



<b>Request for Information (FOI or EIR)</b>	<b>FOI</b>
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<b>Freedom of Information (Scotland) Act 2002</b>	✓
<b>Environmental Information (Scotland) Regulations 2004</b>	<input type="checkbox"/>

**Details of Request:**

Housebuilding Projects

Details of all of the housing association’s housebuilding projects approved in the last ten years, including the address of the project, the affected geographical area, the total number of units built, the number of units built for social housing, the number of affordable houses built, and the date the project was approved.

Housing Complaints

Details of all complaints made by tenants about the organisation’s housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.

Details of all complaints made by prospective tenants and applicants about the organisation’s housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.

Housing Waiting Lists and Waiting Times

1. The total number of people currently on the waiting list for housing properties, broken down by bedroom number?
2. The number of people currently on the waiting list for housing in each geographical area, broken down by property bedroom number?
3. The anticipated waiting time for housing accommodation, broken down by bedroom number.
4. The anticipated waiting time for housing accommodation in each geographical area, broken down by bedroom property number.
5. The average waiting time for housing accommodation, broken down by bedroom number, in each of the last ten years.

- The average waiting time for housing accommodation in each geographical area, broken down by bedroom number, in each of the last ten years.

### Housing Stock

- The total number of social housing properties owned by the housing association, broken down by geographical area and bedroom number.
- The total number of social housing properties built by the housing association in each of the past ten years, broken down by geographical area and bedroom number.

### Housing Rents, Arrears and Evictions

- Percentage increases on rent imposed on social tenants by the housing association in each of the last ten years.
- The total number of housing association tenants in each of the last ten years.
- The total value of rent arrears accumulated by housing association tenants, as well as the total number of tenants who have entered rent arrears, in each of the last ten years.
- Details of all evictions carried out on housing association tenants in the last ten years, including the number of evictions carried out and the reasons for the evictions.

### **Answer:**

### Housebuilding Projects

<b>Address</b>	<b>Geographical Area</b>	<b>Total no. of units built</b>	<b>No. of units built for social housing</b>	<b>No. of affordable houses built</b>	<b>Date Project Approved</b>
Phase 3: Ivanhoe Drive, Border Way, Lily Gardens	Hillhead, Kirkintilloch, East Dunbartonshire	71	71	71	2011
Phase 4: Highfield Road, Highfield Crescent, Hardmuir Road	Hillhead, Kirkintilloch, East Dunbartonshire	34	34	34	2010
Phase 5: Rosebank Avenue, Highfield Road	Hillhead, Kirkintilloch, East Dunbartonshire	15	15	15	2014
Braes O Yetts, Braes O Yetts Farm	Waterside, Kirkintilloch, East Dunbartonshire	30	22	30	2017

## Housing Complaints

Details of all complaints made by tenants about the organisation's housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.

**The following table presents complaints resolved between 1 July and 30 September 2015.**

<b>Date of Complaint</b>	<b>Reason given for Complaint</b>	<b>Complaint upheld?</b>	<b>Outcome</b>
1/5/15	Issue regarding adaptations and works requested by tenant	No	Association compliant with policy and procedures in this respect. Some necessary works carried out.
13/7/15	Issue regarding repair call out service and attitude of workman	Yes	Apology made on behalf of contractor, works completed to tenant's satisfaction
29/7/15	Issue regarding sub contractor's attitude to fellow worker (not to tenant)	Yes	Apology from contractor
7/8/15	Issue regarding skips and associated parking problems	No	Tenant made aware of appropriate permits having been obtained
24/8/15	Contractor did not attend at pre-arranged time	No	Confirmed that works were indeed carried out as per arrangements made with tenant
14/9/15	Issue regarding refuse dumped by neighbor and responsibilities for its removal	Yes	Visits carried out, letter sent to neighbor.
17/9/14	Unhappy with attitude of staff on visit to discuss condition of garden	No	Following telephone conversation with Director, letter sent to tenant clarifying situation and offering suggestions to resolve garden issue
17/9/15	Issue regarding overhanging tree	No	Although garden maintenance is tenant's responsibility – tree will be felled to allow planned scaffolding to be erected.
18/9/15	Complaint regarding non replacement of door further to draughts being reported	No	Door inspected – no draughts detected, no requirement for repair or replacement
21/9/15	Unhappy with Association's response regarding neighbour complaint	No	Complainant informed that the Association had followed correct procedures in this regard.

