87.47
All RSLs	87.93	87.50	88.14
SHN Average	88.27	87.80	88.41

Repairs Satisfaction

112 Percentage tenants satisfied with repairs service

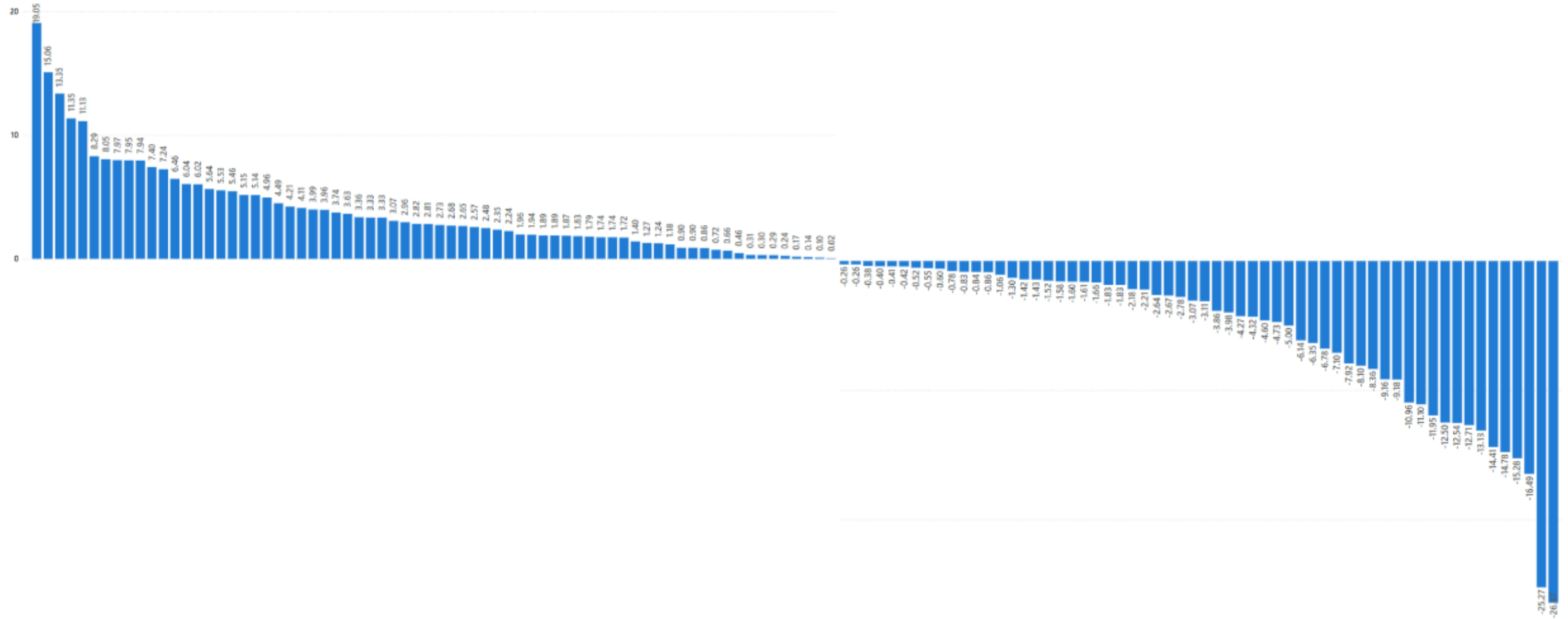


Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	87.65	96.77	98.04
Peer Group 6 - Small stock transfer	89.80	90.85	87.71
All RSLs	88.25	87.76	87.33
SHN Average	88.01	88.02	87.31

Repairs Satisfaction

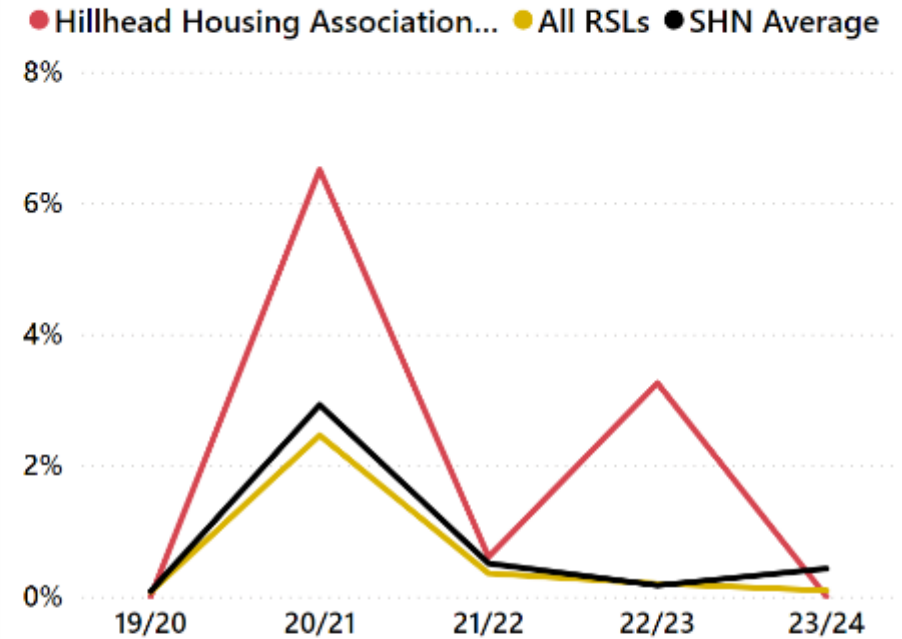
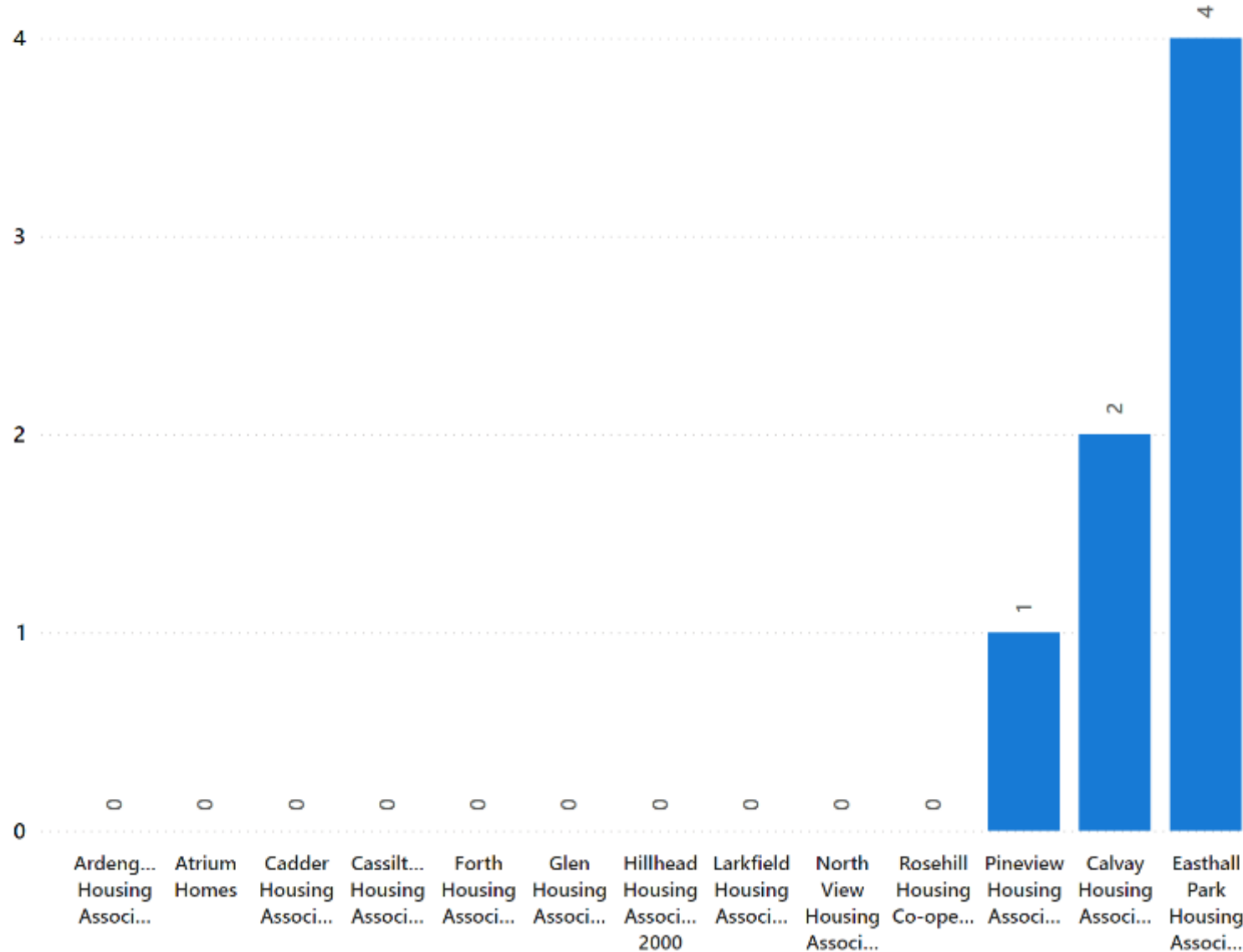
112 Percentage tenants satisfied
with repairs service

Change from previous survey



Gas Safety

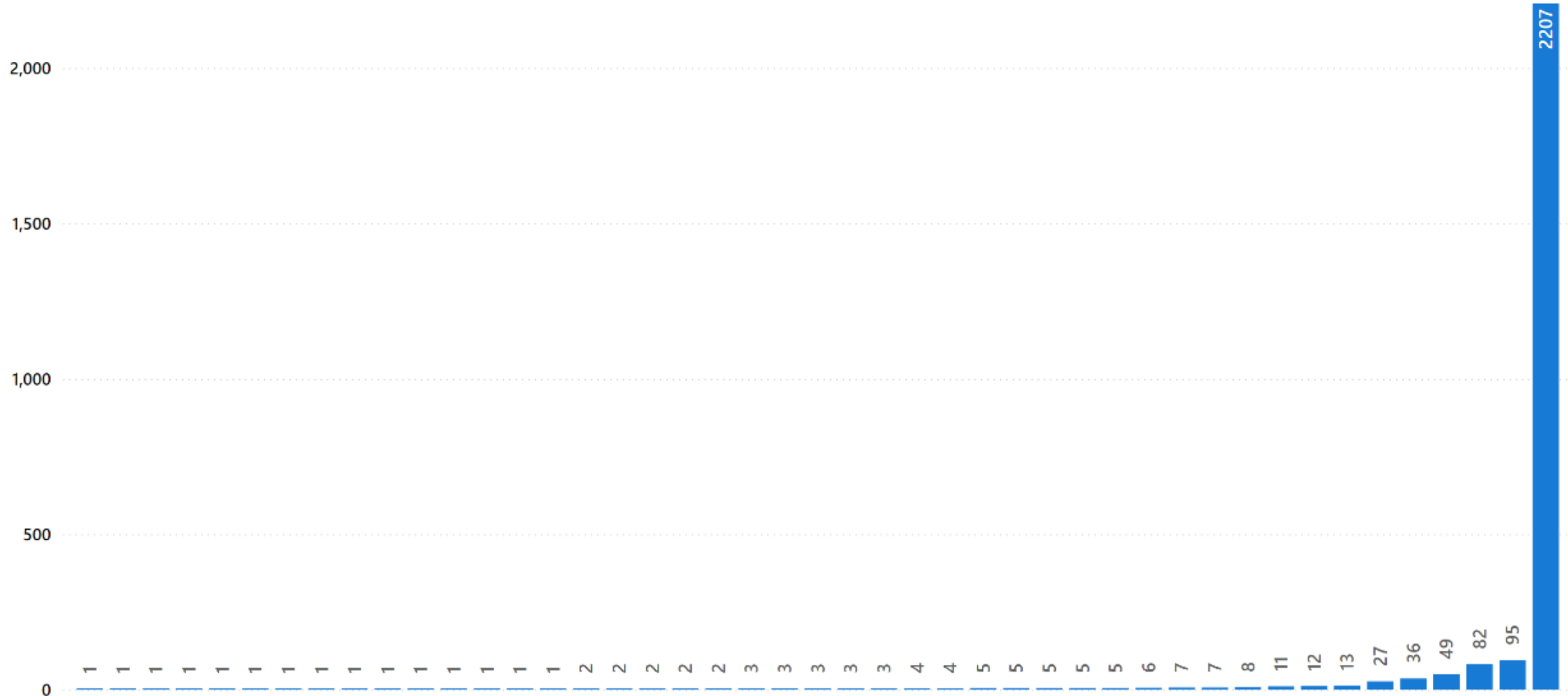
I11 Gas safety fails count



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	5	27	0
Peer Group 6 - Small stock transfer	9	66	36
All RSLs	1,013	578	268
SHN Average	3,029	1,032	2,633

Gas Safety

111 Gas safety regulations not met



Access to Housing

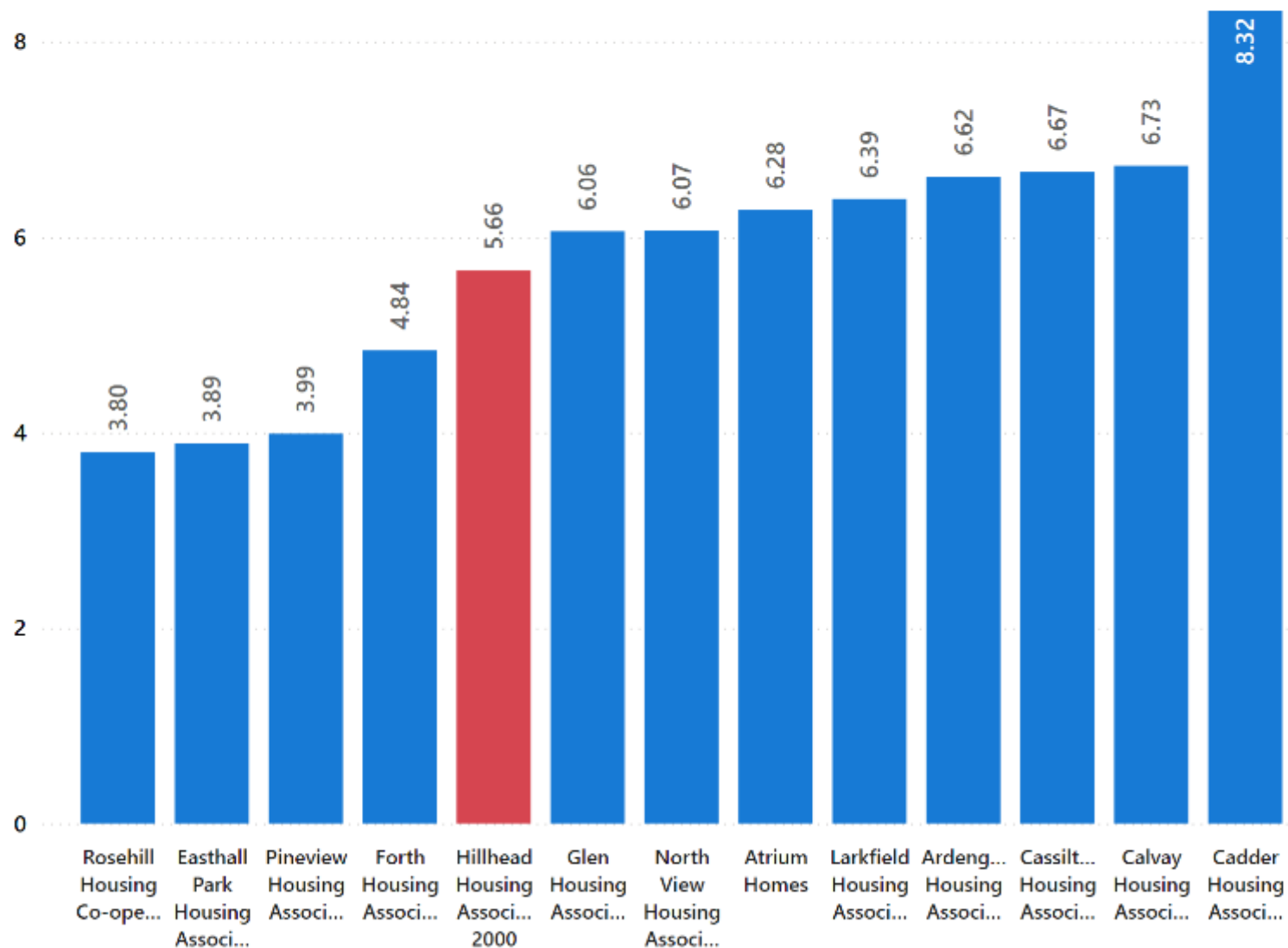
Housing Lists & Lets



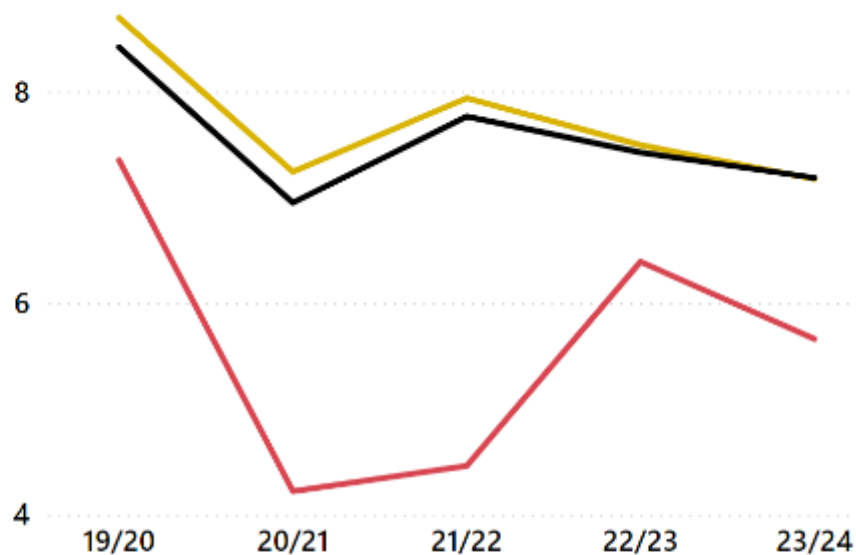
C2.1 The number of lets to existing tenants	8
C2.2 The number of lets to housing list applicants	18
C2.3 The number of mutual exchanges	5
C2.4 The number of lets from other sources	0
C2.5 The number of lets to homeless applicants	8
C2.6 Other nominations from local authorities	6
C3.1 General needs lets	40
C3.2 Supported housing lets	0

Turnover

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



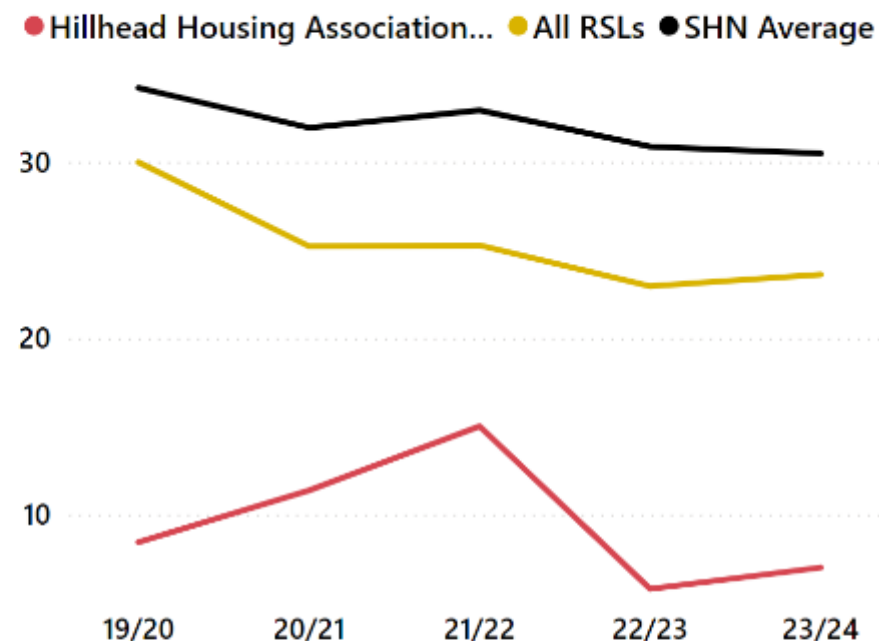
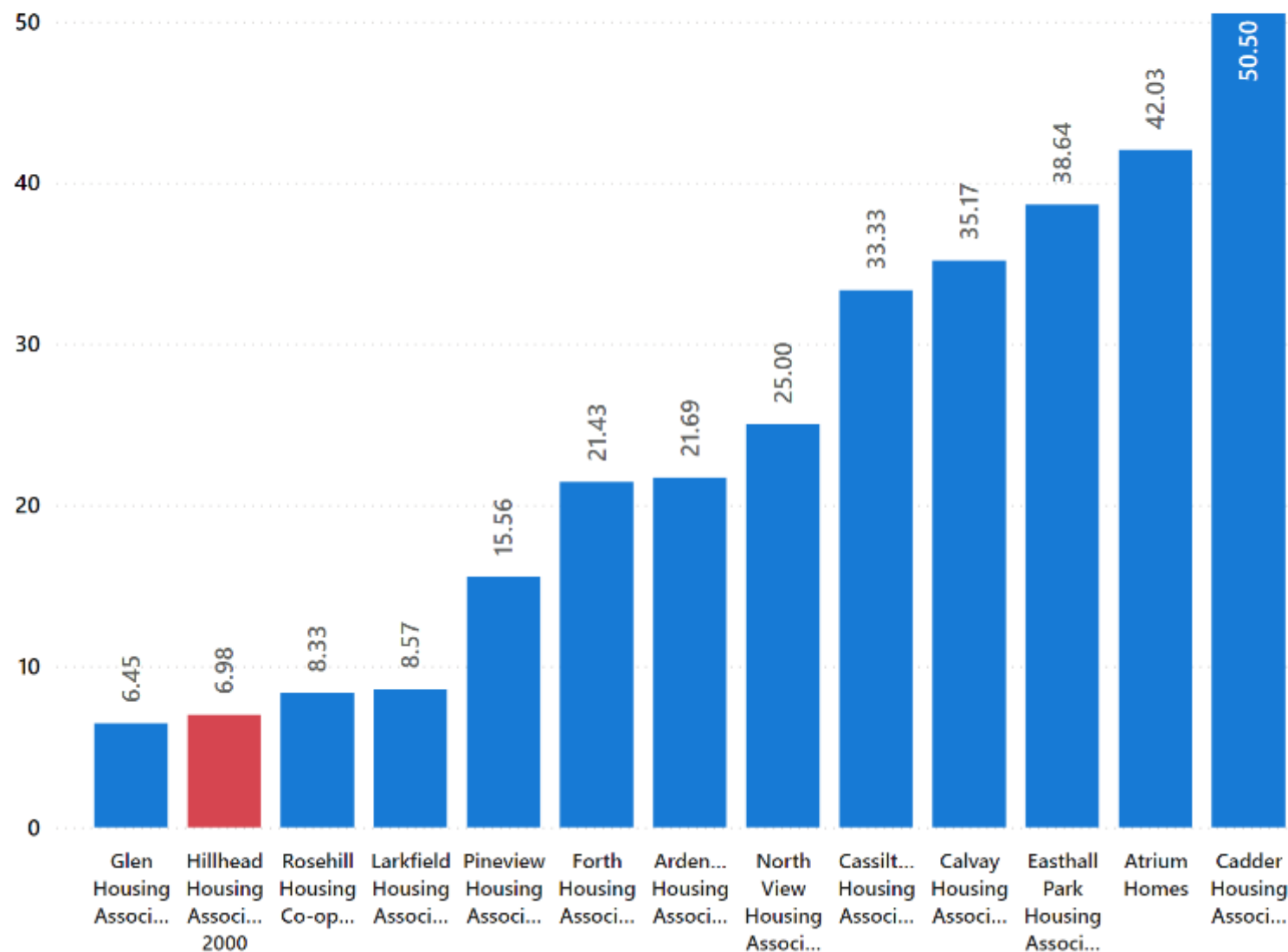
● Hillhead Housing Association... ● All RSLs ● SHN Average



