

HOW WELL ARE WE DOING?

The tables below show some key areas of performance within both Housing Management and Property Services, this includes Current Tenant Rent Arrears, Number of Property Allocations and Repair Performance information.

We always encourage feedback from our tenants and customers, this helps us improve our service. Please get in touch and take part in our regular surveys that are issued.

Period between 1 October and 31 December 2023

CURRENT TENANT RENT ARREARS

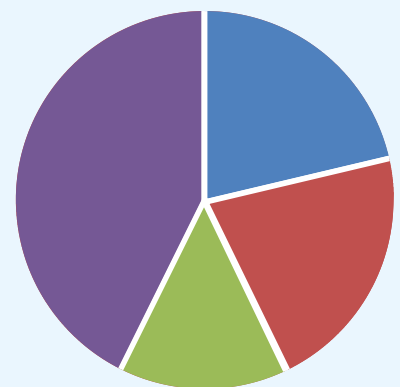
| Month | Tenant Arrears | Level of Arrears |
|----------|----------------|------------------|
| October | £105,919 | 2.48% |
| November | £105,002 | 2.46% |
| December | £119,174 | 2.79% |

ALLOCATIONS

| Month | No. of Lets |
|----------|-------------|
| October | 5 |
| November | 7 |
| December | 2 |

WHO WERE PROPERTIES ALLOCATED TO?

- Lease
- Section 5
- Transfer - Hillhead Tenants
- Waiting List



REPAIRS RESPONSE TIMES (excludes gas servicing)

| Category/Month | % Completed within time scales | | |
|------------------------|--------------------------------|----------|----------|
| | October | November | December |
| Emergency (24hours) | 100% | 96.77% | 100% |
| Urgent (3 days) | 98.76% | 100% | 96.72% |
| Routine (10 days) | 100% | 98.73% | 100% |
| Voids (7 days) | 100% | 100% | 100% |
| All Repairs - HHA 2000 | 99.45% | 99.15% | 98.59% |

HOW WE COMPARE TO OTHER HOUSING ASSOCIATIONS

As a member of Scottish Housing Networks, we take the opportunity to compare our performance against other Housing Association members.

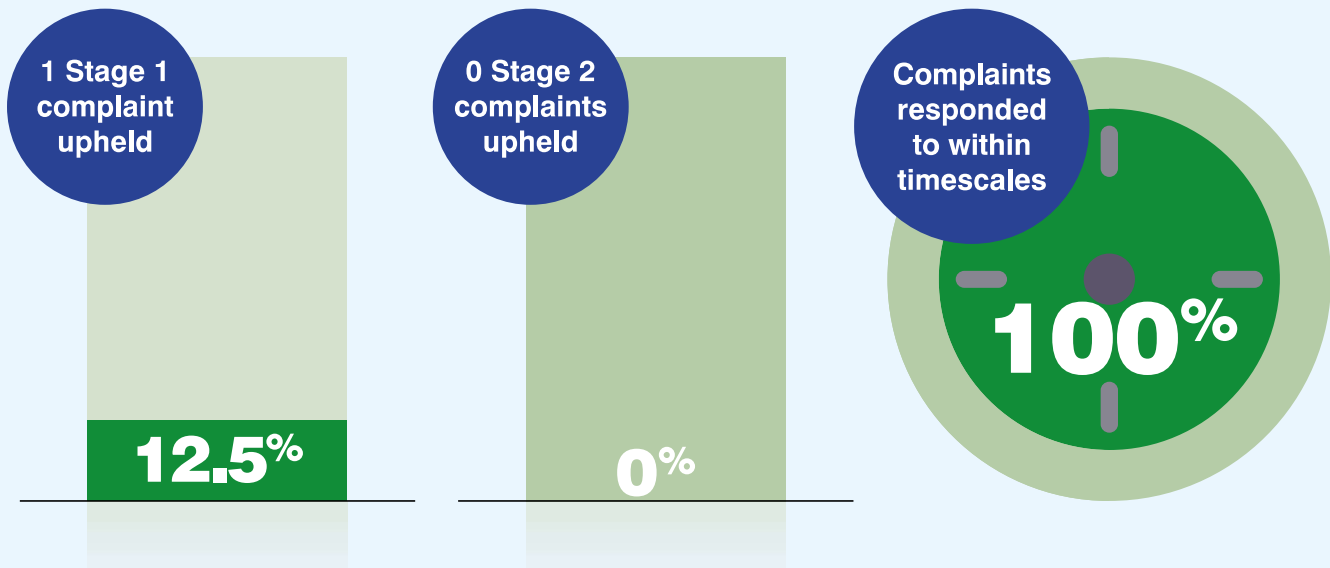
As shown in the table below, our performance remains favourable, with Hillhead's current tenant rent arrears and empty house/flat rent loss only slightly above the SHN average. In relation to relet times and average number of days to complete non emergency repairs, our timescales are significantly better than the SHN average.

| Performance Area | Hillhead | Scotland Housing Network |
|--|------------|--------------------------|
| Rent Arrears | 2.79% | 2.56% |
| Rent Loss for empty houses/flats | 0.61% | 0.54% |
| Average time taken to re-let a house | 24.29 days | 32.67 days |
| Average number of days to complete non emergency repairs | 3.25 days | 6.50 days |

COMPLAINTS

Between 1 October and 31 December 2023, the Association received 8 Stage 1 complaints and 0 Stage 2 complaints.

COMPLAINTS RESULTS



COMPLAINTS BY NATURE OF COMPLAINT

| | |
|---|---|
| Housing Quality & Maintenance | 7 |
| Access to Housing and Support | 0 |
| Customer / Landlord Relationship | 0 |
| Getting good value from rents & service charges | 0 |
| Complaints relating to equalities | 0 |

ACTION TAKEN TO IMPROVE SERVICES

The upheld complaint related to a one-off incident which was rectified by the contractor.