The following table presents complaints resolved between 1 October and 31 December 2015.

Date of Complaint	Reason given for Complaint	Complaint upheld?	Outcome
18/9/15	Complaint regarding electric back board	No	Correct procedures followed by HHA
13/10/15	Complaint regarding handling of anti social complaints	No	Situation explained by Director
19/10/15	Situation regarding correspondence from housing officer and issue regarding rent	No	Housing Manager explained situation over phone regarding rent and also regarding the correspondence sent
5/11/15	Complaint regarding issue with balance on rent account	No	Letter from Housing Manager confirming correct procedures followed by staff
16/11/15	Way in which initial complaint was dealt with by staff	No	Letter from Director confirming situation regarding initial complaint and way it was dealt with
25/11/15	Complaint regarding dampness in house	No	Dampness readings taken. Offer to survey for ventilation system installation. No further contact from tenant.

The following table presents complaints resolved between 1 January and 31 March 2016.

Date of Complaint	Reason given for Complaint	Complaint upheld?	Outcome
Phone call	Attitude of engineer	Yes	Staff spoke with contractor concerned – apology given to tenant
Email	Information sent following request	No	Correspondence from Director confirming all information had been forwarded

The following table presents complaints resolved between 1 April and 30 June 2016.

Date of Complaint	Reason given for Complaint	Complaint upheld?	Outcome
29/3/16	Issue re energy supplier	No	Confirmation that issue is between supplier and tenant, however assistance given by staff to allow tenant to change supplier
7/4/16	Issue re glazing of windows in house affecting noise pollution	No	Confirmation given re glazing in house being adequate
19/4/16	Ongoing issue with heating pressure	Yes	Contractor instructed to carry out thorough investigations
8/4/16	Issue regarding fence being erected at neighbouring garden	No	Confirmation fence complied with all planning regulations and no consultation required

The following table presents complaints resolved between 1 July and 30 September 2016.

Date of Complaint	Reason given for Complaint	Complaint upheld?	Outcome
20/7/16	Unhappy with rear garden – tenant wants it levelled	No	Garden inspected – no works required. No further contact from tenant
3/8/16	Unhappy at being asked to remove non standard shower at termination of tenancy	No	Confirmed to tenant that this request is compliant with policy & procedures – as non standard item was fitted by tenant
8/8/16	Unhappy with handling of anti-social complaint	No	Email from Housing Manager to confirm situation being monitored however no illegal activities have taken place
12/8/16	Unhappy that repair reported had not been classed as emergency	No	Property Services Coordinator confirmed with tenant reason for non emergency categorisation. Inspection carried out to confirm this.
16/8/16	Unhappy that swing not repaired yet	No	Property Services confirmed swing was removed due to health and safety, part on order.
18/8/16	Unhappy no fencing works carried out / replacement of clothes poles	No	Property Services confirmed situation with fencing and arranged to inspect clothes poles
3/9/16	Complaint re kerbs moved by contractors during improvement works	No	Confirmation that kerbs moved prior to any works being carried out – plus other factors require consideration
3/9/16	Issue re alleged knotweed and issue with rats	No	Alleged knotweed presence investigated twice. The weed present causes no danger to health or buildings. Issue with rats being dealt with by EDC

<b>Date of Complaint</b>	<b>Reason given for Complaint</b>	<b>Complaint upheld?</b>	<b>Outcome</b>
2/9/16	Non receipt of requested additional key fobs	Yes	Apology given for delay – fobs ordered and issued
5/9/16	Issue re RTB application	No	Association’s actions compliant with policy
8/9/16	Issue with fence at property	Yes	Property Services confirmed situation with fencing policy and agreed to patch fence
31/8/16	Part of grass not cut by contractor	No	Property Services confirmed with tenant that grass would not be cut until items removed from garden
18/8/16	Complaint re handling of anti social issue	No	Email to complainant confirming no further action could be taken other than to monitor situation
27/9/16	Appointment made in error on day office was closed	Yes	Apology given, another appointment made
30/9/16	Dissatisfied with repair carried out	No	Error made when completing form – tenant happy with repair
30/9/16	Unhappy with repair carried out	Yes	Minor imperfection – repaired by Estate Caretaker
30/9/16	Unhappy with repair not being classed as emergency	No	Property Services phoned tenant. Tenant confirmed now happy with situation

The following table presents complaints resolved between 1 October and 31 December 2016.