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	4.46	6.39	5.66
Peer Group 6 - Small stock transfer	6.92	6.86	6.47
All RSLs	7.94	7.49	7.17
SHN Average	7.76	7.42	7.18

Offers Refused

114 Percentage tenancy offers refused



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	15.00	5.77	6.98
Peer Group 6 - Small stock transfer	26.83	23.67	26.47
All RSLs	25.26	22.95	23.61
SHN Average	32.93	30.87	30.48

Lets by Source

C2 percentage of lets by source of let

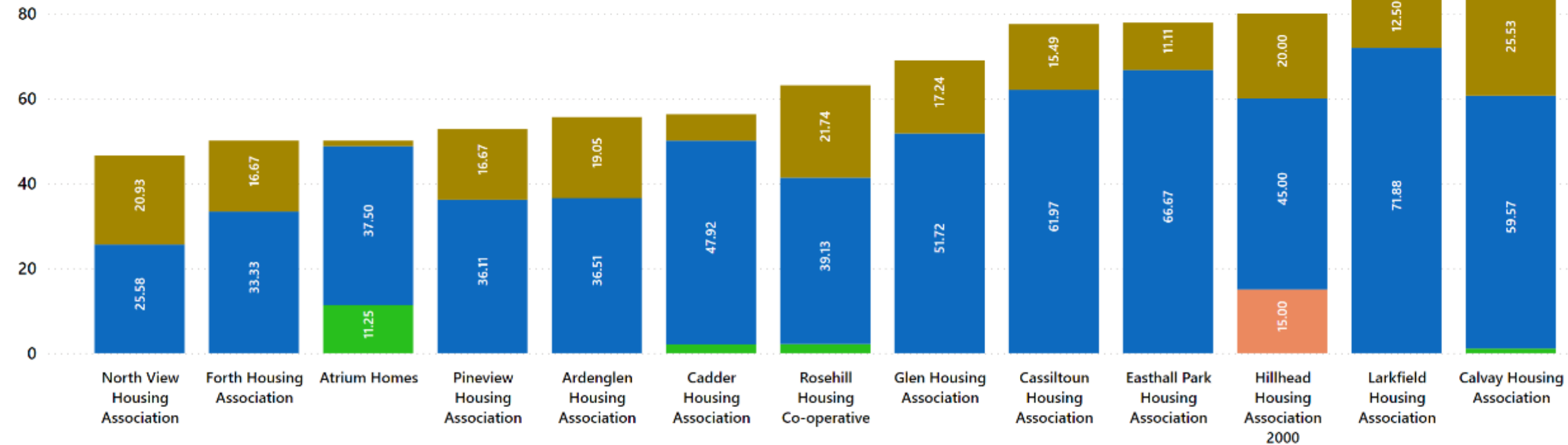


● C2 Percentage of lets to others ● C2 Percentage of lets to LA nominations ● C2 Percentage of lets to housing applicants ● C2 Percentage of lets to homeless applicants ● C2 Percentage of lets to existing tenants

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		
Organisation Name	21/22	22/23	23/24	21/22	22/23	23/24	21/22	22/23	23/24	21/22	22/23	23/24	21/22	22/23	23/24
Hillhead Housing Association 2000	20.59	18.37	20.00	32.35	18.37	20.00	38.24	44.90	45.00	8.82	16.33	15.00	0.00	2.04	0.00
All RSLs	15.06	15.58	13.78	33.14	34.74	39.18	45.07	43.20	39.79	3.72	3.15	3.91	3.00	3.33	3.34

Lets by Source (Excluding Lets to Homeless Households)

C2 percentage of lets by source of let

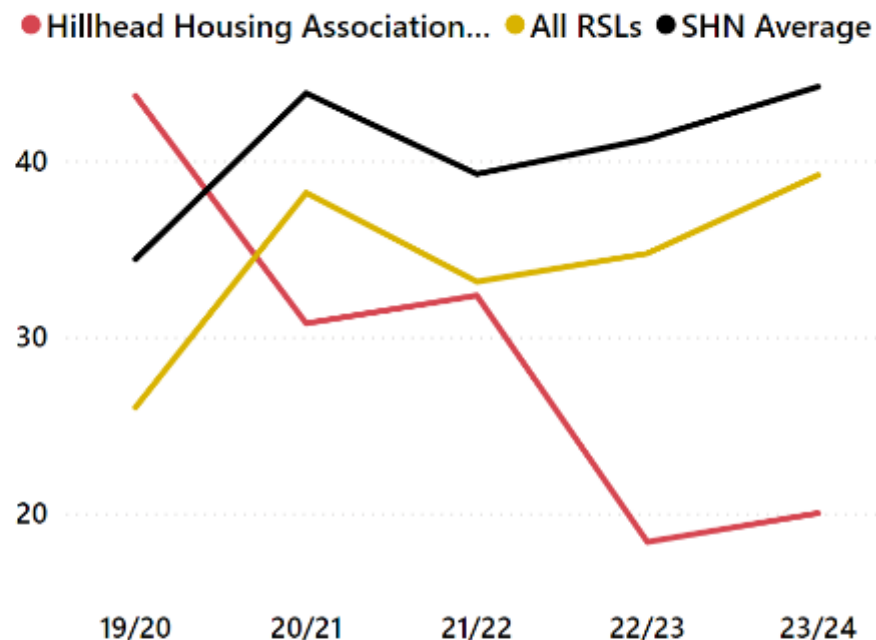
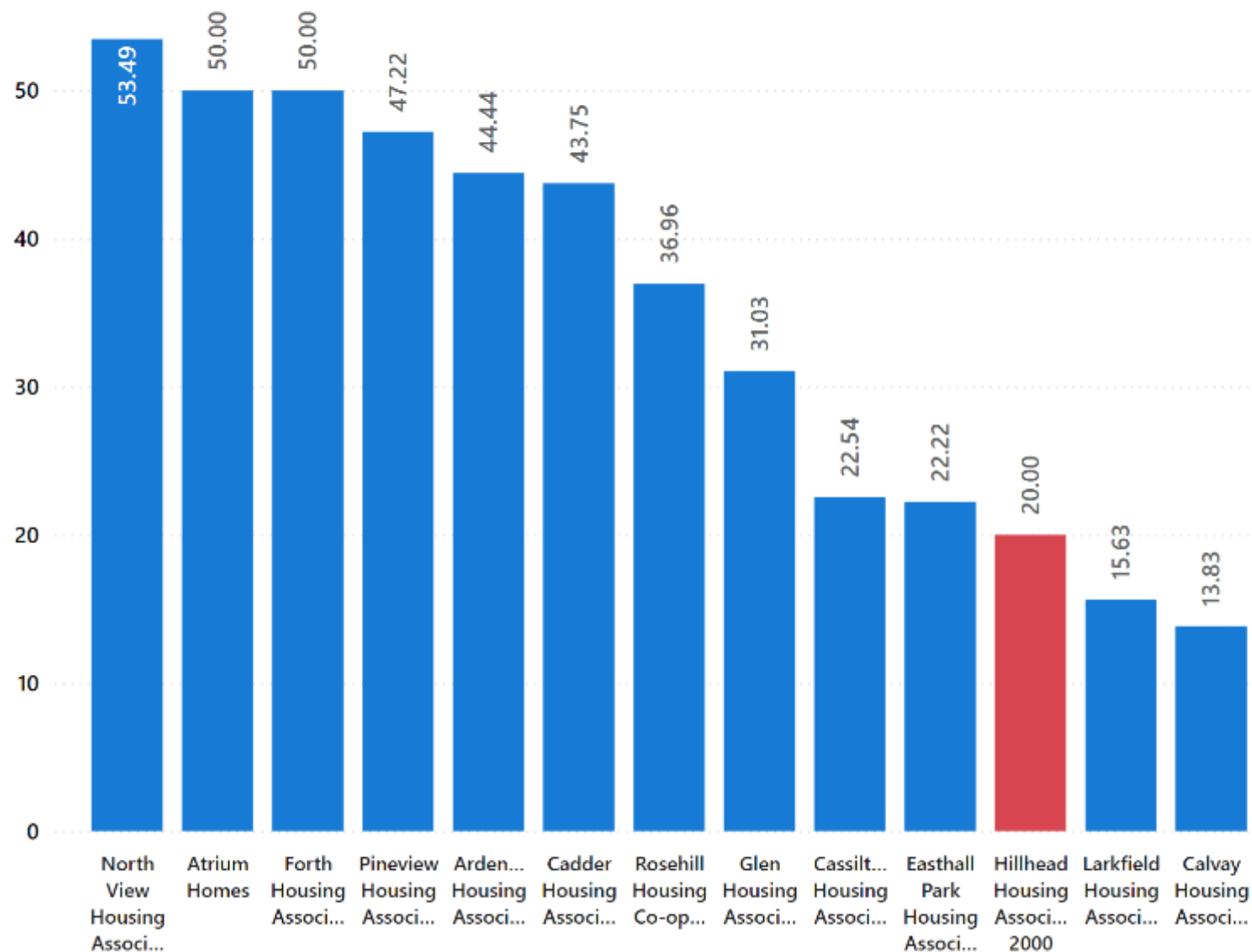


● C2 Percentage of lets to others ● C2 Percentage of lets to LA nominations ● C2 Percentage of lets to housing applicants ● C2 Percentage of lets to existing tenants

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		
Organisation Name	21/22	22/23	23/24	21/22	22/23	23/24	21/22	22/23	23/24	21/22	22/23	23/24
Hillhead Housing Association 2000	20.59	18.37	20.00	38.24	44.90	45.00	8.82	16.33	15.00	0.00	2.04	0.00
All RSLs	15.06	15.58	13.78	45.07	43.20	39.79	3.72	3.15	3.91	3.00	3.33	3.34

Lets to Homeless Households

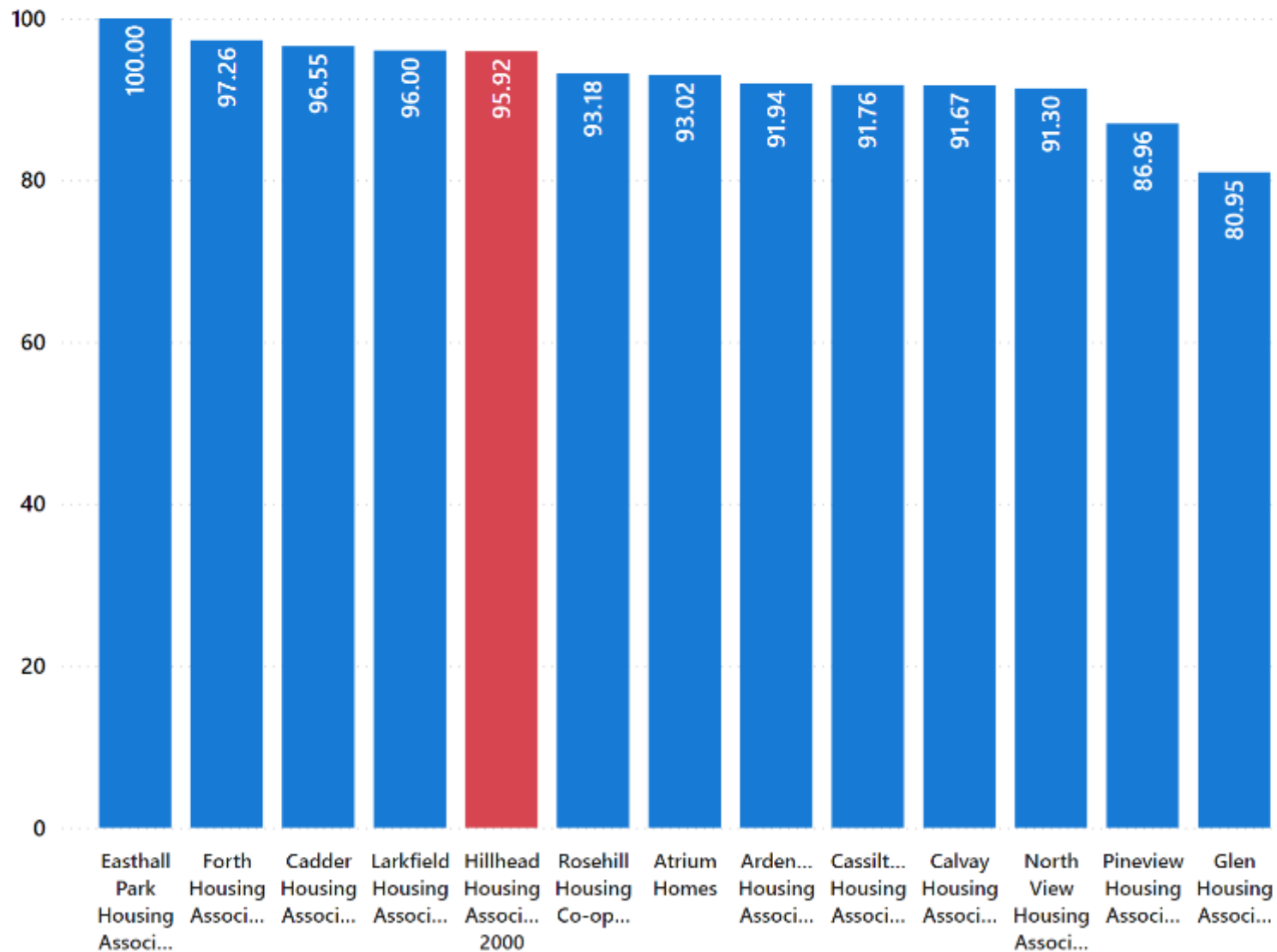
C2 Percentage of lets to homeless applicants



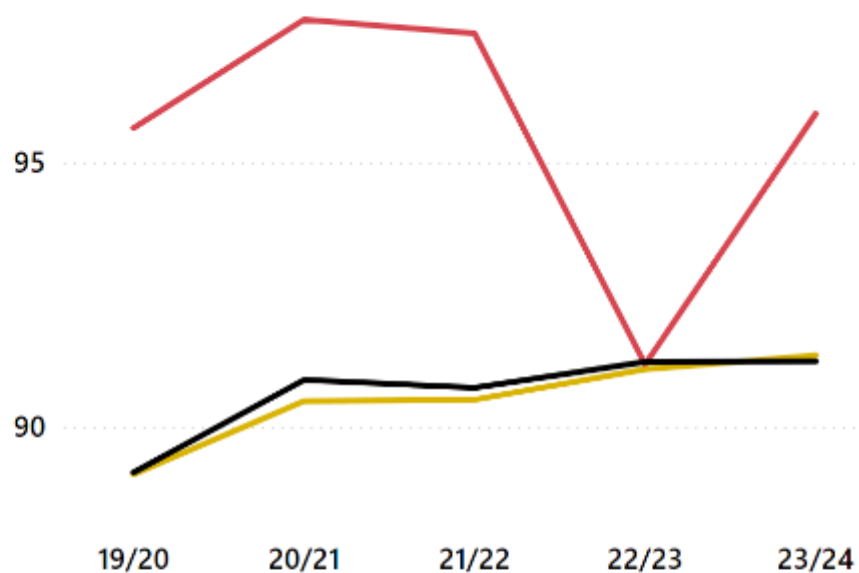
Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	32.35	18.37	20.00
Peer Group 6 - Small stock transfer	23.68	20.69	27.64
All RSLs	33.14	34.74	39.18
SHN Average	39.24	41.22	44.20

Tenancy Sustainment

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



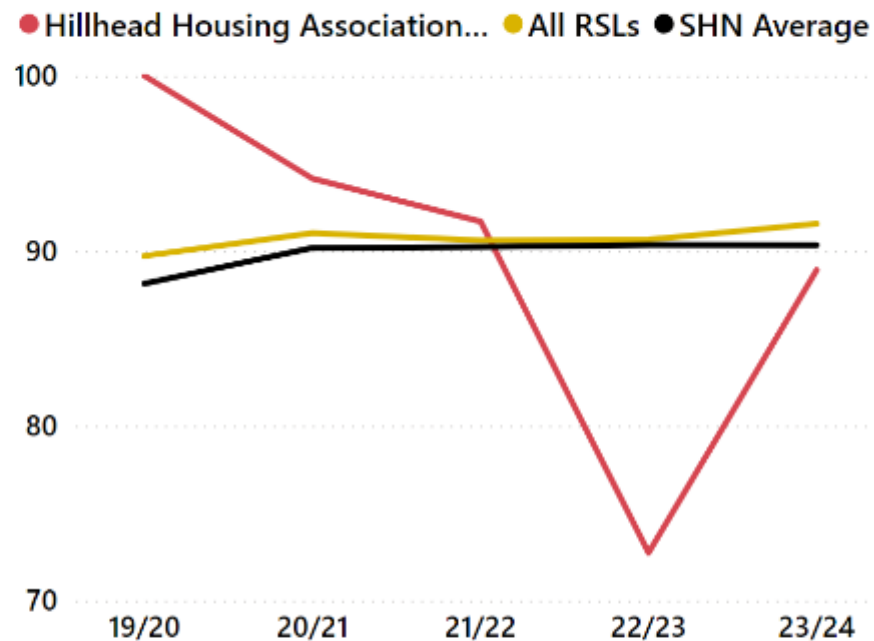
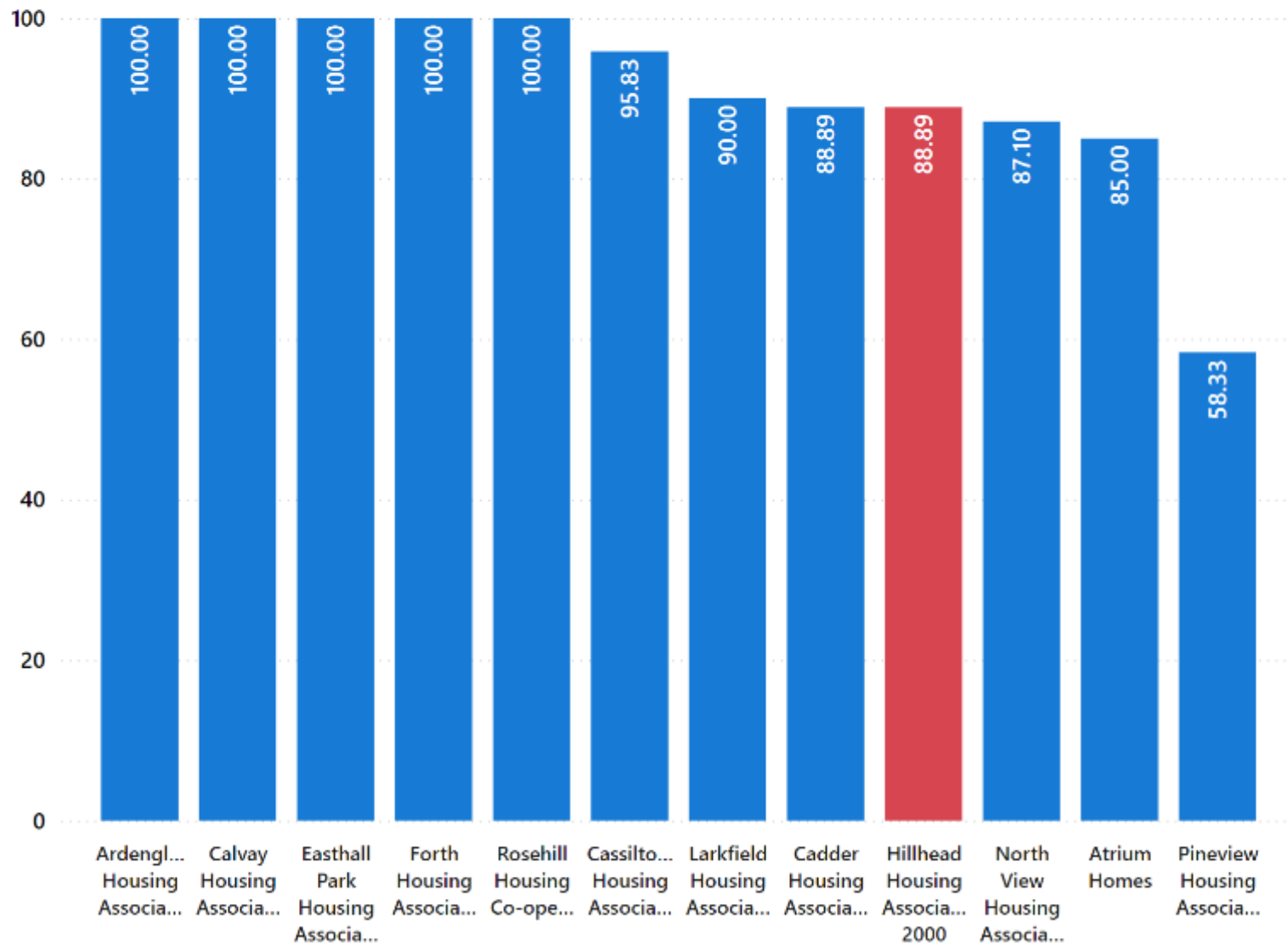
● Hillhead Housing Association... ● All RSLs ● SHN Average



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	97.44	91.18	95.92
Peer Group 6 - Small stock transfer	90.80	92.11	93.39
All RSLs	90.51	91.09	91.35
SHN Average	90.74	91.23	91.24

Tenancy Sustainment (Homeless)