<b>Date of Complaint</b>	<b>Reason given for Complaint</b>	<b>Complaint upheld?</b>	<b>Outcome</b>
3/10/16	Cost of rechargeable repair	No	Breakdown of cost explained
6/10/16	Water ponding issue at property	Yes	Remedial works instructed
12/10/16	Issue re power in property	No	Confirmation given re situation with gas meter
13/10/16	Issue regarding information received by Housing Officer	No	Clarification of the situation given to tenant
14/10/16	Handling of neighbour complaint	No	Explanation of limits to action able to be taken
14/10/16	Handling of neighbour complaint	No	Explanation of limits to action able to be taken
20/10/16	Condition of wall at property	No	Confirmation no current need for repair, however agreed to make safe should condition worsen
3/11/16	Handling of neighbour complaint	No	Confirmation that correct advice given in this regard
10/11/16	Communication regarding repair and completion times	Yes	Explanation given as to reason for delay
9/12/16	Letter received regarding rubbish already removed	No	Explanation given regarding timing of letter issued



The following table presents complaints resolved between 1 January and 31 March 2017

Date of Complaint	Reason given for Complaint	Complaint upheld?	Outcome
5/1/17	Complaint regarding letter of warning issued in relation to non access to carry out repairs	No	Letter from Housing Manager advising action taken was in line with policy and procedure
6/1/17	Complaint regarding standard of new door frame and threshold	No	Inspection carried out and consultation with Architect and Contractor. All installed correctly and meets building regulations
12/1/17	Complaint regarding staff parking in lay-by	No	Following advice from Community Police, letter sent to confirm no law against anyone parking here but agreed staff would park considerately where possible
28/2/17	Unhappy with rent increase	No	Letter from Housing Manager outlining rent increase policy. Appointment made with Welfare Rights Officer
28/2/17	Unhappy with rent increase	No	Housing Manager spoke with tenant advising of consultation process and appointment made with welfare rights officers
22/3/17	Noise from flat above – thinks floorboards require attention	Yes	Inspection carried out and relevant works issued. Tenant happy

The following table presents complaints resolved between 1 April and 30 June 2017

<b>Date of Complaint</b>	<b>Reason given for Complaint</b>	<b>Complaint upheld?</b>	<b>Outcome</b>
5/4/17	Issue re parking availability and impact of tenancy terms	No	Letter to complainant clarifying the Association's position in this regard
13/4/17	Complainant wishes rehoused due to dampness	No	Surveys carried out – no issue of dampness. Ombudsman referral – agreed all necessary action had been taken
24/4/17	Issue regarding how incident with another resident was investigated	No	Letter from Director confirming appropriate and satisfactory investigation had taken place regarding the incident
9/6/17	Delay in hot water/ heating repair being completed	Yes	Repair completed (parts required) – no further contact from tenant
20/6/17	Issue regarding permission to take in lodger being refused	No	Agreement reached with complainant regarding occupancy of property
26/6/17	Issues regarding condition of neighbouring property	No	Response from relevant departments clarifying issues raised

The following table presents complaints resolved between 1 July and 30 September 2017.

Date of Complaint	Reason given for Complaint	Complaint upheld?	Outcome
18/7/17	Issue regarding action taken on problem with ants	No	Despite various attempts no suitable access arrangements. Letter from Property Services confirming actions taken and that pest control not landlord responsibility. Advice offered.
18/7/17	Claims car damaged by contractor	Yes	Investigated by Contractor and resolved to resident's satisfaction
7/8/17	Content of correspondence plus issue of copy sent to young son	Yes	Copy of correspondence sent in error by solicitors and apology made. However main issue re content refuted
11/8/17	Issue regarding late receipt of correspondence impacting on benefits	No	Letter from Housing Manager confirming timing of letter had not affected benefits
24/8/17	Complaint from owner regarding condition of back courts in tenanted properties	No	Housing Manager confirmed action already taken and ongoing monitoring – however issues with both tenanted and owner occupied areas
28/9/17	Issue regarding attitude/manner of staff member	No	Issue investigated - concluded staff had dealt with issue in professional and helpful manner

The following table presents complaints resolved between 1 October and 31 December 2017.

<b>Date of Complaint</b>	<b>Reason given for Complaint</b>	<b>Complaint upheld?</b>	<b>Outcome</b>
2/10/17	Complainant feels boiler should be replaced due to recent repairs	No	3 checks carried out – confirmed no recommendations for replacement boiler
24/10/17	Unhappy no notice given regarding inspection of external stairs. Plus other staff issues	No	Advised inspection was health & safety matter and needed no notice. Other issues investigated and unsubstantiated
27/11/17	Issue regarding inspection not carried out at agreed time and works not completed at time of inspection	No	Explained no specific times given for inspections and advised not possible to complete works at same day as inspection
5/12/17	Issue regarding rent payment amounts	No	No evidence of alleged advice given. Advised tenant to contact Housing Officer to make a suitable agreement

The following table presents complaints resolved between 1 January and 31 March 2018

<b>Date of Complaint</b>	<b>Reason given for Complaint</b>	<b>Complaint upheld?</b>	<b>Outcome</b>
16/1/18	Issue regarding allocation of lock up, and noise disturbance matter	No	Allocation carried out correctly. Disturbance issue passed to community police

The following table presents complaints resolved between 1 April and 30 June 2018

<b>Date of Complaint</b>	<b>Reason given for Complaint</b>	<b>Complaint upheld?</b>	<b>Outcome</b>
6/4/18	Issue re double glazed unit not being fitted	No	Damage caused by vandalism – rechargeable repair
12/4/18	Issue re litter picking in open areas	No	Agreed to monitor but acknowledged issue of litter is difficult to control
16/4/18	Length of time to complete repair	Yes	Human error – apology made to tenant
18/4/18	Email intended for another recipient received by tenant	Yes	Human error – apology made and request for email to be deleted
24/4/18	Non attendance by contractor for repair	Yes	Contractor error – apology made and repair carried out
4/5/18	Dampness issue and request to remove back board	No	Condensation issue and back board in good condition, no need to remove
4/5/18	Issue regarding works carried out to neighbouring property causing water ingress	No	Although no issue caused by contractor, remedial works instructed
15/5/18	Issue regarding gas supply	No	Tenant's responsibility to source supplier
31/5/18	Issue regarding electricity cut off during works causing defrosting of food	No	Letter had been issued to tenant informing no compensation for freezer goods would be offered

<b>Date of Complaint</b>	<b>Reason given for Complaint</b>	<b>Complaint upheld?</b>	<b>Outcome</b>
18/6/18	Repair not completed to tenant's satisfaction	Yes	Contractor instructed to return
26/6/18	Delay in heating works being completed	Yes	Contractor had ordered incorrect parts. Apology made and works completed
27/6/18	Issue with repair not being completed property resulting in subsequent visits	Yes	Apology made and contractor instructed to return and fit required new parts

The following table presents complaints resolved between 1 July and 30 September 2018.

<b>Date of Complaint</b>	<b>Reason given for Complaint</b>	<b>Complaint upheld?</b>	<b>Outcome</b>
16/7/18	Outstanding repair	Yes	Apology made on behalf of contractor and works instructed
30/7/18	Dissatisfaction with repair carried out	No	Despite attempts to arrange inspection of work, no further contact from tenant
3/9/18	Time taken to carry out works to close following fire	No	Explanation provided regarding time for investigation and costings resulting in longer timescales than normal
3/9/18	Dissatisfaction with repair carried out	No	All appropriate repair works carried out satisfactorily
7/9/18	Repair not completed properly	Yes	Contractor instructed to return to rectify

The following table presents complaints resolved between 1 October and 31 December 2018

<b>Date of Complaint</b>	<b>Reason given for Complaint</b>	<b>Complaint upheld?</b>	<b>Outcome</b>
1/10/18	Issue with repair work issued	No	All appropriate works were carried out
23/10/18	Unhappy with living conditions	No	Housing Manager discussed issues and confirmed staff were doing best to assist
3/12/18	Delay in gas heating repair	Yes	Apology made on behalf of contractor
3/12/18	Delay in heating repair	Yes	Part needed however tenant was not informed of this