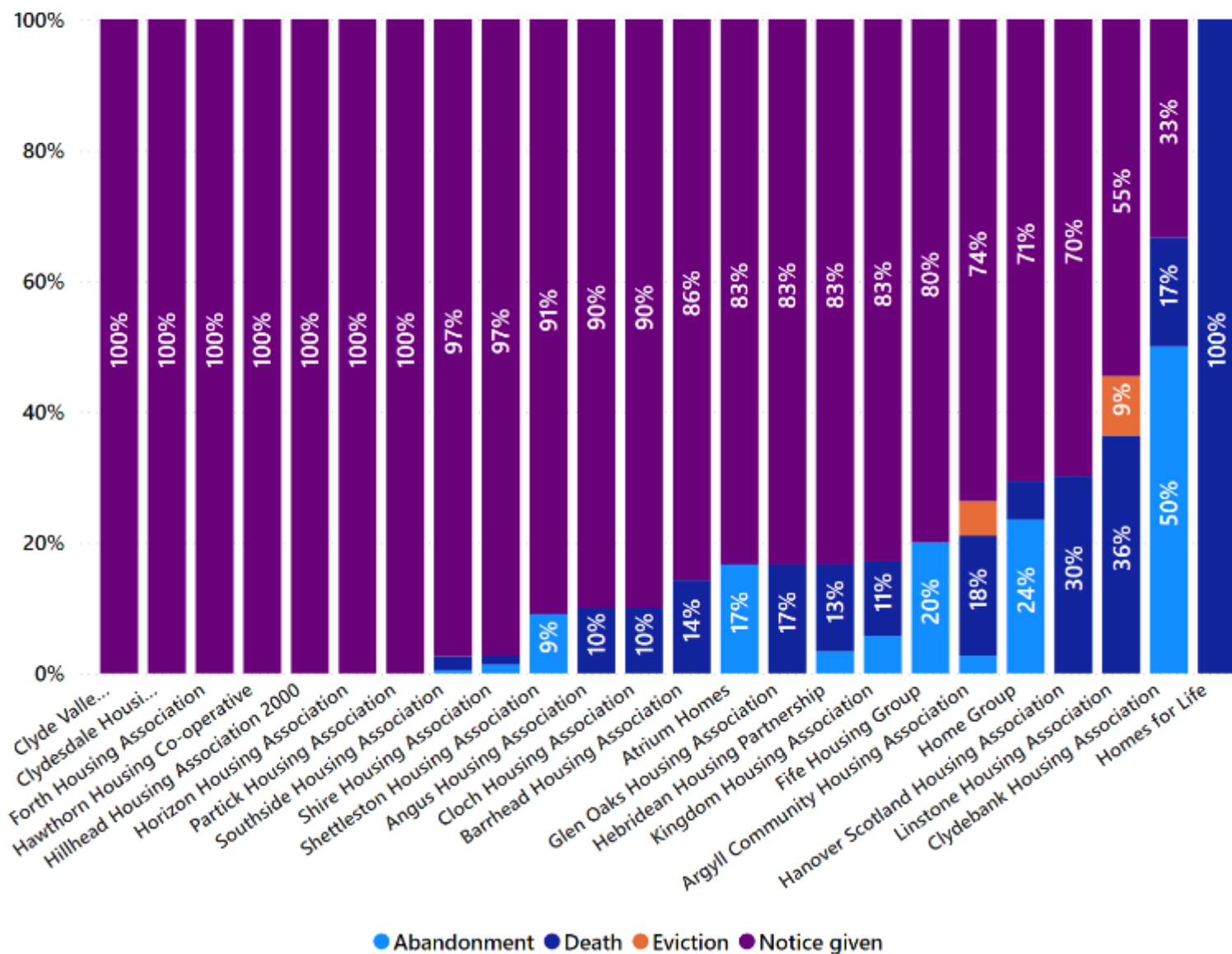
116 Percentage tenancies began in previous year remained more than a year - applicants assessed statutory homeless LA



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	91.67	72.73	88.89
Peer Group 6 - Small stock transfer	90.79	87.78	92.42
All RSLs	90.59	90.63	91.54
SHN Average	90.21	90.33	90.31

Tenancy Terminations

N10 Tenancy Sustainment -
Terminations within 12 months



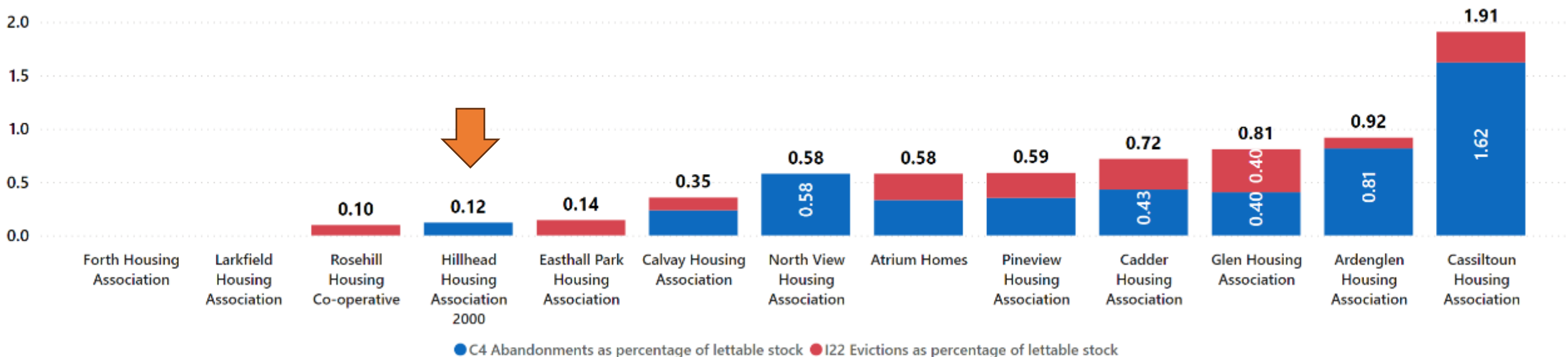
Organisation Name	23/24			
	N10 Abandonment	N10 Death	N10 Eviction	N10 Notice given
Hillhead Housing Association 2000	0	0	0	2
All RSLs	17	63	3	522
SHN Average	290	365	11	1,835

Abandonments and Evictions

C4 Abandonments & and I22 evictions as a percentage of stock

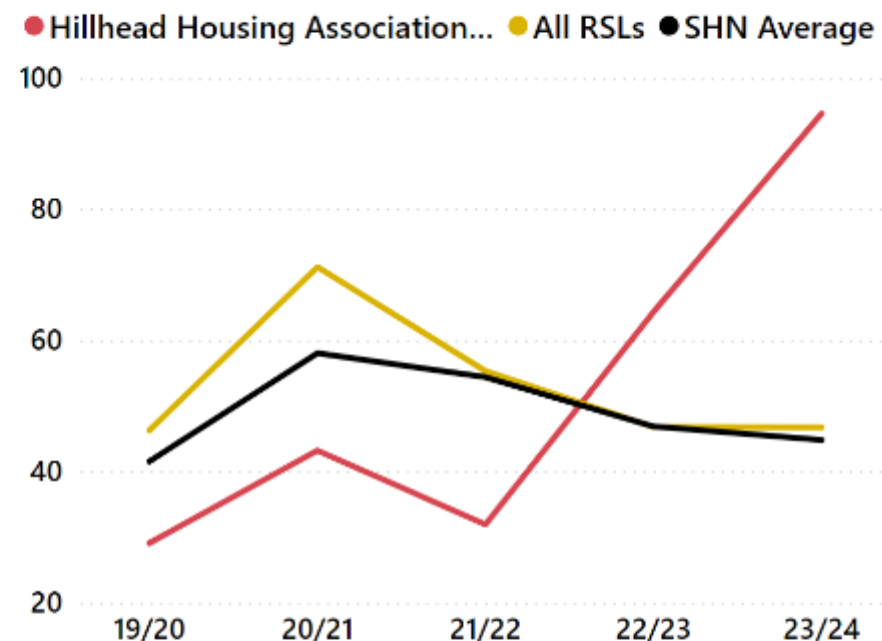
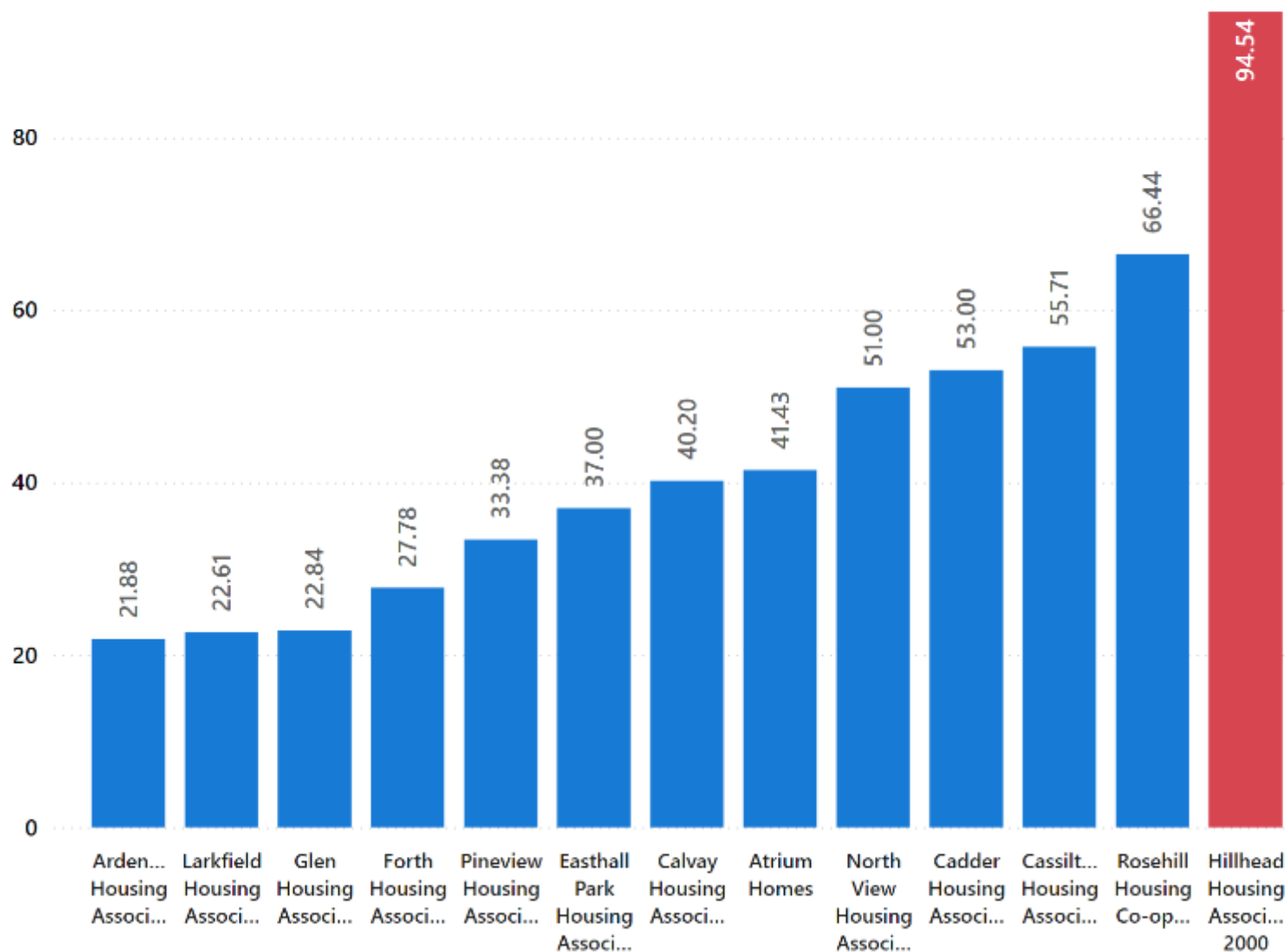


	21/22		22/23		23/24	
Organisation Name	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock
Hillhead Housing Association 2000	0.24	0.00	0.48	0.00	0.12	0.00
Peer Group 6 - Small stock transfer	0.45	0.11	0.46	0.02	0.33	0.15
All RSLs	0.40	0.09	0.44	0.12	0.40	0.15
SHN Average	0.45	0.06	0.50	0.10	0.47	0.16



Medical Adaptations

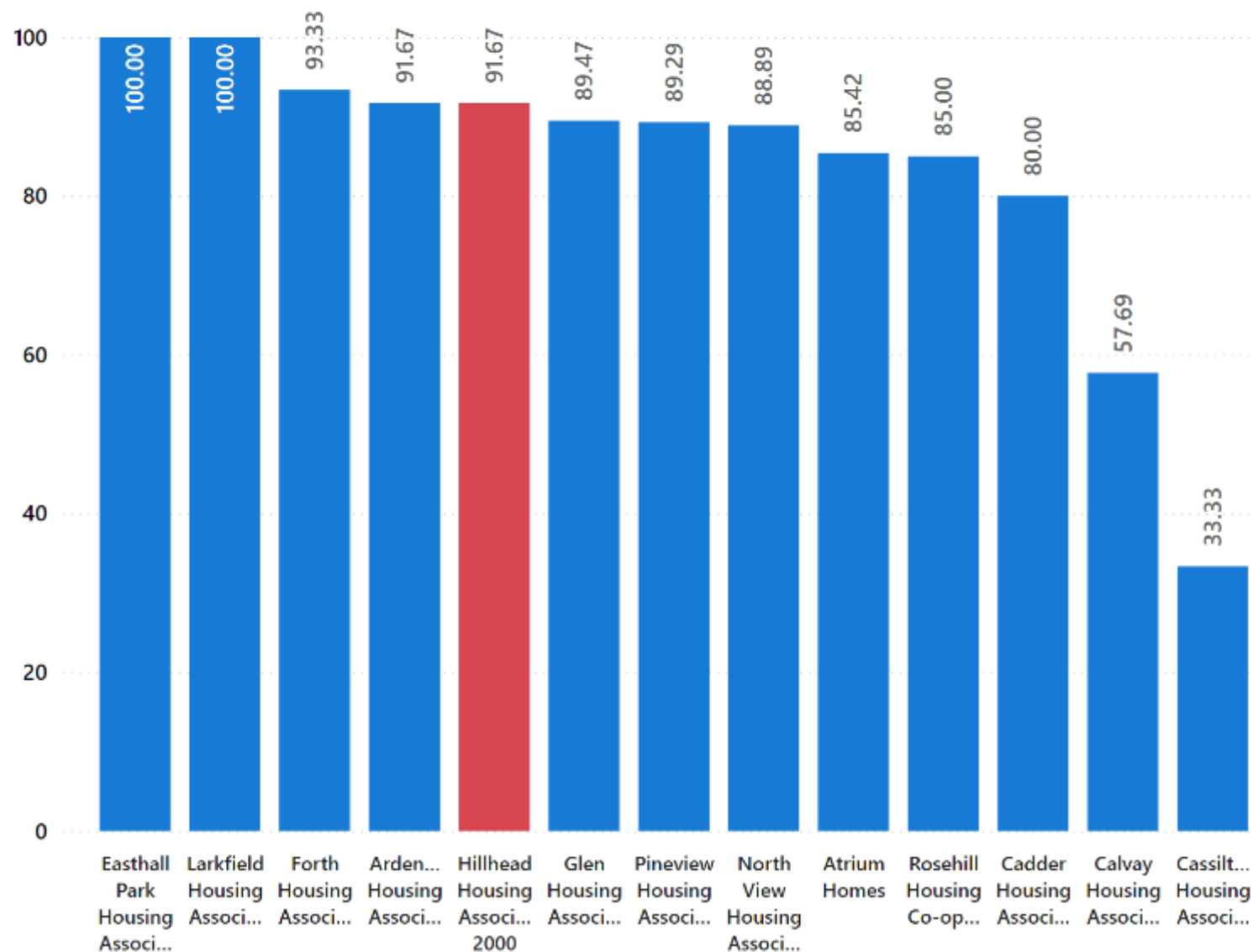
121 Average days to complete approved adaptations



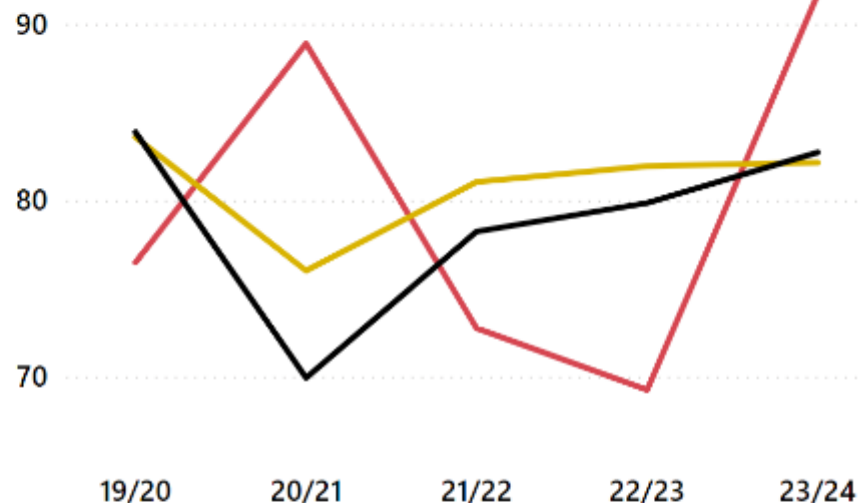
Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	31.89	64.32	94.54
Peer Group 6 - Small stock transfer	68.37	57.44	77.54
All RSLs	55.28	46.76	46.68
SHN Average	54.35	46.83	44.77

Medical Adaptations

119 Percentage approved applications for medical adaptations completed



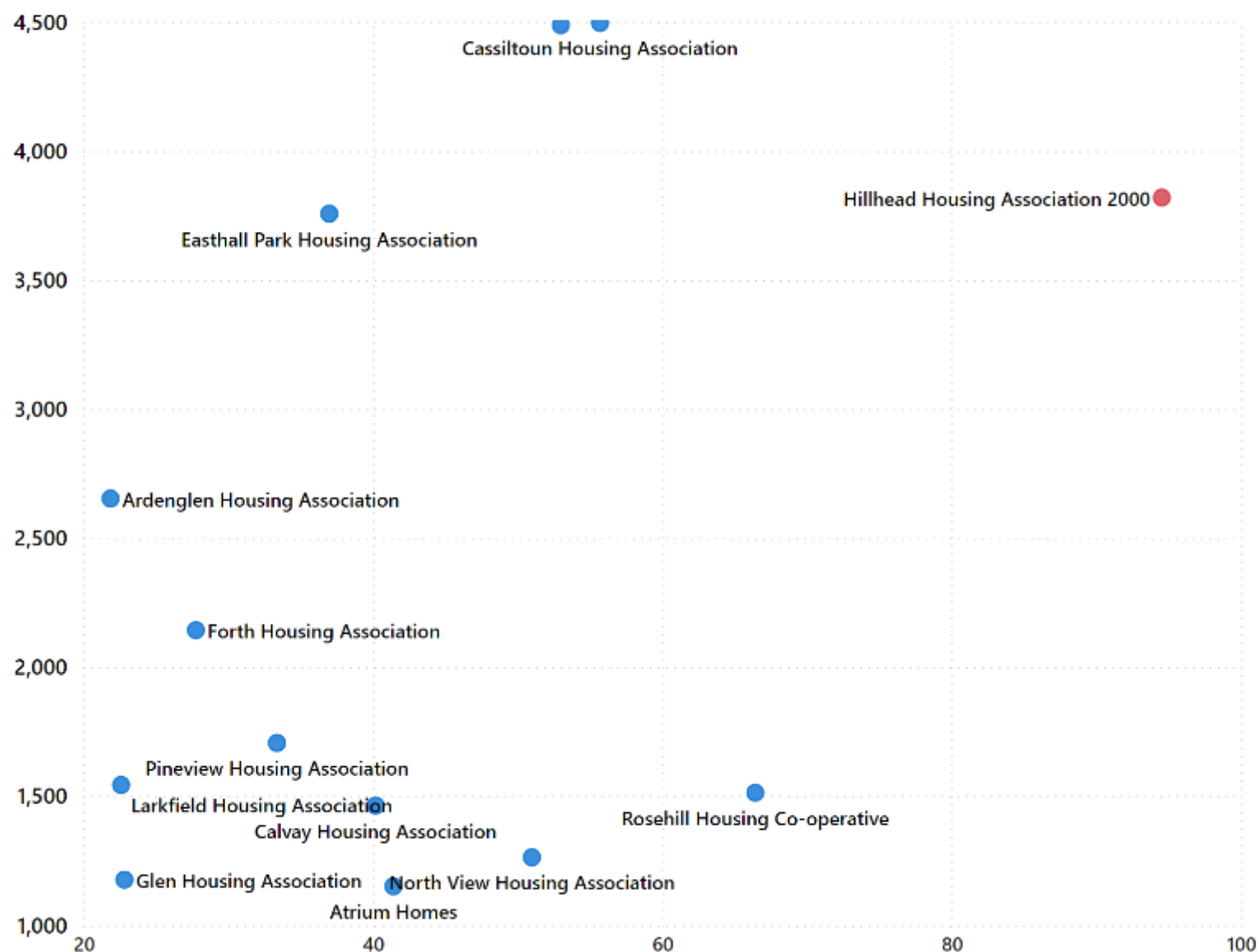
● Hillhead Housing Association... ● All RSLs ● SHN Average



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	72.73	69.23	91.67
Peer Group 6 - Small stock transfer	84.52	78.20	74.25
All RSLs	81.04	81.93	82.13
SHN Average	78.22	79.84	82.71

Medical Adaptations

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

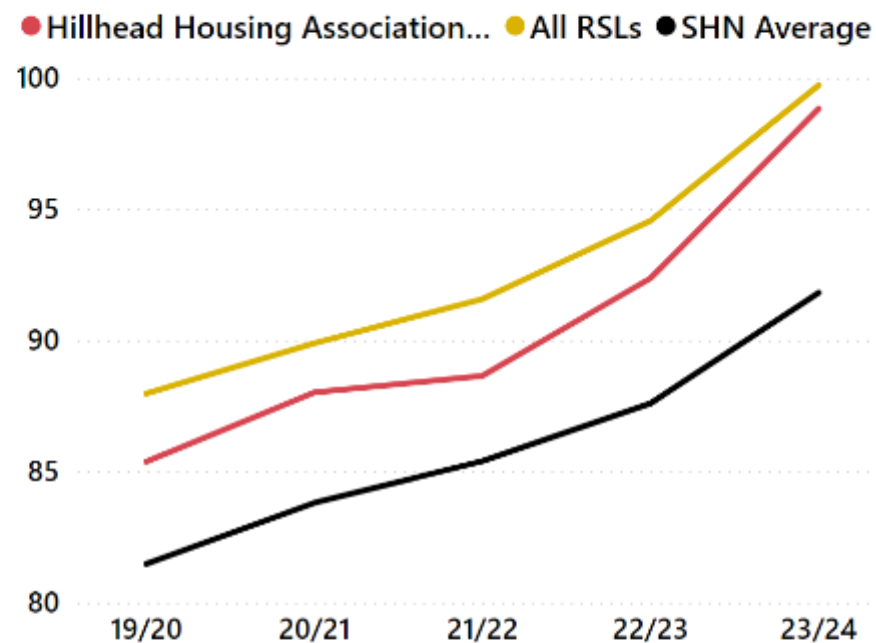
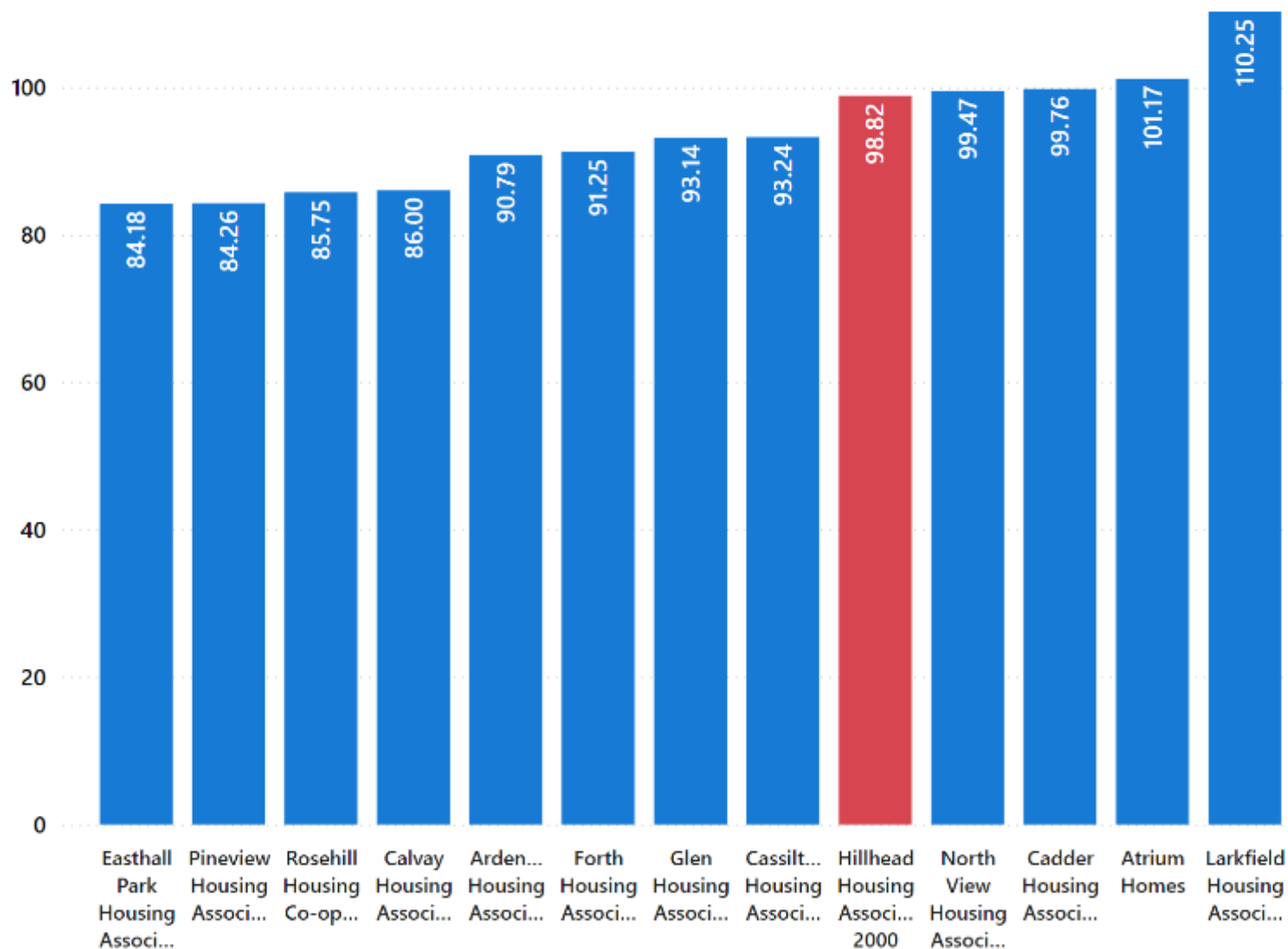