The following table presents complaints resolved between 1 January and 31 March 2019

<b>Date of Complaint</b>	<b>Reason given for Complaint</b>	<b>Complaint upheld?</b>	<b>Outcome</b>
6/2/19	Issue regarding rent increase	No	Full explanation by Housing Manager as to how increase is calculated
19/3/19	Issue regarding rent and service charge breakdown	No	Letter from Director explaining rents and service charge allocations

The following table presents complaints resolved between 1 April and 30 June 2019

Date of Complaint	Reason given for Complaint	Complaint upheld?	Outcome
3/4/19	Issue regarding windows not sealed sufficiently and causing draughts	Yes	Apology made on behalf of contractor and works rectified
8/5/19	Issue regarding positioning of meter and garden area	No	Tenant advised HHA cannot move meter. Also garden area confirmed
13/5/19	Anonymous complaint about use of common ground	No	Noted situation re common ground, yet no response possible due to anonymity
5/6/19	Weeds at common lane and common areas	Yes	Confirmation that estates team scheduled to cut back weeds
12/6/19	Issue re removing light cover	No	Tenant shown how to remove cover and change bulb – now aware of how to do this.
19/6/19	Issue regarding gaining access to property	No	Letter from Housing Manager explaining legal duties in this respect
28/6/19	Issue regarding mould on bathroom walls	No	Property inspected – issue to do with condensation. However actual tenant not present, and no access on subsequent visits. No further contact



The following table presents complaints resolved between 1 July and 30 September 2019.

<b>Date of Complaint</b>	<b>Reason given for Complaint</b>	<b>Complaint upheld?</b>	<b>Outcome</b>
9/7/19	Complaint re dampness in property	No	Previous reports of dampness were condensation issues. Investigated again – still condensation
31/7/19	Unhappy with style of window to be fitted	No	Confirmation that windows are fitted on like for like basis
13/8/19	Unhappy with Association's request to reinstate kitchen to original condition	No	Although tenant altered kitchen without permission and before year of house being built, retrospective permission granted on receipt of warranty for work
13/9/19	Issue re condition of fence and poor lighting at rear of property	Yes	Fence work to be included in environmental works and rear light fitted

The following table presents complaints resolved between 1 October and 31 December 2019.

<b>Date of Complaint</b>	<b>Reason given for Complaint</b>	<b>Complaint upheld?</b>	<b>Outcome</b>
9/10/19	Area in untidy state due to works being carried out.	Yes	Area now cleared and Contractor reminded to keep area tidy
17/10/19	Issue re dampness in bathroom	No	Property Services Officer emailed to arrange inspection. No response and no further contact
22/10/19	Quality of repair work	Yes	Contractor instructed to return to rectify works
22/10/19	Condition of area, and items dumped	No	Housing Officers have visited tenants and are taking action to resolve situation
28/10/19	Condition of fence and general disrepair	Yes	Following inspection, fence to be included in environmental works
13/11/19	Damage to property after flood, and only decoration allowance offered	No	Following investigation, confirmed all necessary works had been carried out
15/11/19	Request for compensation following previous complaint re dampness	No	Advised any claim should be made via home contents insurance, and reference to previous correspondence
5/12/19	Unhappy with text message re rent arrears	No	Letter sent addressing tone and language used in complaint, and confirming arrears situation

The following table presents complaints resolved between 1 January and 31 March 2020

<b>Date of Complaint</b>	<b>Reason given for Complaint</b>	<b>Complaint upheld?</b>	<b>Outcome</b>
22/1/20	Issue re rechargeable repairs, claims was not informed works were to be recharged	No	Copies of previous correspondence sent to tenant informing works were rechargeable. Offer made to meet to discuss – no further contact
11/2/20	Issues re power supply at newbuild property	No	Matter lies with building contractor
13/2/20	Unhappy with lack of work carried out at property	No	Response confirming all necessary works carried out

The following table presents complaints resolved between 1 April and 30 June 2020

<b>Date of Complaint</b>	<b>Reason given for Complaint</b>	<b>Complaint upheld?</b>	<b>Outcome</b>
5/4/20	Unhappy with phone call from staff member re neighbour's request for assistance	Yes	Letter of apology explaining challenges in adapting to current Covid situation
18/6/20	Dissatisfaction with grass cutting service and overgrown tree	Yes	Landscape contractor instructed to return to property
30/6/20	Unhappy with landscape maintenance contractor	Yes	Discussion took place with both tenant and contractor. Matter resolved

Details of all complaints made by prospective tenants and applicants about the organisation's housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.

29/4/16	Issue regarding refusal of mutual exchange	No	Letter from Director confirming decision in line with policy
4/8/16	Dissatisfaction at non allocation of property	No	Housing Manager telephoned complainant to confirm property not available to let and that correct process had been followed
14/9/16	Complaint re housing application being made invalid	No	Email from Housing Manager to Cllr to confirm this was due to change in circumstances and applicant's address changing
24/2/17	Various issues regarding noise transfer from windows and dampness as well as re-housing situation	No	Letter from Director to Councillor advising on each of points raised.

## Housing Waiting Lists and Waiting Times

1. The total number of people currently on the waiting list for housing properties, broken down by bedroom number? **As at 8 July 2020**

Property size	Total
2 apt	256
3 apt	137
4 apt	98
5 apt +	31
Total	522

2. The number of people currently on the waiting list for housing in each geographical area, broken down by property bedroom number? **As above, as we only operate in one geographical area.**
3. The anticipated waiting time for housing accommodation, broken down by bedroom number. **The actual average waiting times below are the best estimate of anticipated future waiting times.**
4. The anticipated waiting time for housing accommodation in each geographical area, broken down by bedroom property number. **As above.**

5. The average waiting time for housing accommodation, broken down by bedroom number, in each of the last ten years.

**2018/19**

Date Applied	Moved In	Relet Time - Days	B/Rooms
16/07/2015	04/04/2018	993	3
23/08/2016	11/04/2018	596	2
10/11/2016	12/04/2018	518	3
21/07/2004	12/04/2018	5013	2
03/11/2017	10/05/2018	188	1
23/05/2017	24/05/2018	366	2
30/11/2017	27/06/2018	209	3
24/04/2017	11/07/2018	443	2
03/03/2015	20/07/2018	1235	3
12/02/2018	03/08/2018	172	3
29/05/2018	08/08/2018	71	2
22/01/2018	23/08/2018	213	2
16/08/2012	23/08/2018	2198	3
24/10/2018	24/10/2018	0	2
27/09/2018	02/11/2018	36	2
04/09/2018	29/11/2018	86	1
14/08/2014	06/12/2018	1575	2
13/11/2018	09/01/2019	57	3
07/07/2017	16/01/2019	558	3
27/01/2017	22/01/2019	725	4
13/11/2018	31/01/2019	79	2

Property Type Waiting Times				
No of Bedroom	No Rehoused	Total Wait Time	Average Wait Time - Days	Wait Time - Years
<b>1 Bedroom</b>	4	323.00	80.75	0.22
<b>2 Bedroom</b>	12	8637.00	719.75	1.97
<b>3 Bedroom</b>	11	7072.00	642.91	1.76
<b>4 Bedroom</b>	1	725.00	725.00	1.99
<b>5 Bedroom</b>	0	0.00	0.00	0.00
<b>Totals</b>	<b>28</b>	16757.00	<b>598.46</b>	<b>1.64</b>

18/07/2018	11/02/2019	208	3
30/01/2019	12/02/2019	13	1
10/01/2019	18/02/2019	39	2
30/07/2018	21/02/2019	206	2
27/01/2017	01/03/2019	763	3
27/09/2018	07/03/2019	161	3
21/02/2019	29/03/2019	36	1

**Average Days**                    **598.46**  
**Average Years**                    **1.64**

**2019/20**

Date Applied	Moved In	Relet Time - Days	B/Rooms
07/03/2019	12/04/2019	36	2
25/07/2013	23/04/2019	2098	1
16/04/2019	25/04/2019	9	3
11/03/2019	02/05/2019	52	2
01/12/2017	07/05/2019	522	2
26/04/2019	07/05/2019	11	3
01/10/2018	13/05/2019	224	1
03/12/2018	16/05/2019	164	3
12/10/2018	31/05/2019	231	1
29/10/2018	31/05/2019	214	2
12/09/2016	04/06/2019	995	2