	23/24	
Organisation Name	I21 Average cost of adaptation	I21 Average days to complete approved adaptations
Hillhead Housing Association 2000	3,819.58	94.54

Rents

Rents

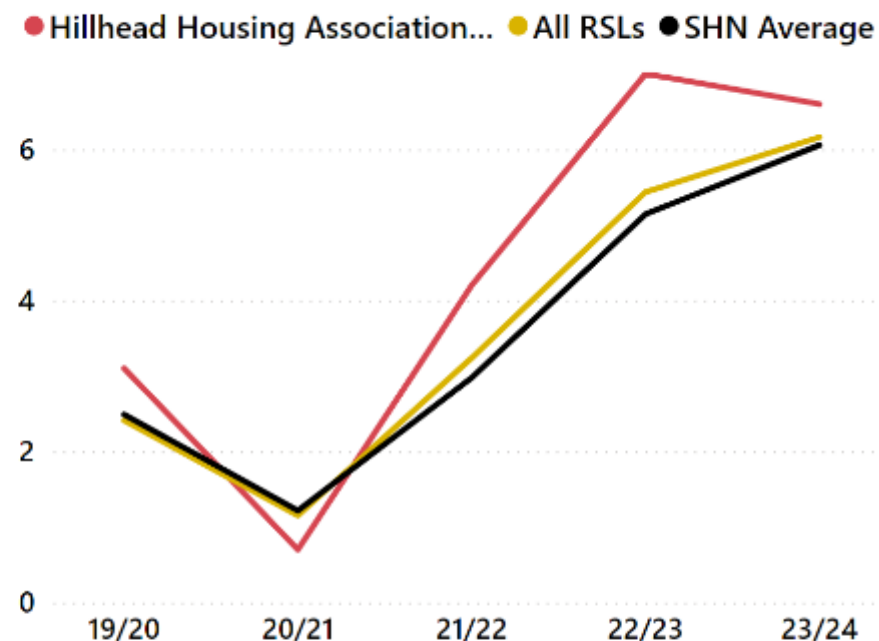
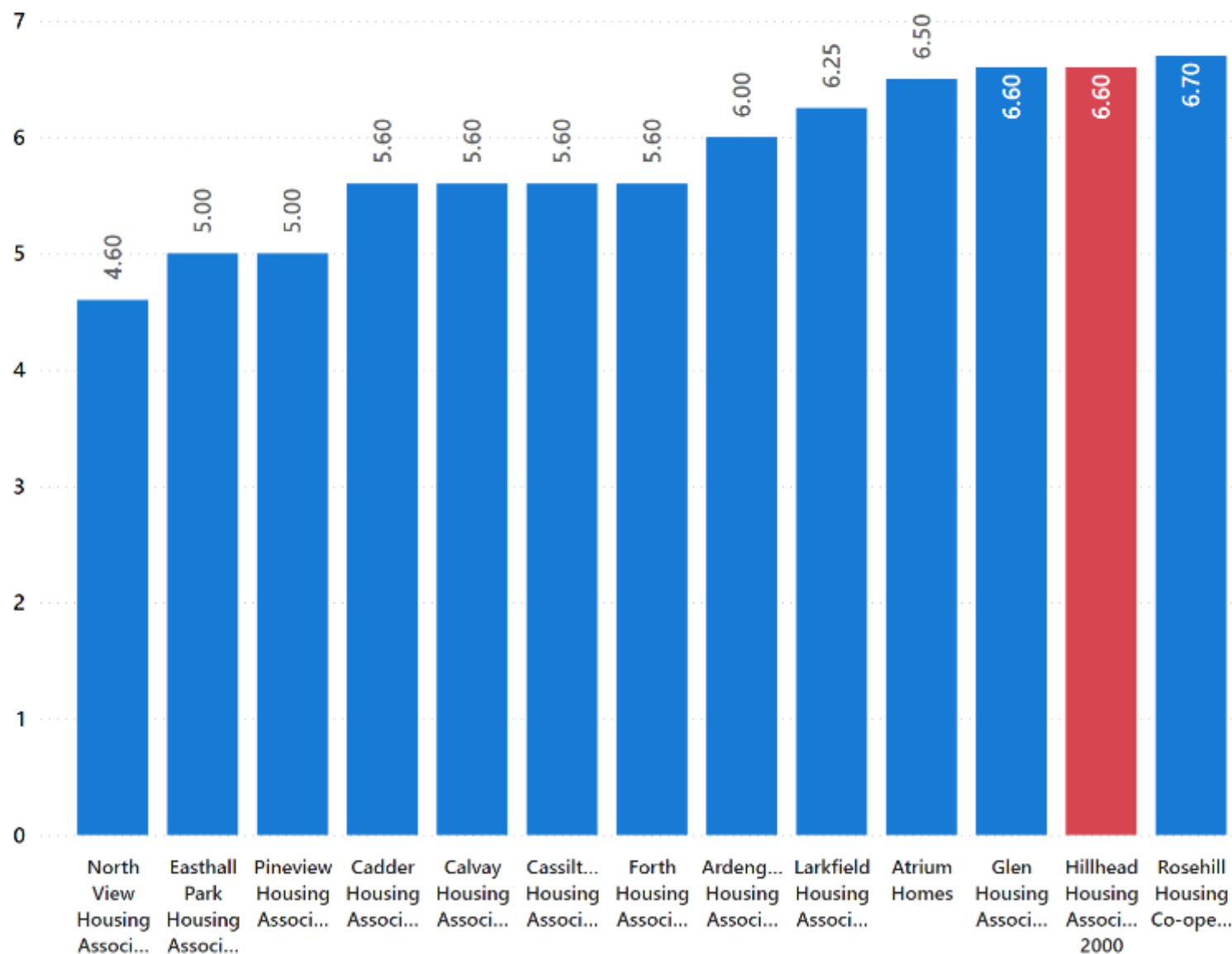
C17 Lettable self-contained units - Total - Average weekly rent



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	88.64	92.36	98.82
Peer Group 6 - Small stock transfer	93.35	96.20	102.97
All RSLs	91.57	94.55	99.71
SHN Average	85.39	87.59	91.81

Rents

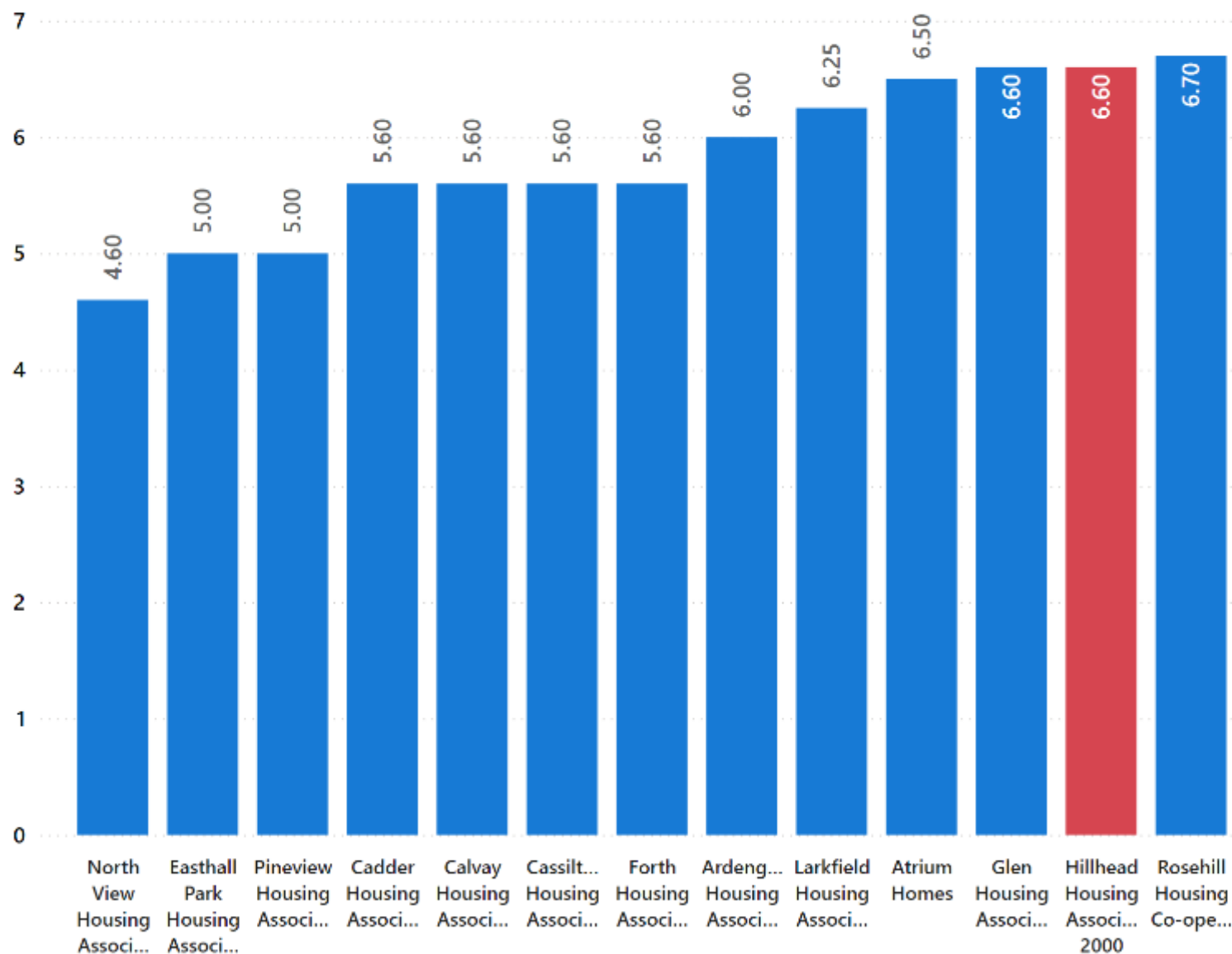
C5 Percentage average weekly rent increase to be applied next year



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	4.20	7.00	6.60
Peer Group 6 - Small stock transfer	3.13	5.79	5.96
All RSLs	3.24	5.43	6.16
SHN Average	2.98	5.14	6.05

Rents

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

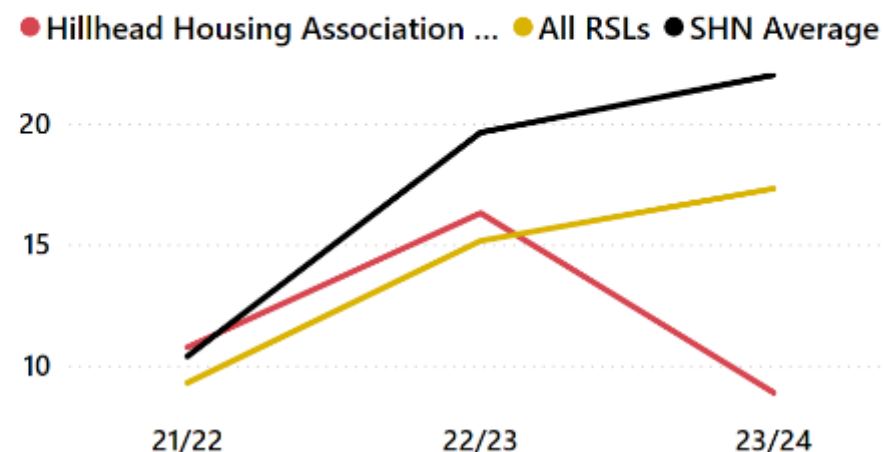
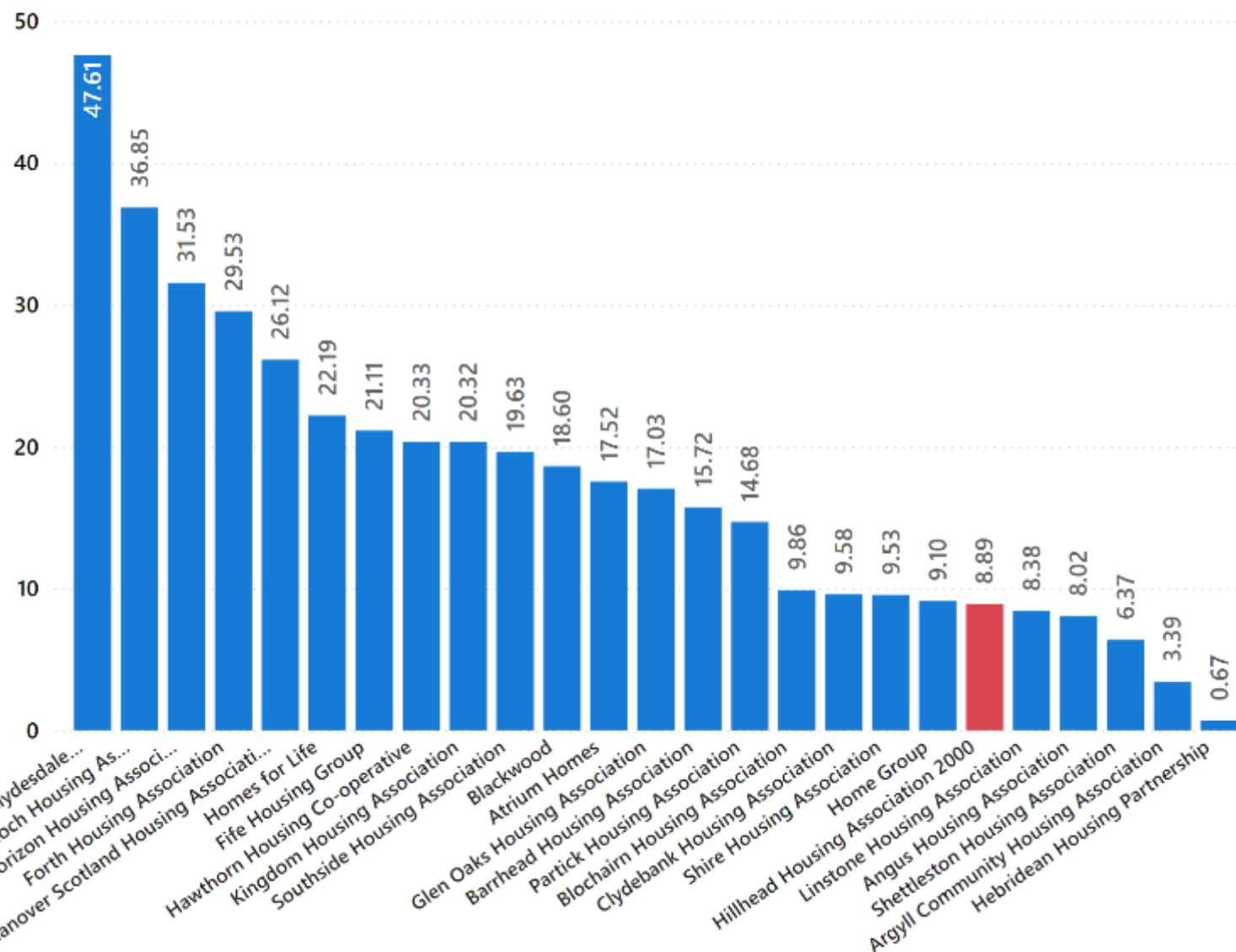


Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	4.20	7.00	6.60
Peer Group 6 - Small stock transfer	3.13	5.79	5.96
All RSLs	3.24	5.43	6.16
SHN Average	2.98	5.14	6.05

Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	88.64	92.36	98.82
Peer Group 6 - Small stock transfer	93.35	96.20	102.97
All RSLs	91.57	94.55	99.71
SHN Average	85.39	87.59	91.81

Rent Consultation

N18 Rent consultation response rate

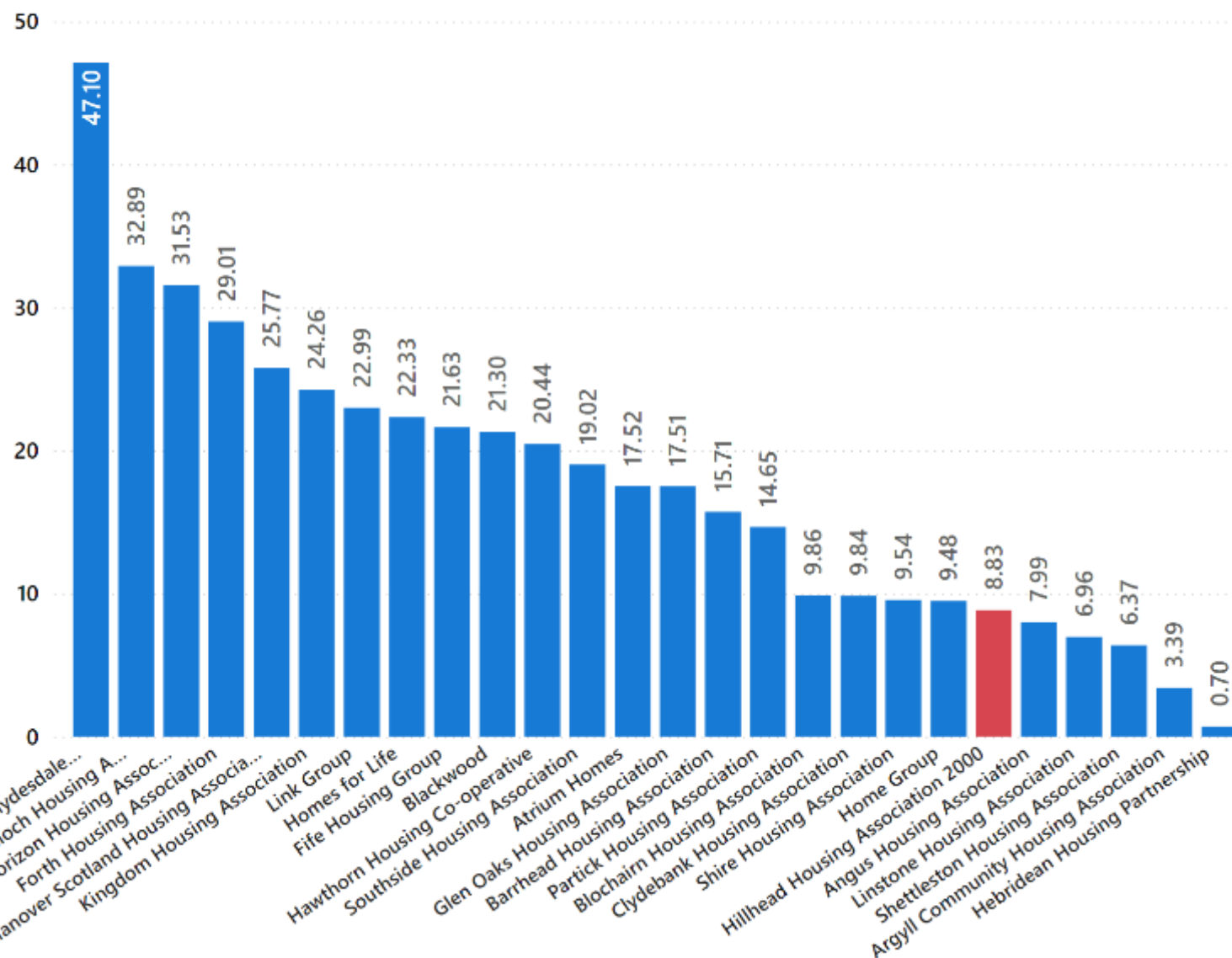


Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	10.76	16.30	8.89
All RSLs	9.29	15.15	17.30
SHN Average	10.38	19.62	21.99

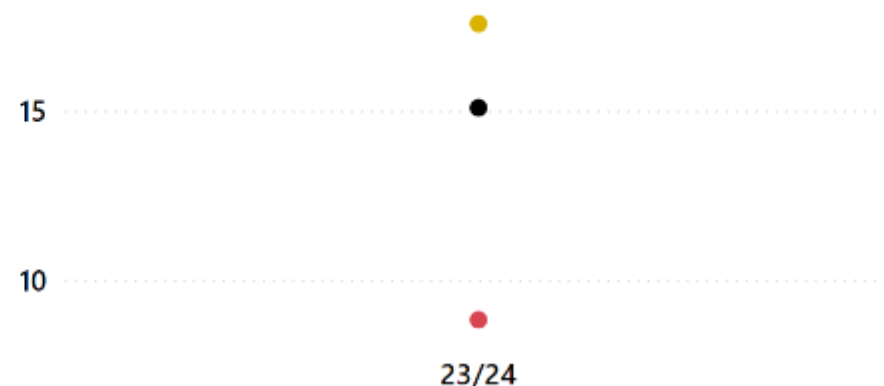
• NB: This response rate is calculated by expressing the number of responses as a percentage of the stated number of tenants surveyed for the annual rent consultation. A new indicator has been produced to demonstrate the number of responses received from individual tenants as a percentage of the stated number of tenancies at year end – see following slide.

Rent Consultation

N18 Rent consultation responses
as a percentage of tenancies at
year end



● Hillhead Housing Association ... ● All RSLs ● SHN Average

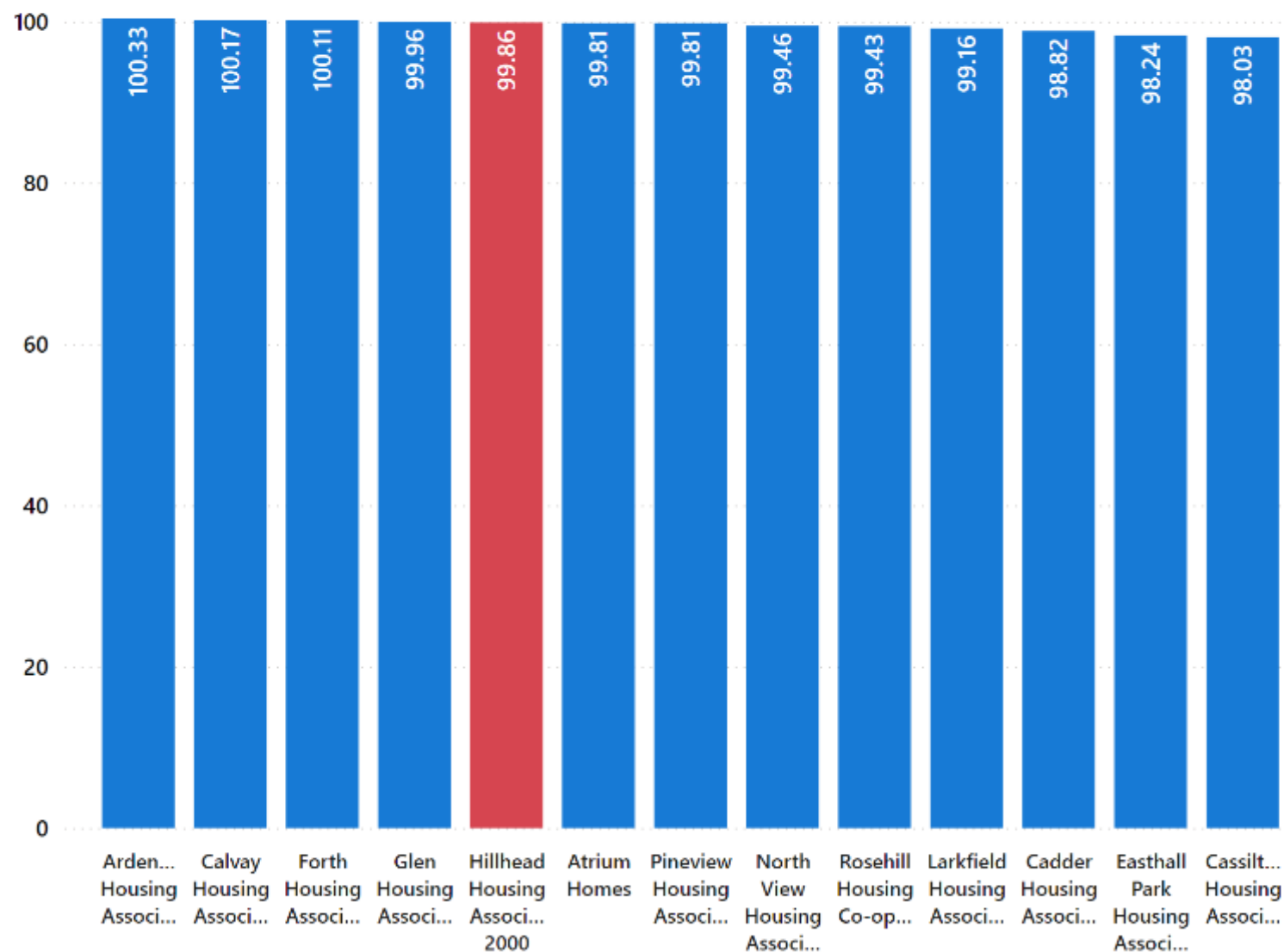


Organisation Name	23/24
Hillhead Housing Association 2000	8.83
All RSLs	17.56
SHN Average	15.08

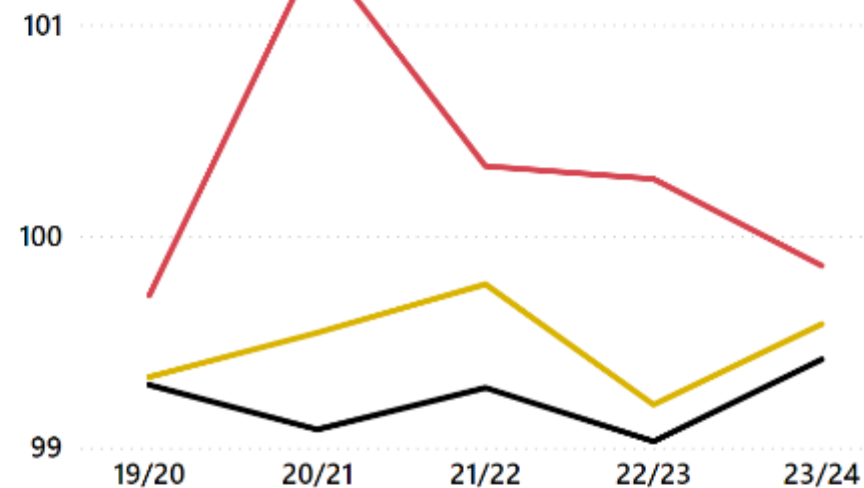
• NB: This new indicator shows the number of responses received from individual tenants as a percentage of the stated number of tenancies at year end. This should hopefully allow for more meaningful comparison amongst landlords on responses to rent consultations across the country, but at members' request we have retained the previous indicator for your reference.

Rent Collection

126 Percentage collected of rent due



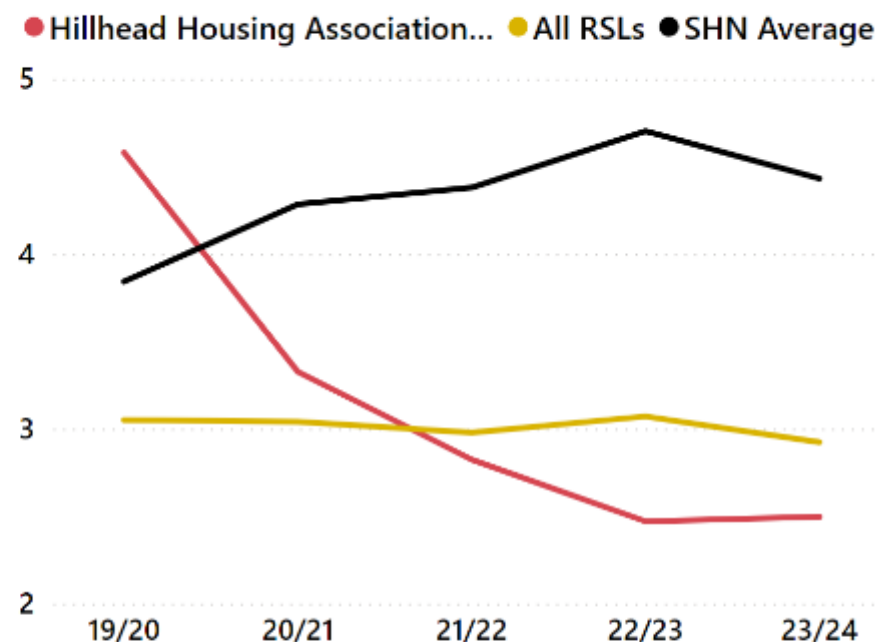
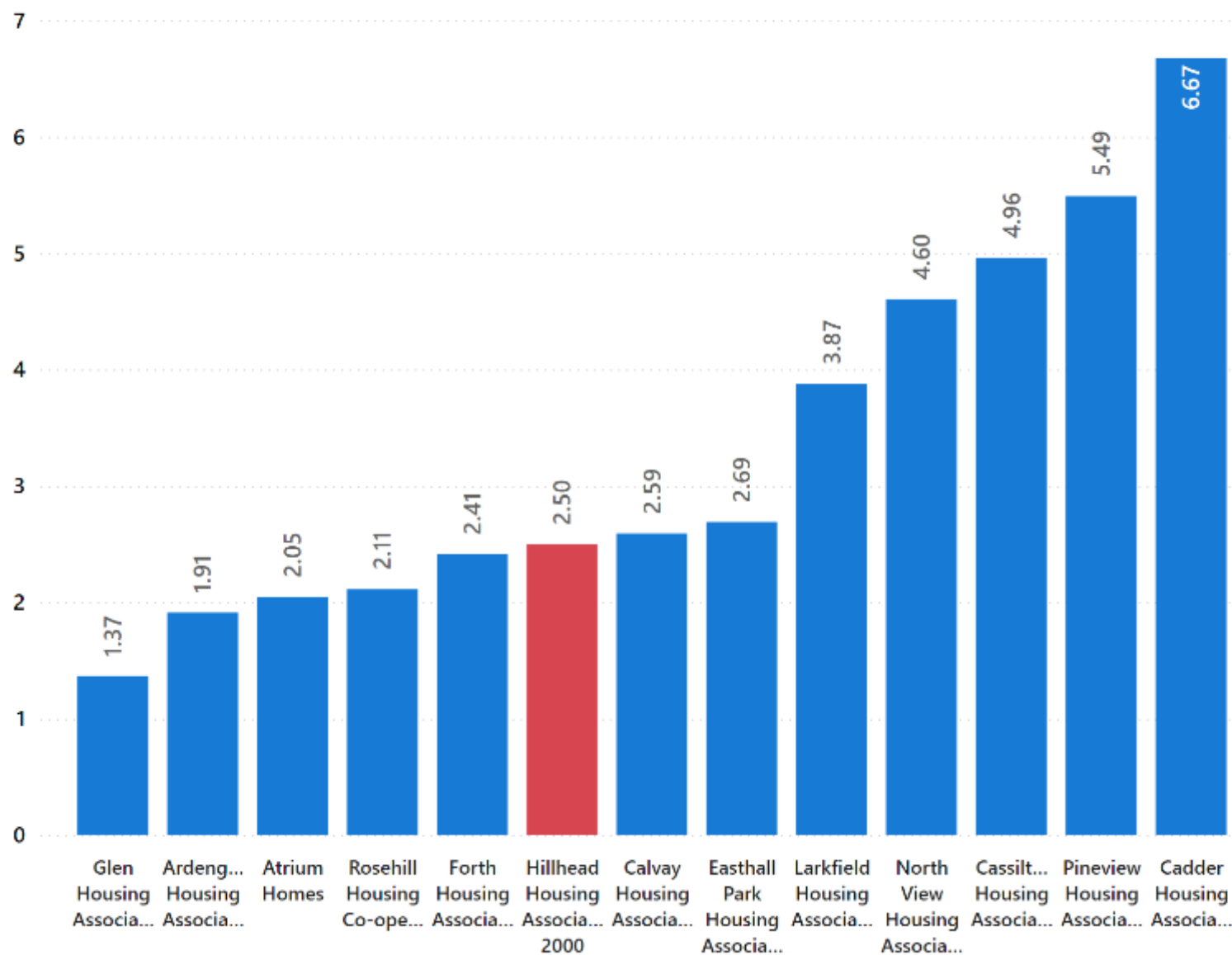
● Hillhead Housing Association 2000 ● All RSLs ● SHN Average



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	100.33	100.27	99.86
Peer Group 6 - Small stock transfer	100.96	99.12	100.06
All RSLs	99.77	99.20	99.58
SHN Average	99.28	99.03	99.42

Arrears

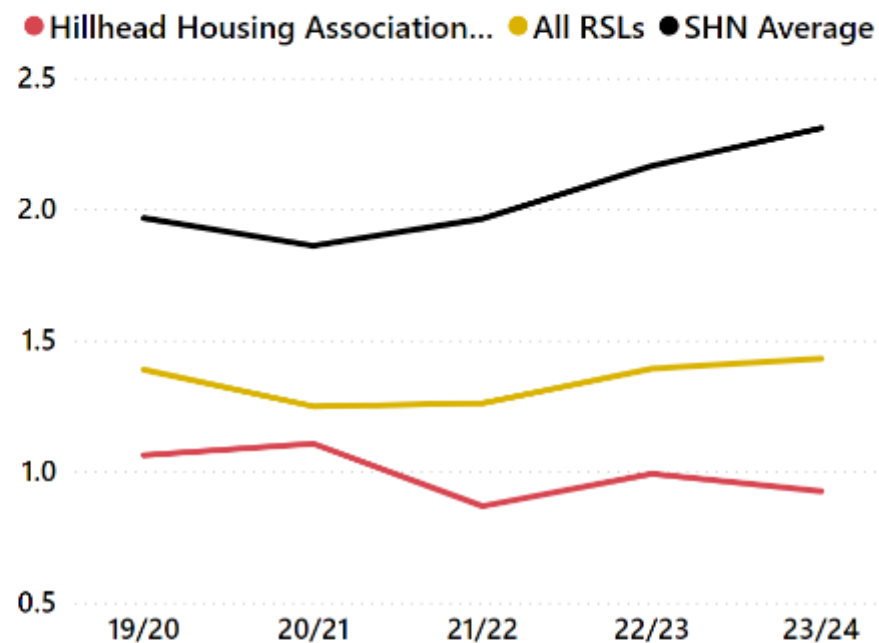
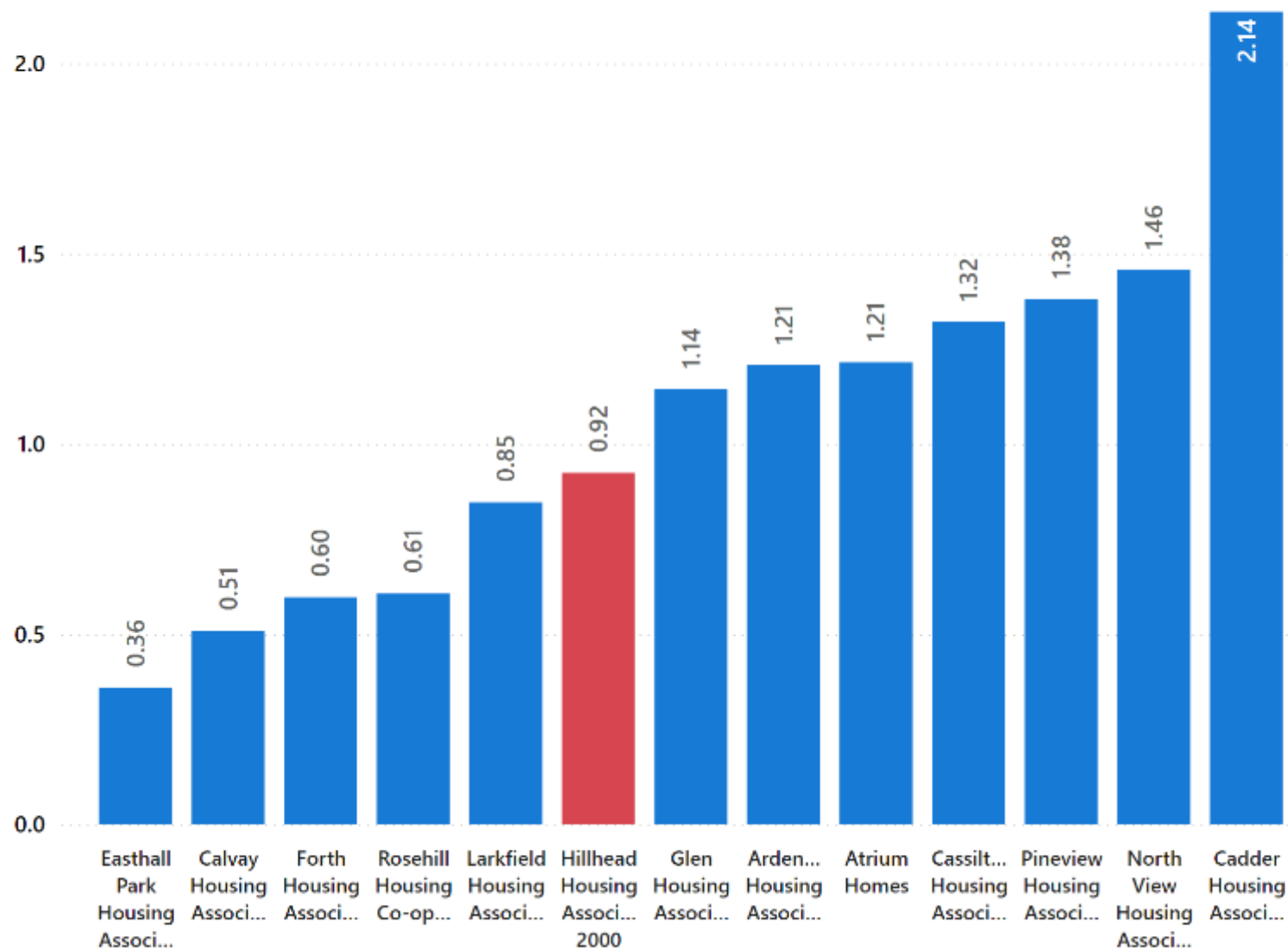
127 Current arrears percentage of rent due



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	2.82	2.47	2.50
Peer Group 6 - Small stock transfer	2.54	2.65	2.57
All RSLs	2.98	3.07	2.92
SHN Average	4.38	4.70	4.43

Arrears

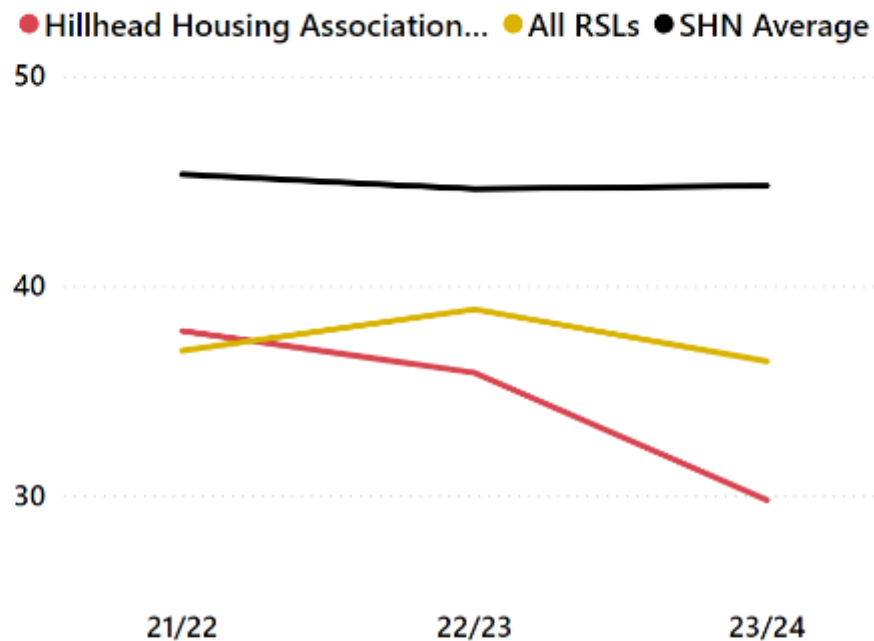
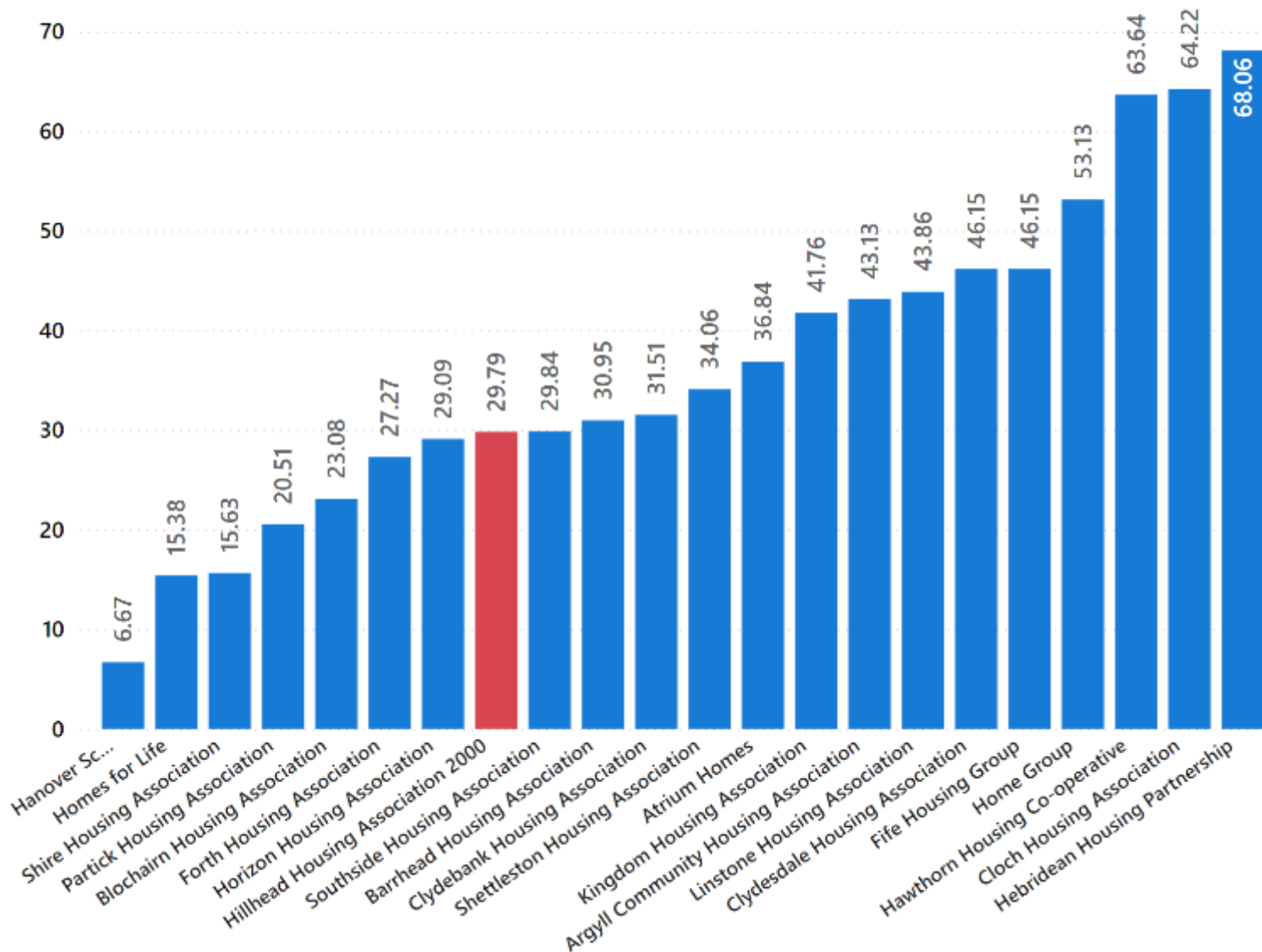
127 Former arrears percentage of rent due