Property Type Waiting Times				
No of Bedroom	No Rehoused	Total Wait Time	Average Wait Time - Days	Wait Time - Years
1 Bedroom	9	10860.00	1206.67	3.31
2 Bedroom	24	9194.00	383.08	1.05
3 Bedroom	11	3028.00	275.27	0.75
4 Bedroom	1	371.00	371.00	1.02
5 Bedroom	0	0.00	0.00	0.00
<b>Totals</b>	<b>45</b>	<b>23453.00</b>	<b>521.18</b>	<b>1.43</b>

11/09/2018	10/06/2019	272	1
24/04/2013	14/06/2019	2242	1
07/12/2017	24/06/2019	564	2
26/02/2019	24/06/2019	118	3
10/05/2017	24/06/2019	775	2
27/03/2019	24/06/2019	89	2
26/03/2019	25/06/2019	91	2
21/08/2018	25/06/2019	308	3
27/11/2014	25/06/2019	1671	2
02/10/2018	25/06/2019	266	3
19/09/2017	28/06/2019	647	2
30/01/2019	10/07/2019	161	2
07/09/2016	29/07/2019	1055	2
15/05/2019	02/08/2019	79	2
15/10/2018	22/08/2019	311	3
07/05/2019	06/09/2019	122	3
08/11/2017	16/09/2019	677	1
20/09/2019	24/10/2019	34	2
17/12/2018	28/10/2019	315	1
24/10/2019	30/10/2019	6	2
25/09/2018	07/11/2019	408	2
02/11/2018	08/11/2019	371	4
21/02/2019	25/11/2019	277	2
24/10/2018	27/11/2019	399	2
19/06/2018	06/12/2019	535	2
19/06/2018	19/12/2019	548	3
26/09/2019	23/12/2019	88	2
14/06/2019	13/01/2020	213	2
29/06/2018	13/01/2020	563	3
30/05/2018	28/01/2020	608	3
05/07/2007	03/02/2020	4596	1

28 July 2020



20/08/2019	04/02/2020	168	2
05/11/2019	28/02/2020	115	2
25/08/2019	17/03/2020	205	1

**Average  
Days**           **521.18**  
**Average  
Years**           **1.43**

We do not hold older information than this as we were previously part of a CHR.

6. The average waiting time for housing accommodation in each geographical area, broken down by bedroom number, in each of the last ten years. **As above, as we only operate in one geographical area.**

## Housing Stock

The total number of social housing properties owned by the housing association, broken down by geographical area and bedroom number.

Type/Beds	1	2	3	4	5	Tot
House	27	175	186	31	1	420
Tenement	67	27	9	0	0	103
Four-in-Block	1	153	65	0	0	219
Other	58	29	1	0	0	88
<b>Total</b>	<b>153</b>	<b>384</b>	<b>261</b>	<b>31</b>	<b>1</b>	<b>830</b>

The total number of social housing properties built by the housing association in each of the past ten years, broken down by geographical area and bedroom number.

Bedroom No.	1	2	3	4	5	Total
	33	66	18	2	1	120

Geographical area – Hillhead, Kirkintilloch, East Dunbartonshire

Bedroom No.	1	2	3	4	5	Total
	4	10 2 wheelchair use	6	0	0	22

Geographical area – Waterside, Kirkintilloch, East Dunbartonshire

### **Shared Equity properties built**

Bedroom No.	1	2	3	4	5	Total
		2	6			8

Geographical area – Waterside, Kirkintilloch, East Dunbartonshire

## Housing Rents, Arrears and Evictions

Percentage increases on rent imposed on social tenants by the housing association in each of the last ten years.

The total number of housing association tenants in each of the last ten years.

The total value of rent arrears accumulated by housing association tenants, as well as the total number of tenants who have entered rent arrears, in each of the last ten years.

*The information requested above is available via the Scottish Housing Regulator's website here – [SHR Website](#) for the periods 2013/14 to 2018/19. Information for 2019/20 can be accessed on Hillhead Housing Association's website – [Annual Return 2019/20](#)*

Details of all evictions carried out on housing association tenants in the last ten years, including the number of evictions carried out and the reasons for the evictions.

*Zero housing association tenants are currently facing evictions.*