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	0.87	0.99	0.92
Peer Group 6 - Small stock transfer	1.11	0.93	1.02
All RSLs	1.26	1.39	1.43
SHN Average	1.96	2.16	2.31

Terminating with Arrears

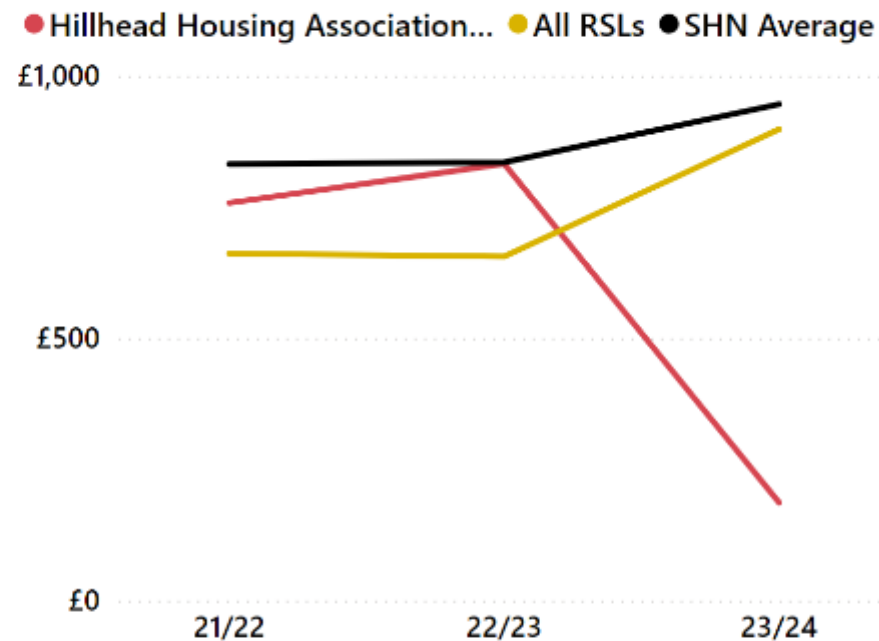
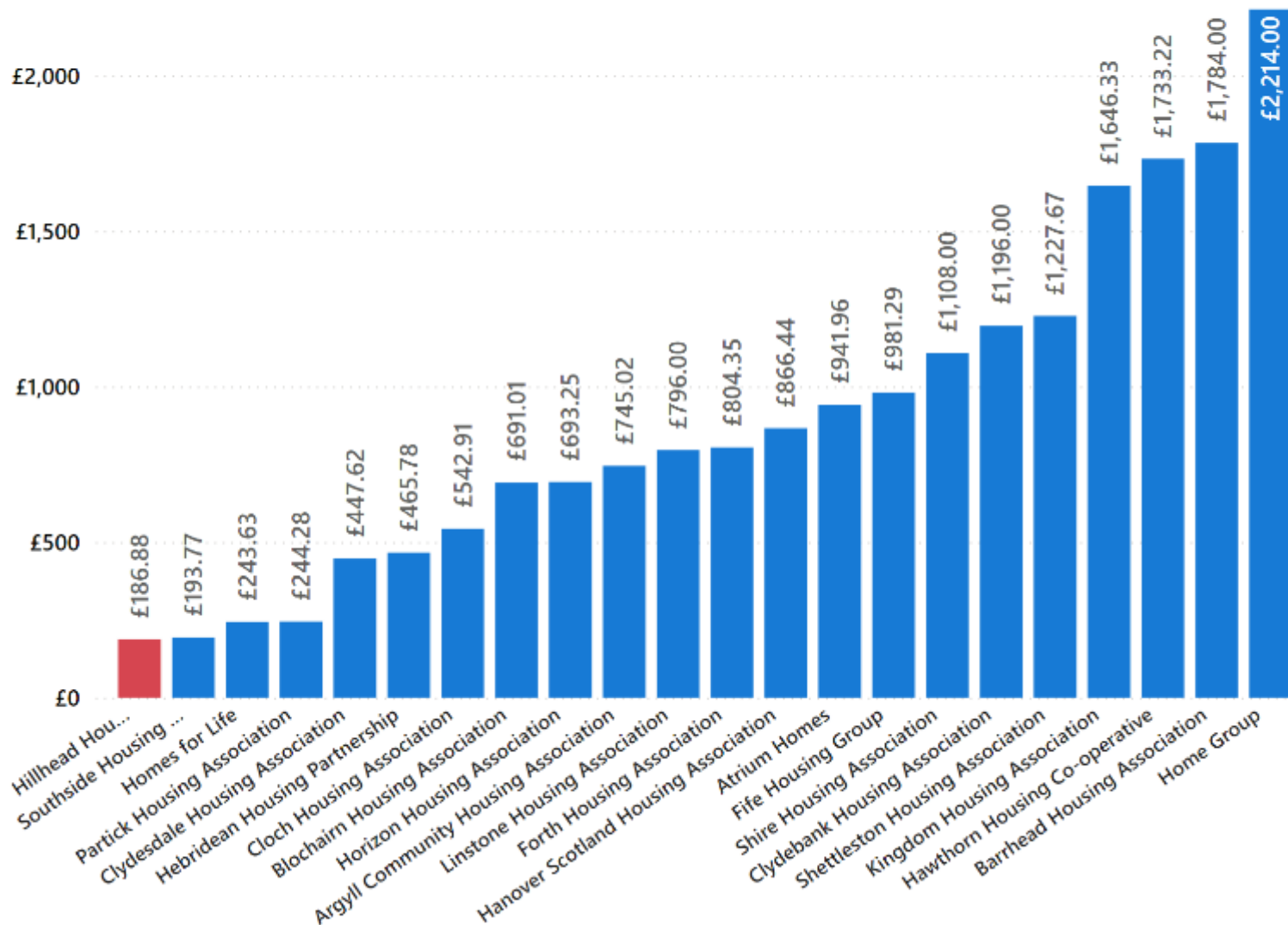
N34 Percentage of tenants terminating tenancy with arrears



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	37.84	35.85	29.79
All RSLs	36.90	38.87	36.40
SHN Average	45.30	44.60	44.76

Terminating with Arrears

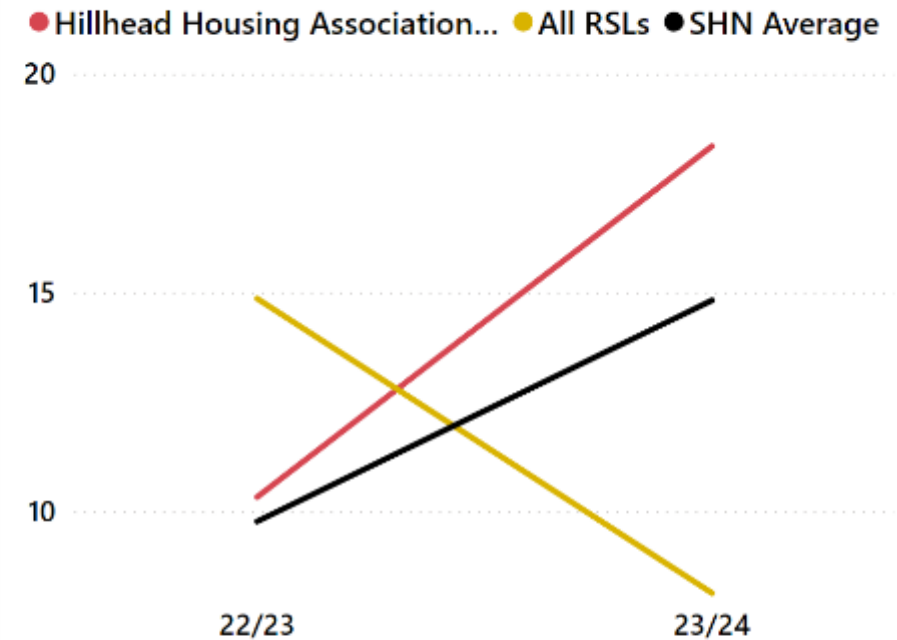
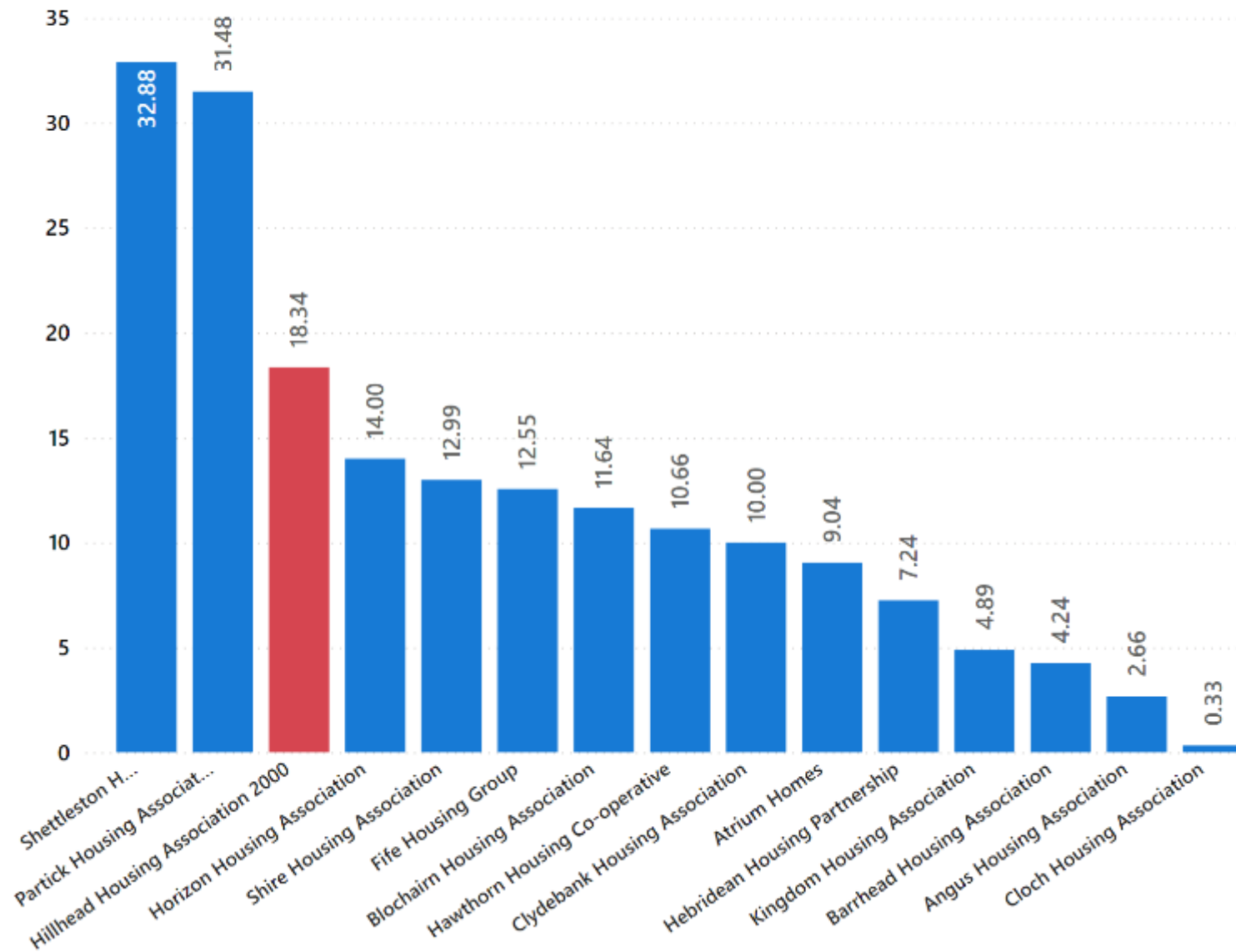
N34 Average debt owed when leaving



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	£757.73	£832.00	£186.88
All RSLs	£661.03	£655.46	£897.88
SHN Average	£831.91	£835.16	£945.70

Former Tenant Arrears Collected

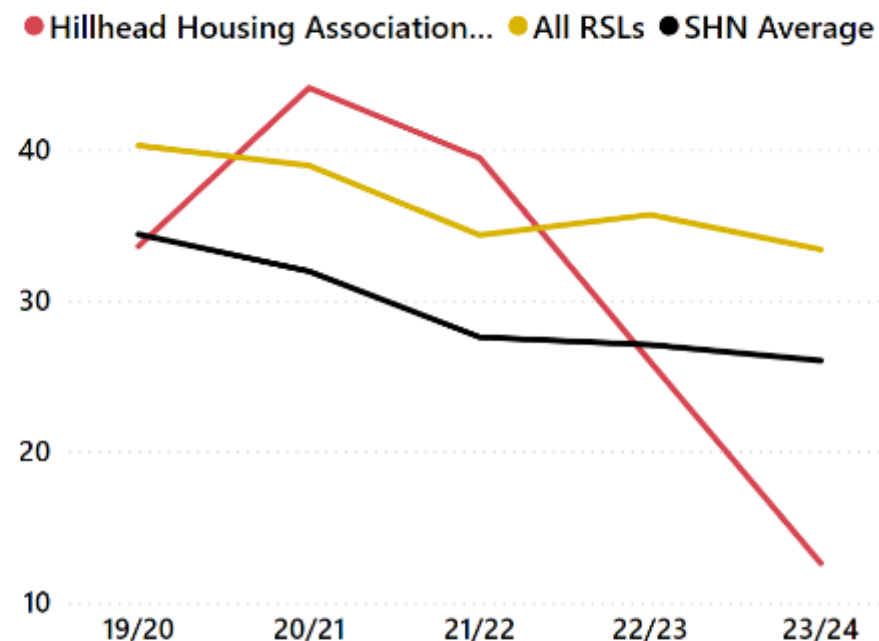
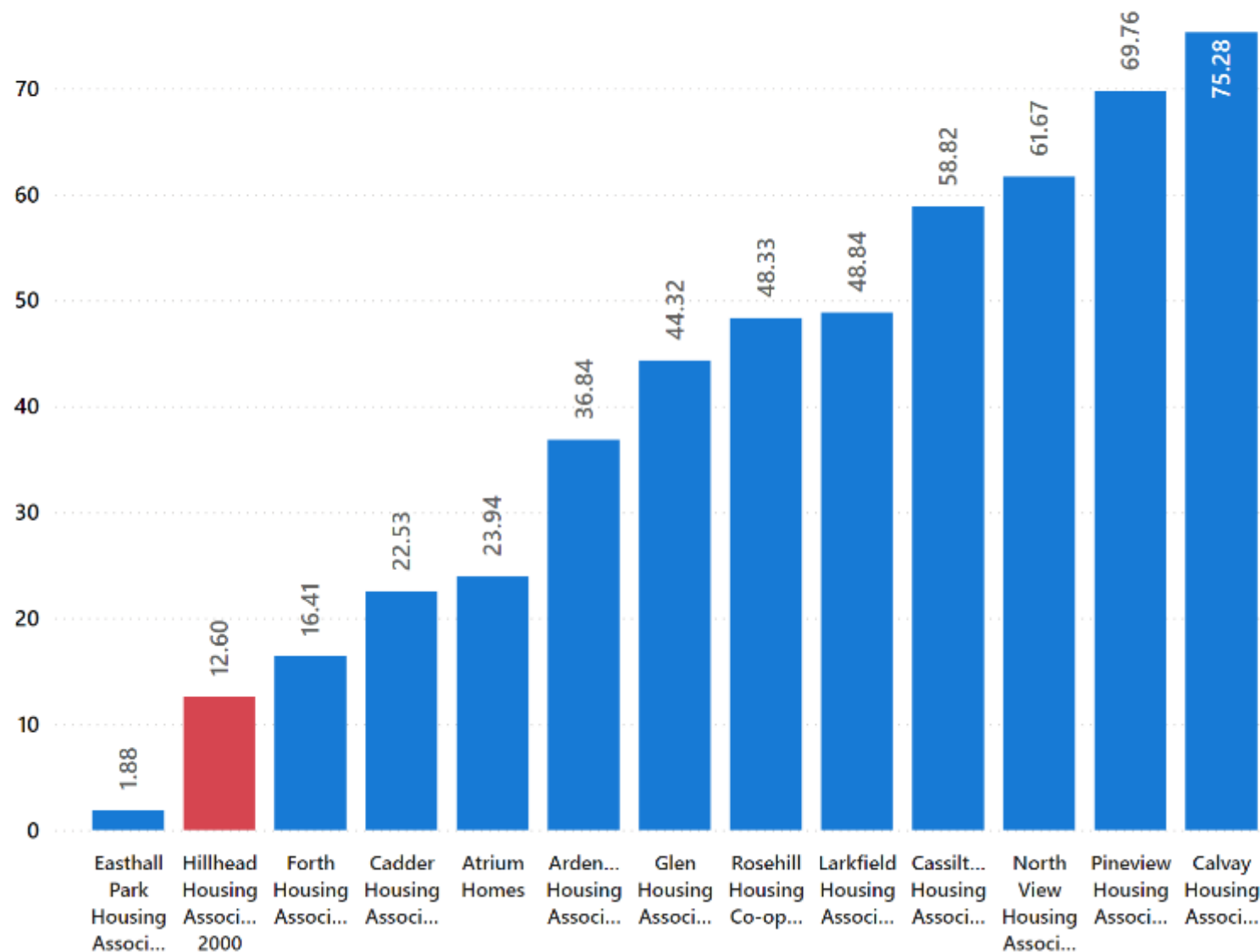
N35 FT Arrears collected as percentage of FT Arrears Total



Organisation Name	22/23	23/24
Hillhead Housing Association 2000	10.32	18.34
All RSLs	14.86	8.12
SHN Average	9.76	14.82

Arrears Written Off

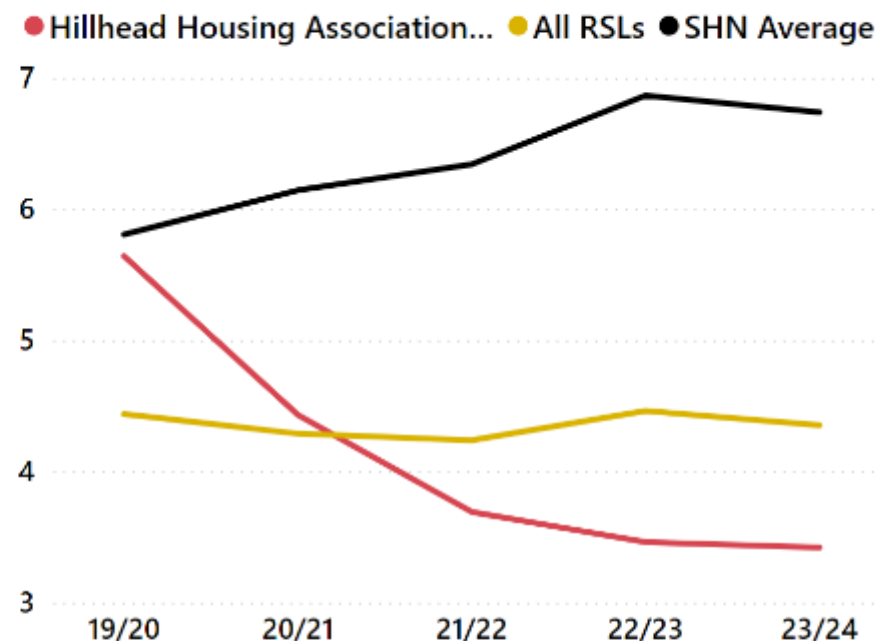
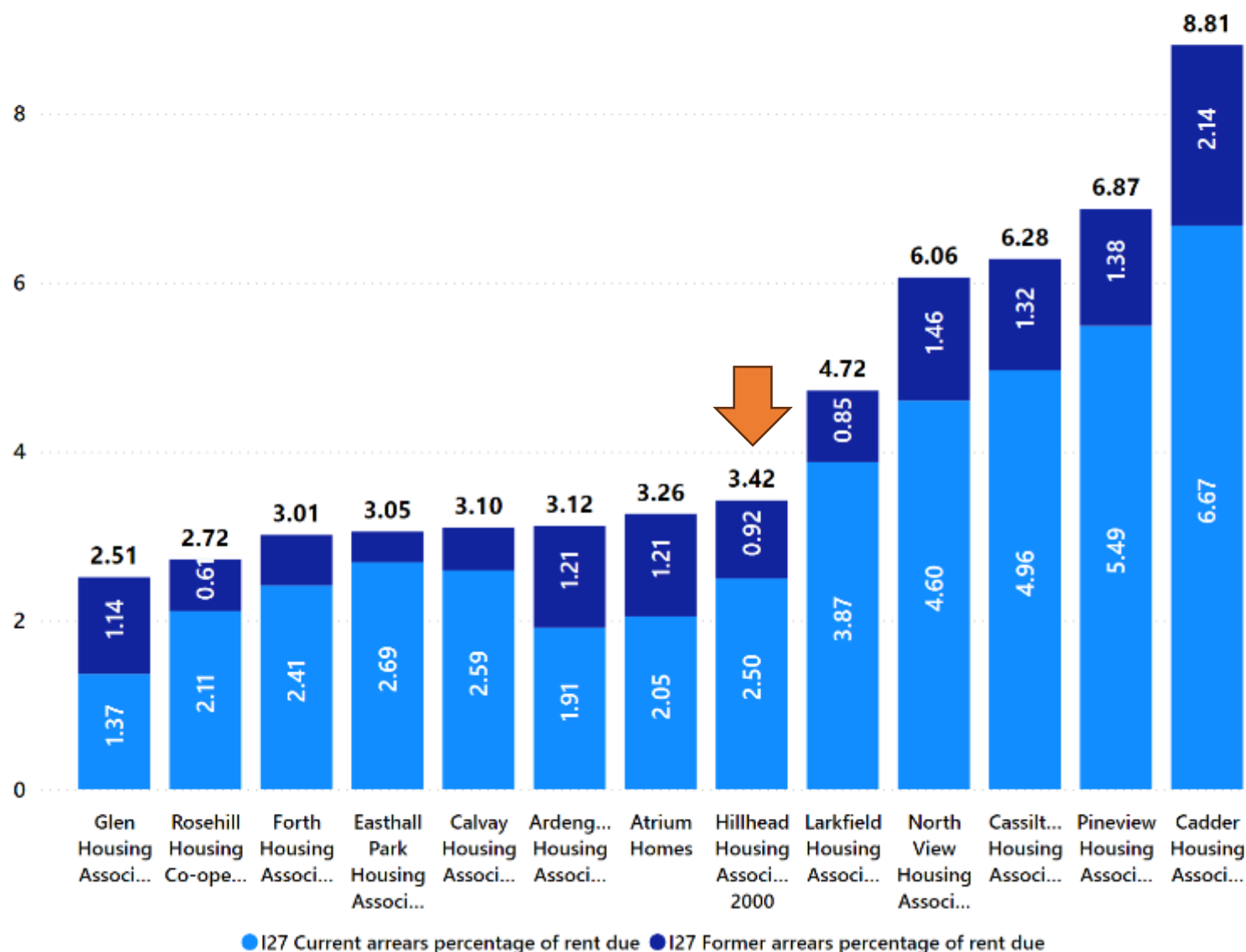
C7 Percentage former tenant rent arrears written off



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	39.43	25.95	12.60
Peer Group 6 - Small stock transfer	42.75	25.31	32.83
All RSLs	34.32	35.67	33.37
SHN Average	27.57	27.06	26.02

Arrears

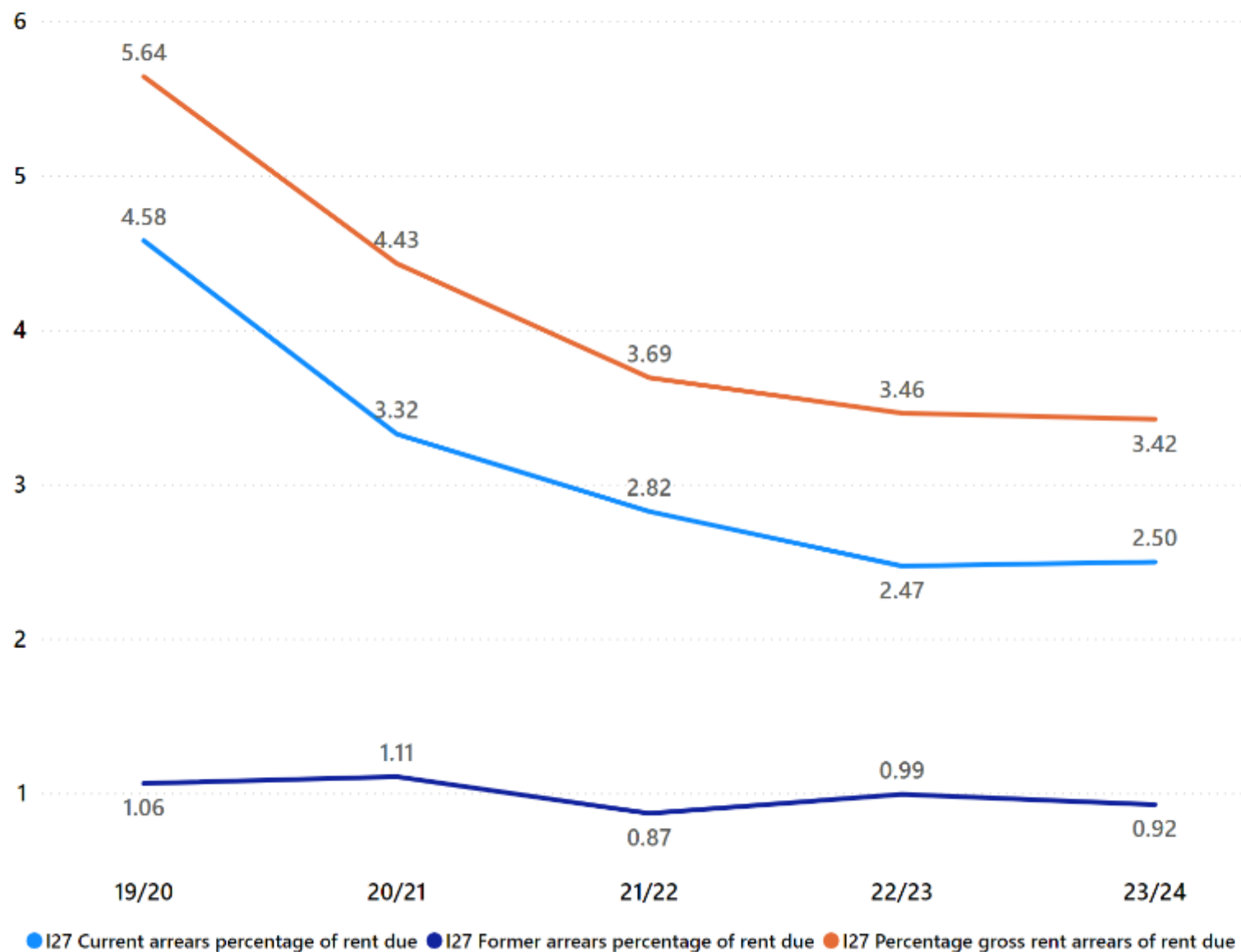
I27 Percentage gross rent arrears
of rent due



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	3.69	3.46	3.42
Peer Group 6 - Small stock transfer	3.65	3.58	3.59
All RSLs	4.24	4.46	4.35
SHN Average	6.34	6.86	6.74

Arrears (Trends)

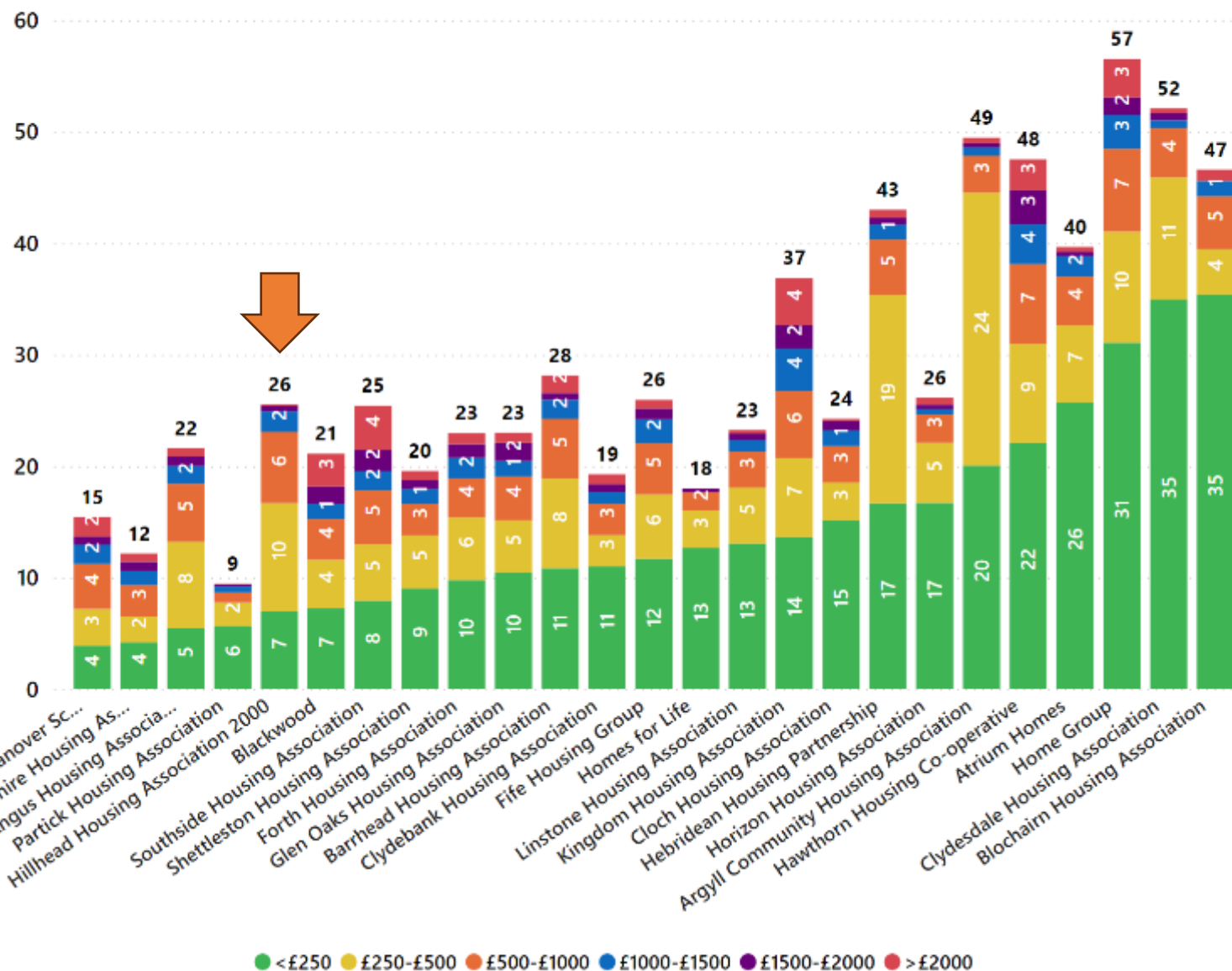
I27 Percentage gross rent arrears
of rent due



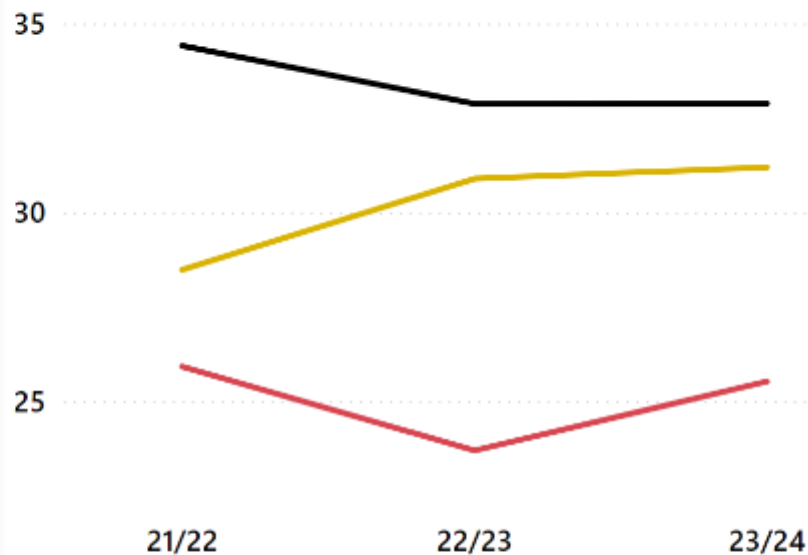
Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	3.69	3.46	3.42
Peer Group 6 - Small stock transfer	3.65	3.58	3.59
All RSLs	4.24	4.46	4.35
SHN Average	6.34	6.86	6.74

Tenancy Arrears

N33 Percentage of tenancies in arrears at year end



● Hillhead Housing Association... ● All RSLs ● SHN Average

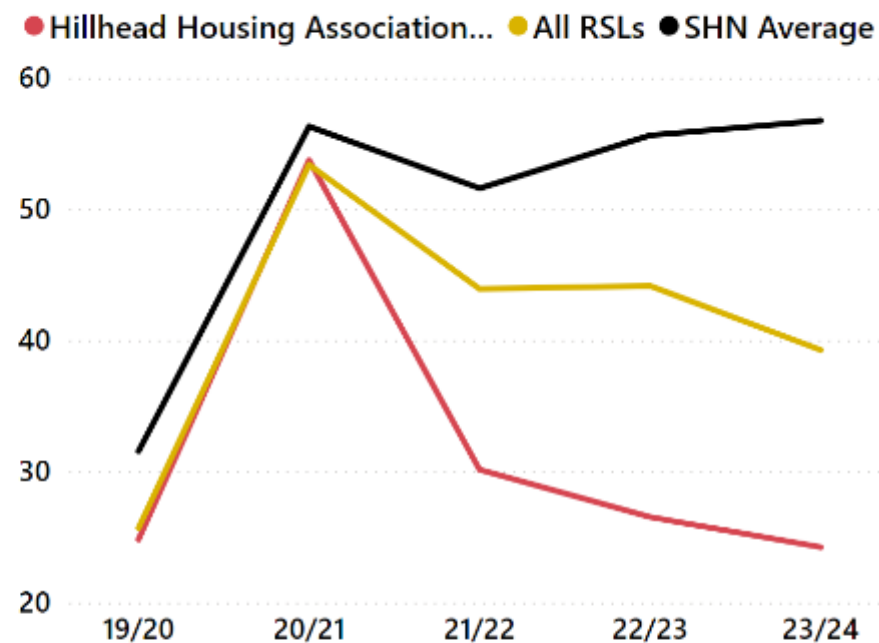
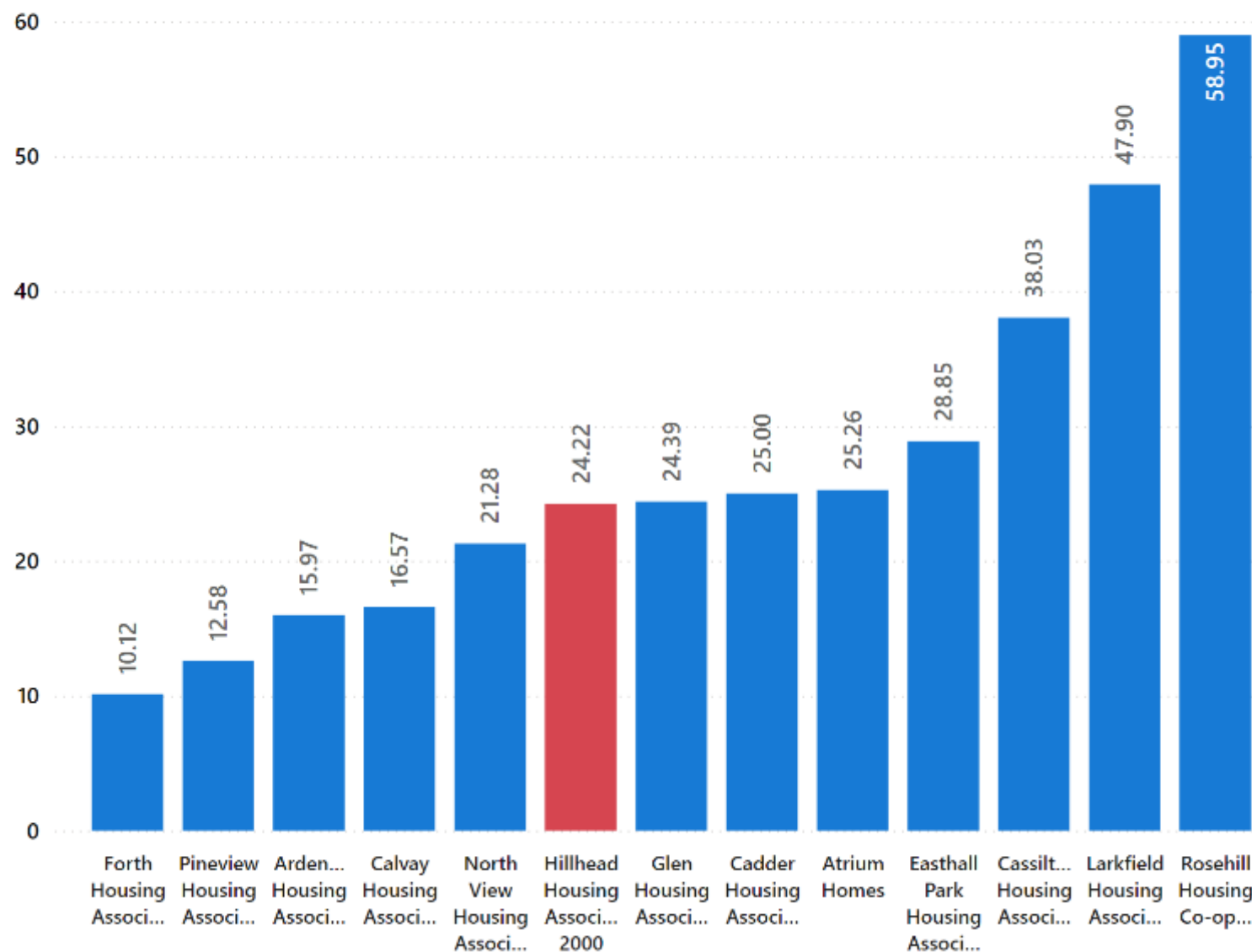


Organisation Name	23/24					
	<£250	£250-£500	£500-£1000	£1000-£1500	£1500-£2000	>£2000
Hillhead Housing Association 2000	6.99	9.69	6.38	1.84	0.49	0.12
All RSLs	13.88	8.41	4.42	1.81	1.02	1.65
SHN Average	14.76	7.24	4.66	2.10	1.31	2.82

Voids

Relet Times

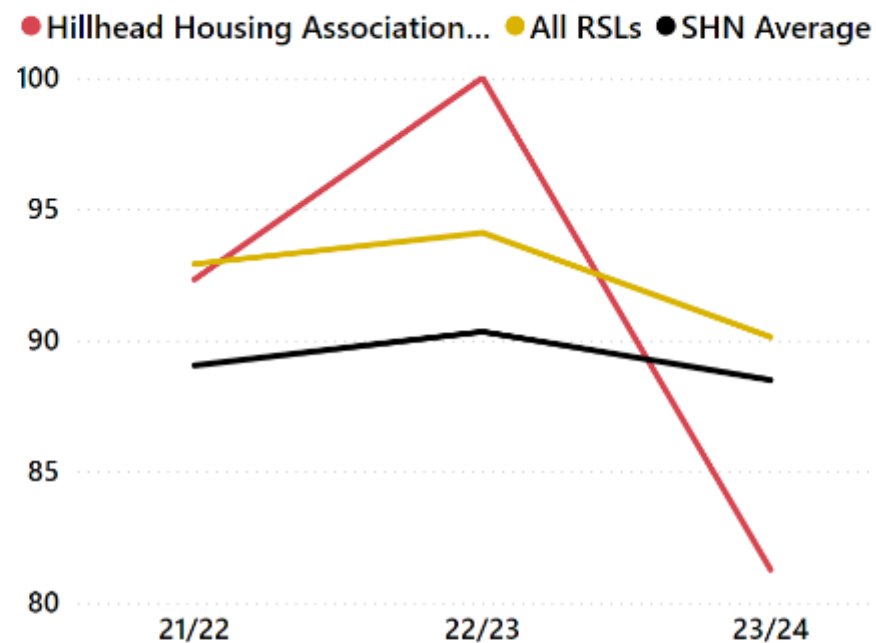
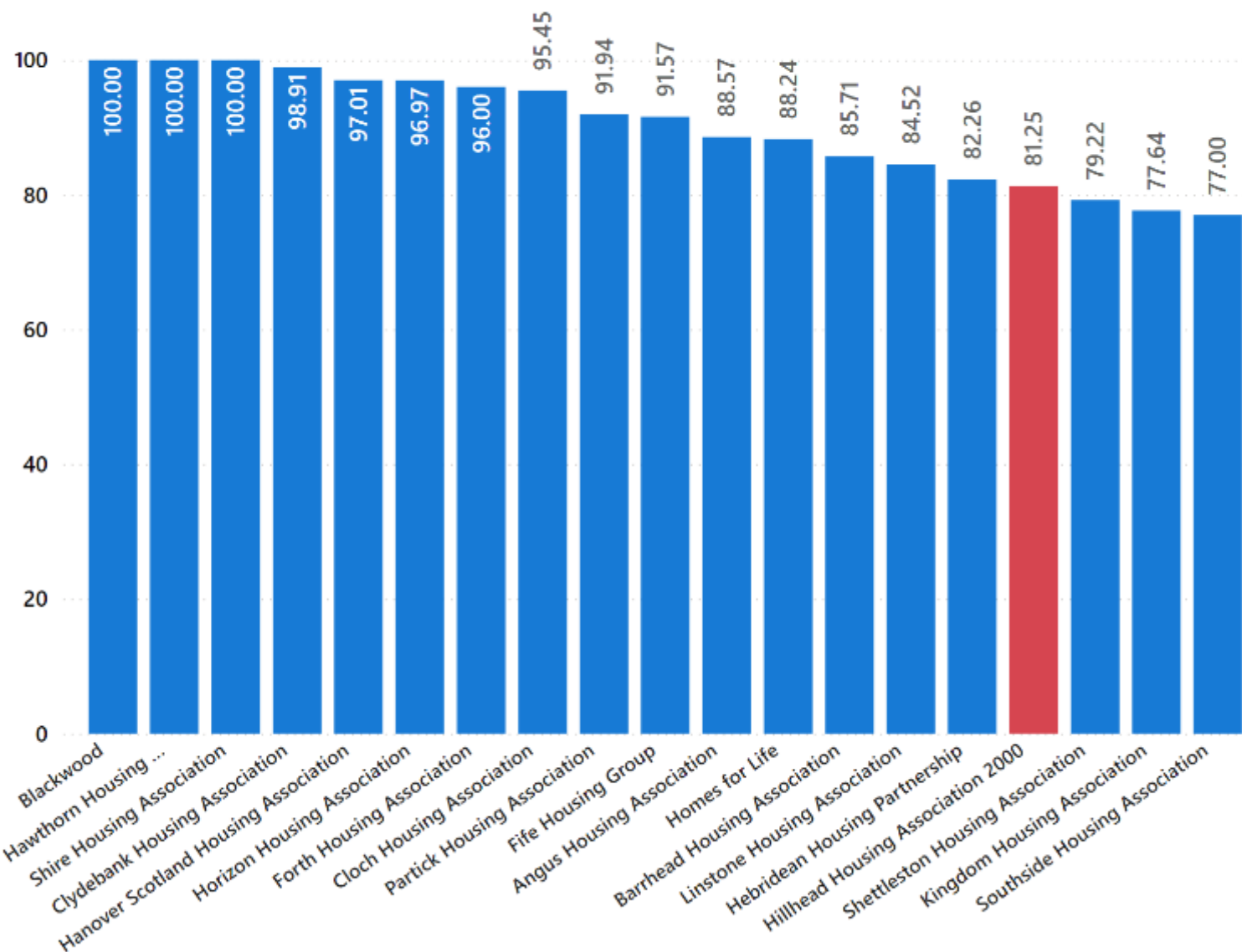
130 Average time to re-let properties



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	30.12	26.51	24.22
Peer Group 6 - Small stock transfer	55.98	42.51	30.80
All RSLs	43.90	44.14	39.24
SHN Average	51.58	55.61	56.73

Standard of Home when Moving In

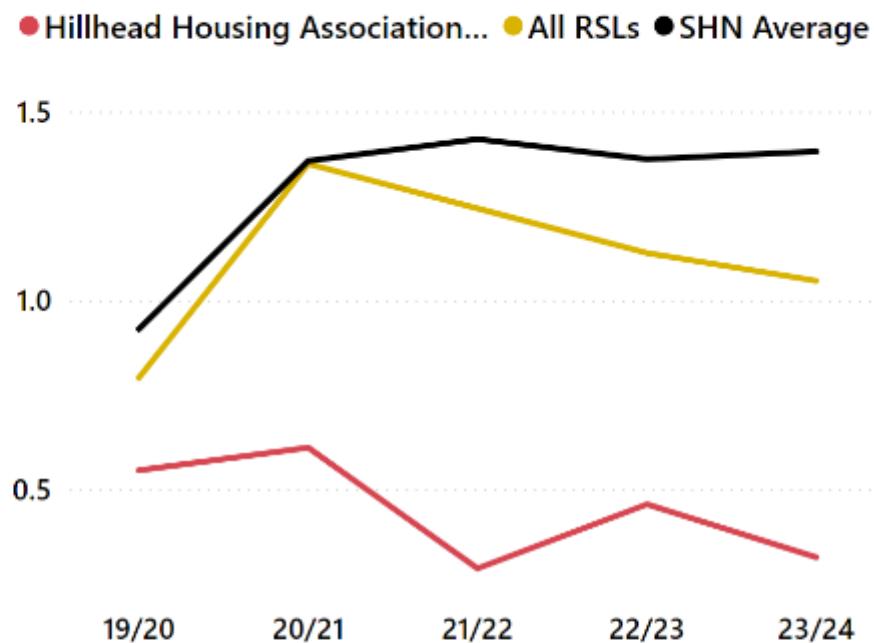
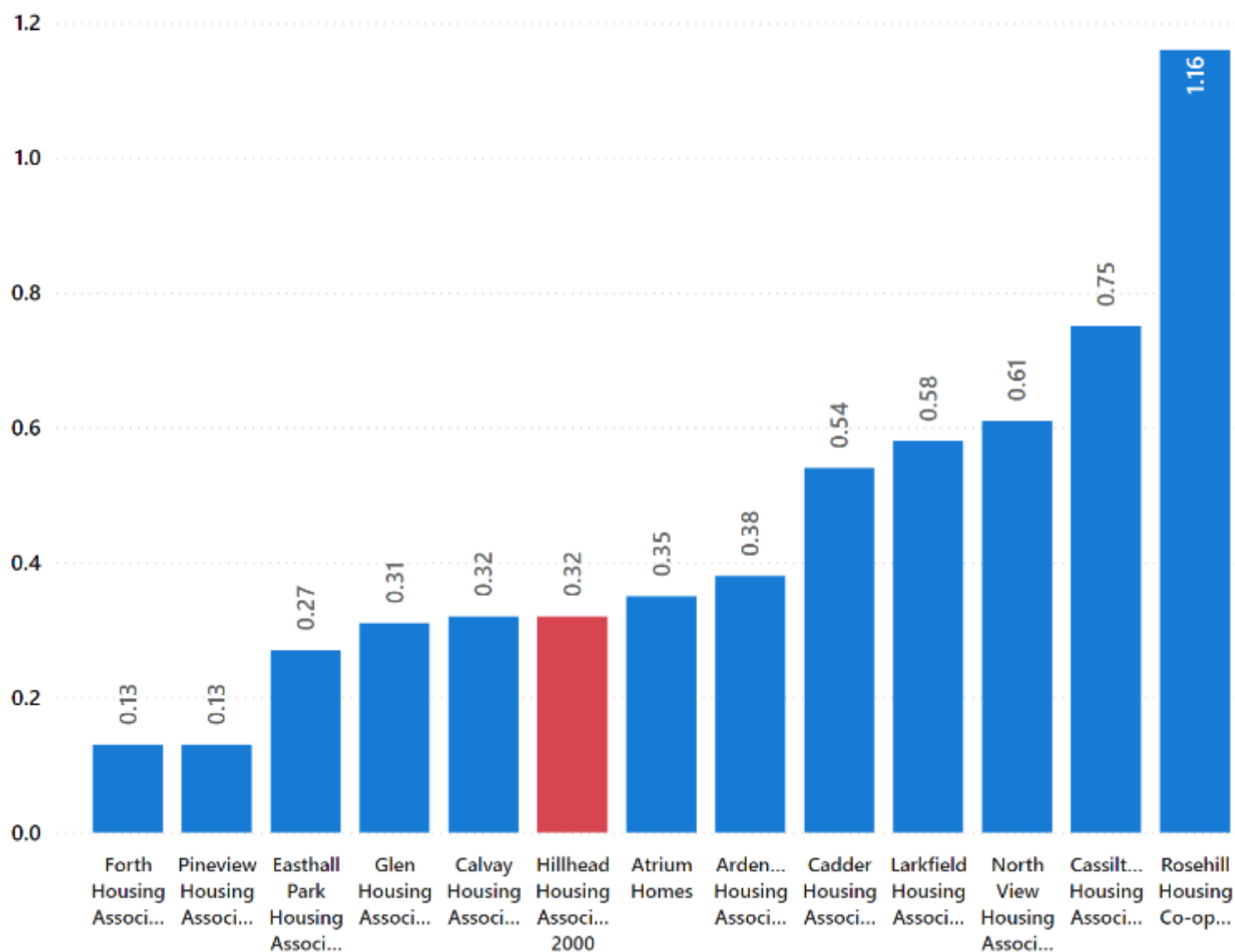
N43 Percentage satisfied with standard of home when moving in



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	92.31	100.00	81.25
All RSLs	92.90	94.09	90.12
SHN Average	89.03	90.32	88.48

Void Rent Loss

118 Percentage of rent due lost through properties being empty



Organisation Name	21/22	22/23	23/24
Hillhead Housing Association 2000	0.29	0.46	0.32
Peer Group 6 - Small stock transfer	0.98	0.70	0.54
All RSLs	1.24	1.13	1.05
SHN Average	1.43	1.37	1.39

Service

Satisfaction:

Overall

Keeping informed

Opportunities to Participate

SHQS

Emergency repairs time

Non-emergency repairs time

Right first time

Repairs satisfaction

ASB cases completed

Value for Money

Average weekly rent

Annual rent increase

Void relet time

Void rent loss

Rent collected

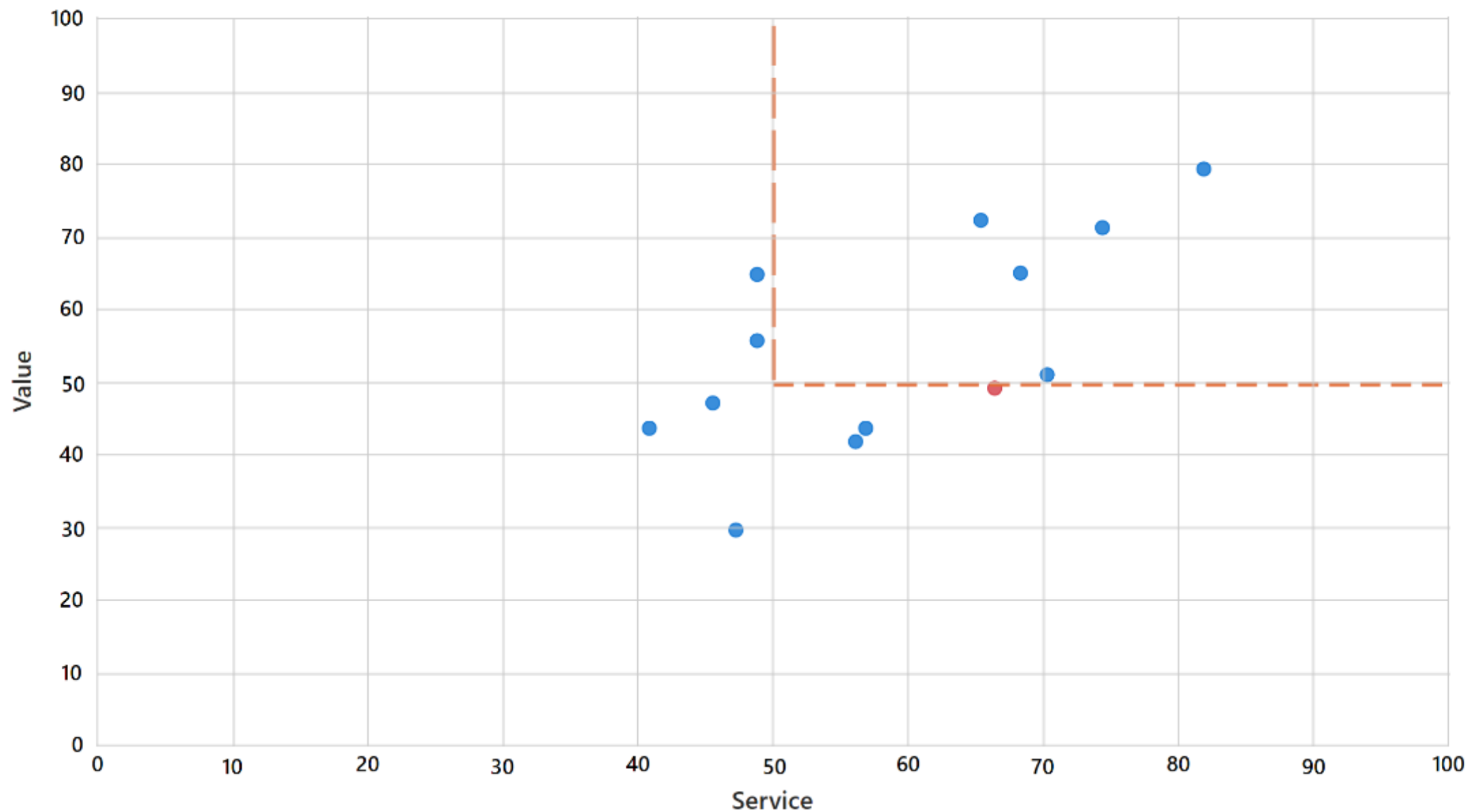
Landlord Report

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	2.72	5.34	97.15	92.17	99.20	5.60	92.85	91.25	100.11	0.13	10.12
Ardenglen Housing Association	94.19	98.23	99.75	99.80	2.36	6.05	91.88	89.47	89.74	6.00	90.39	90.79	100.33	0.38	15.97
Glen Housing Association	92.83	93.63	87.65	97.58	3.46	7.15	87.08	93.70	89.47	6.60	94.63	93.14	99.96	0.31	24.39
Easthall Park Housing Association	92.35	96.03	97.17	86.91	4.09	5.13	89.71	79.49	98.21	5.00	79.60	84.18	98.24	0.27	28.85
Pineview Housing Association	91.50	97.36	99.41	99.88	2.12	2.51	96.27	95.67	100.00	5.00	81.76	84.26	99.81	0.13	12.58
Calvary Housing Association	90.94	95.62	93.12	83.64	2.75	3.42	97.11	98.61	100.00	5.60	86.24	86.00	100.17	0.32	16.57
Hillhead Housing Association 2000	88.30	90.46	83.16	99.16	1.36	2.61	94.75	98.04	96.77	6.60	97.63	98.82	99.86	0.32	24.22
Rosehill Housing Co-operative	86.24	88.76	89.34	97.51	2.65	3.81	88.44	95.24	100.00	6.70	86.76	85.75	99.43	1.16	58.95
Larkfield Housing Association	84.96	95.58	98.67	94.12	2.87	10.66	71.70	92.06	100.00	6.25	100.08	110.25	99.16	0.58	47.90
Cassiltoun Housing Association	83.73	94.81	97.41	98.33	2.56	6.48	91.62	92.93	96.97	5.60	90.08	93.24	98.03	0.75	38.03
Atrium Homes	81.89	84.21	78.11	84.21	1.75	5.43	94.07	85.52	100.00	6.50	96.23	101.17	99.81	0.35	25.26
North View Housing Association	79.14	96.04	97.48	99.28	1.74	3.29	96.38	98.76	95.56	4.60	98.06	99.47	99.46	0.61	21.28
Cadder Housing Association	75.42	87.04	69.44	99.00	2.44	5.08	90.42	82.37	97.56	5.60	95.87	99.76	98.82	0.54	25.00

Landlord Report

Service vs Value for money

Comparison with Peer Group



Landlord Report

Service vs Value for money

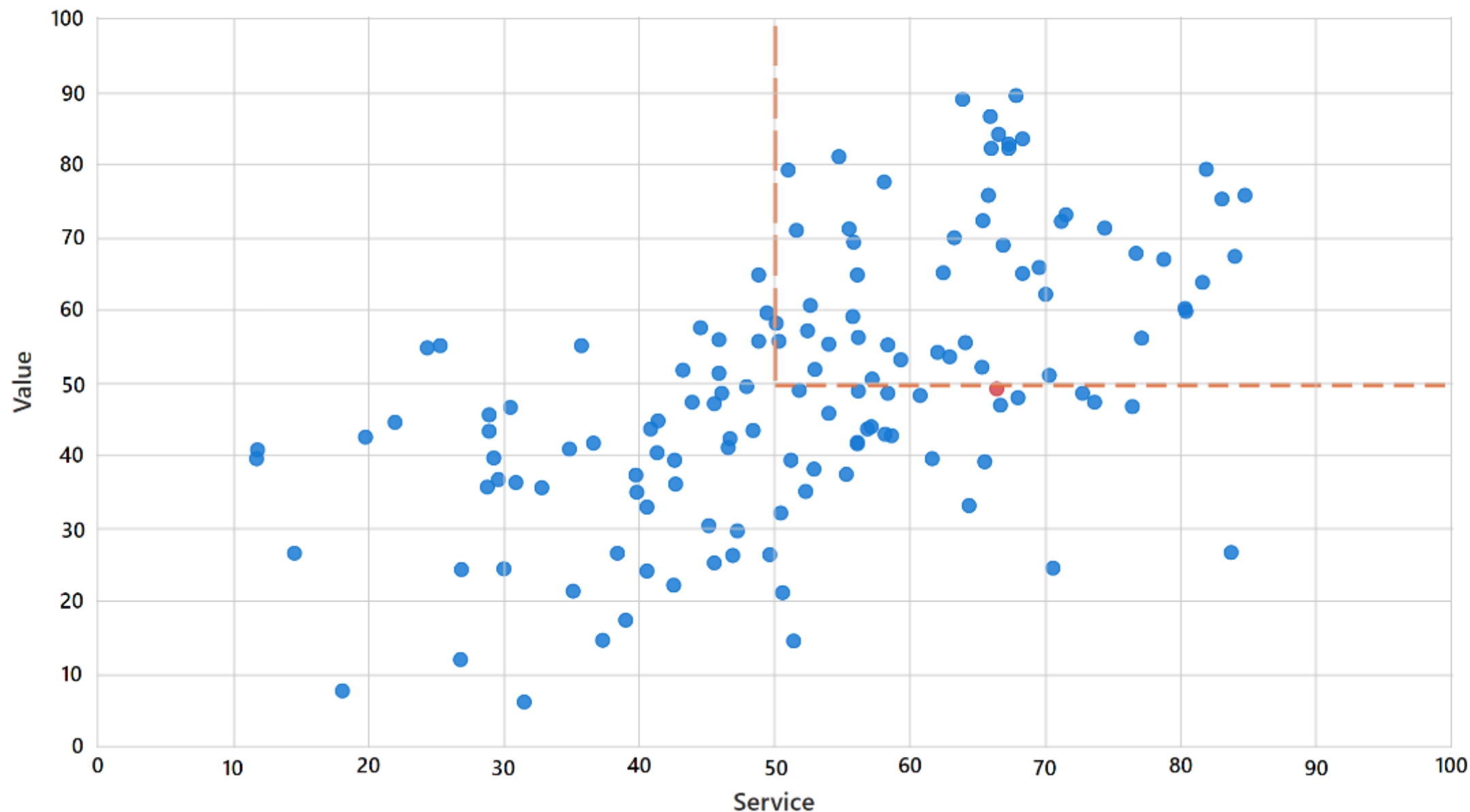
Comparison with Peer Group



Landlord Report

Service vs Value for money

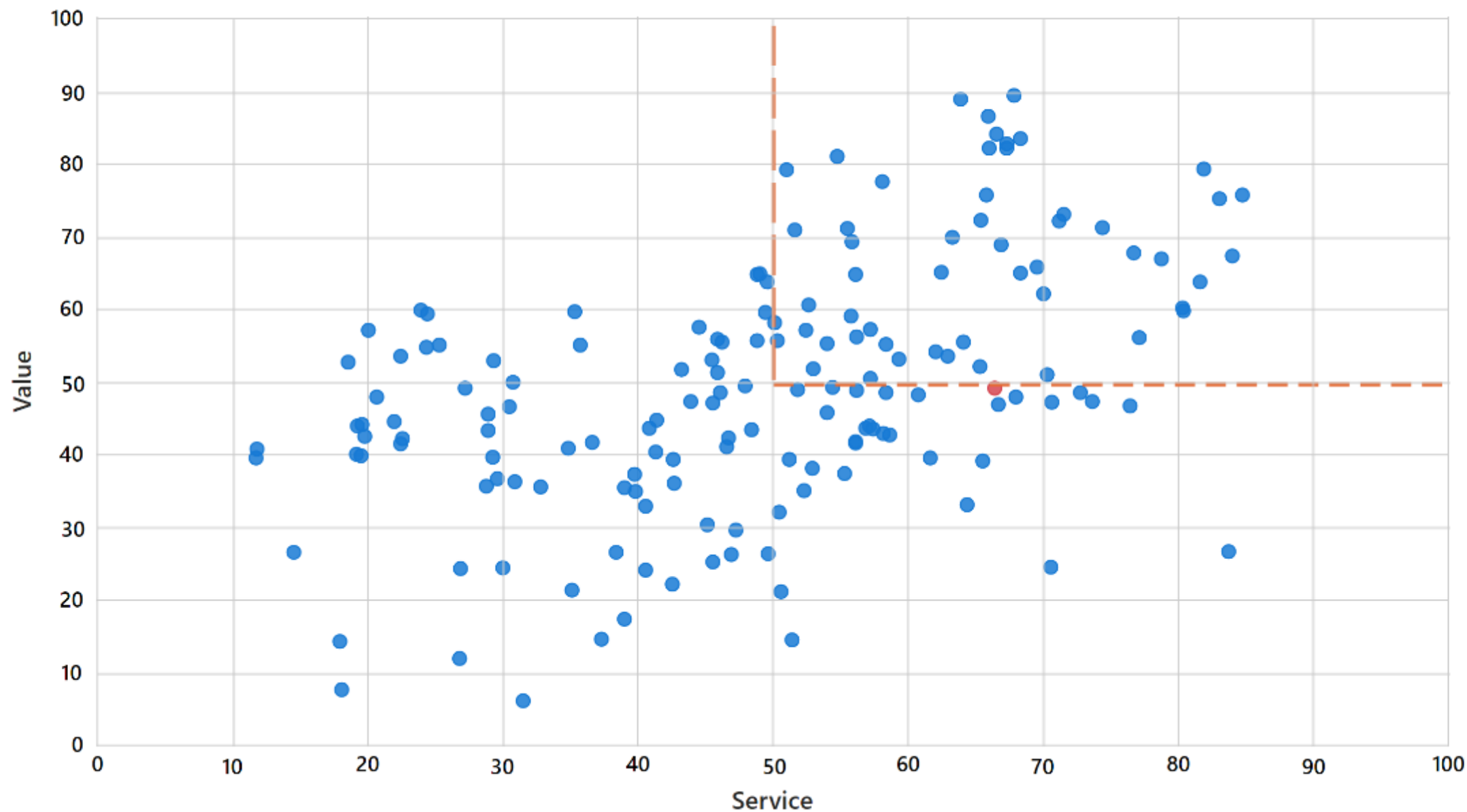
Comparison with RSLs



Landlord Report

Service vs Value for money

Comparison with Sector



Overall summary - 2024

Highlights

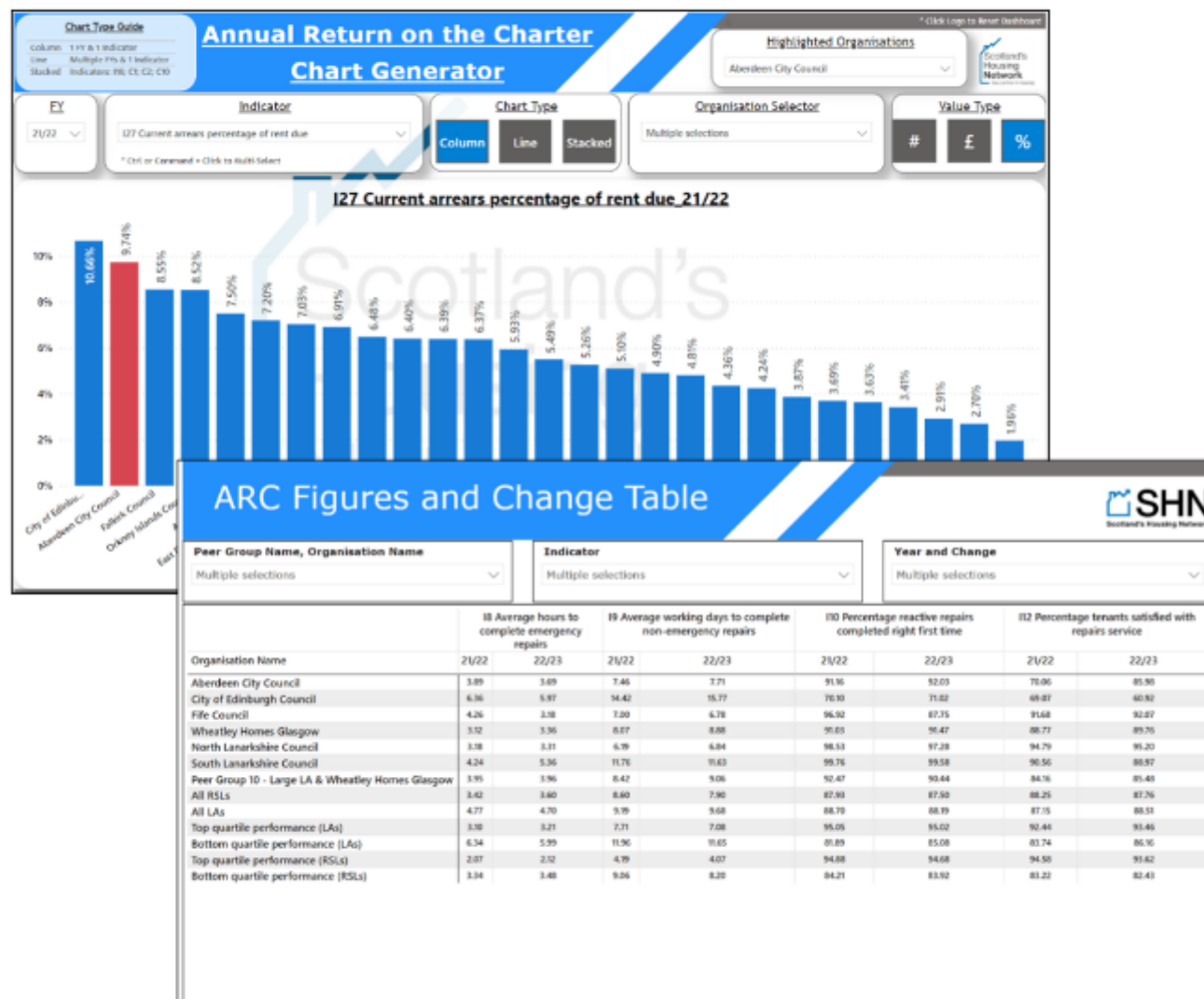
- ✓ Relatively few complaints per 100 homes, prompt response time to Stage 1 complaints
- ✓ Continuing high proportion of properties meeting SHQS
- ✓ Repairs performance continues to be very prompt with most repairs completed Right First Time and high repairs satisfaction
- ✓ Zero gas safety fails this year
- ✓ Very low level of offers refused
- ✓ Tenancy sustainment remains high, including amongst lets to homeless households
- ✓ Very low level of abandonments
- ✓ High proportion of approved applications for medical adaptations completed
- ✓ Current and former arrears remain low
- ✓ Good proportion of FT arrears collected during the year
- ✓ Relet times continue to improve

Overall summary - 2024

Areas for attention?

- ✗ Lower than average lets to homeless households – ***but nomination agreement allows EDC to select nomination or section 5 referral***
- ✗ Increase in timescale to complete medical adaptations – ***1 major adaptation impacting on this***
- ✗ Rent collected as a percentage of rent due reducing – **but still greater than RSL average**

SHN Business Intelligence Tools



- New Business Intelligence Tools utilising Microsoft Power BI
- Integrated into SHN website and accessible to all SHN members
- Create bespoke reports using our interactive dashboards, including:
 - Annual Return on the Charter (ARC) Chart Generator
 - ARC Table Generator
 - Annual Network Indicators thematic dashboard
 - Quarterly Benchmarking Chart Generator
 - Homelessness Chart Generator
 - Housing Revenue Account (HRA) Tool
- Intention to build thematic dashboards for ease of reference
 - SHQS
 - Rent arrears
 - Repairs etc.

- 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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