

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 July and 30 September 2025

CURRENT TENANT RENT ARREARS

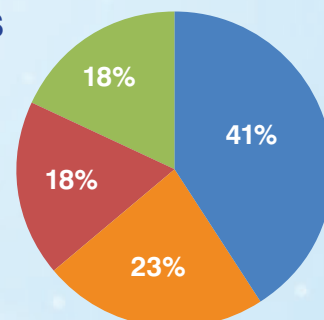
Month	Tenant Arrears	Level of Arrears
July	£91,977.67	1.94%
August	£91,376.85	1.94%
September	£92,404.94	1.94%

ALLOCATIONS

Month	No. of Lets
July	9
August	10
September	3

WHO WERE PROPERTIES ALLOCATED TO?

- Waiting List
- Transfers
- Section 5
- Nomination (EDC Waiting List)
- Other



*This includes new lets as the first of our newbuilds came off site in Q2

REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	July	August	September
Emergency (24hours)	92.86	100	90.90
Urgent (3 days)	97.26	98.33	93.90
Routine (10 days)	97.83	91.11	95.65
Voids (7 days)	75.00	78.95	85.00
All Repairs - HHA 2000	96.03	94.00	92.94

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.

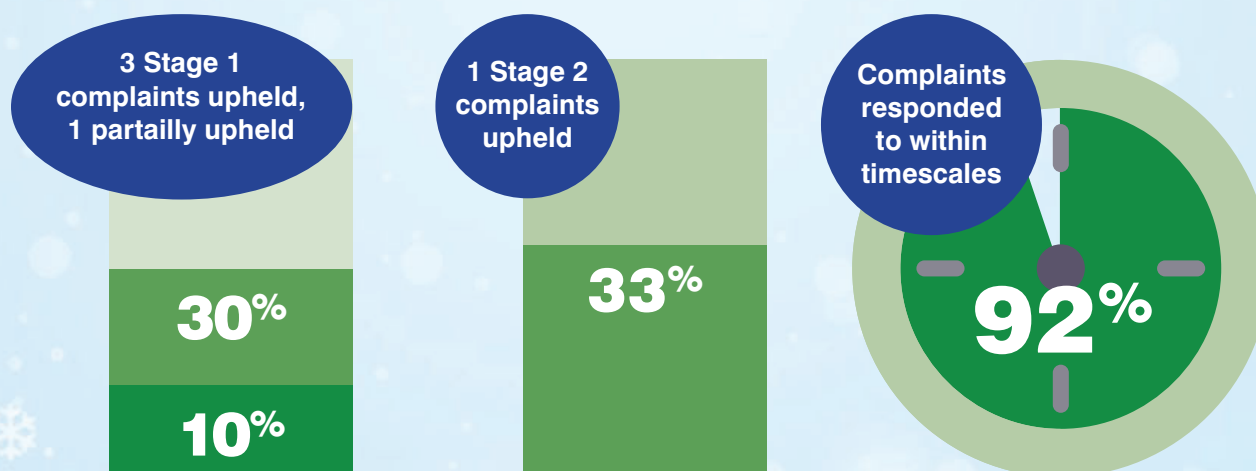
As shown in the table below, our performance remains favourable, with Hillhead's current tenant rent arrears and empty house/flat rent loss below the SHN average as well as relet times. In relation to average number of days to complete non emergency repairs, our timescales are significantly better than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

Performance Area	Hillhead	Scotland Housing Network
Rent Arrears	1.91%	2.49%
Rent Loss for empty houses/flats	0.27%	0.59%
Average time taken to re-let a house	36.71 days	28.24 days
Average number of days to complete non emergency repairs	3.06 days	6.60 days

COMPLAINTS

Between 1 July and 30 September 2025, the Association received ten Stage 1 complaints and three Stage 2 complaints.

COMPLAINTS RESULTS



COMPLAINTS BY NATURE OF COMPLAINT

Housing Quality & Maintenance – disagreement with decision	1
Housing Quality & Maintenance – delay in providing service	4
Access to Housing and Support 0 delay in providing service	2
Customer / Landlord Relationship – Dissatisfaction with policy	2
Customer / Landlord Relationship – Disagreement with decision	2
Neighbourhood and community – Disagreement with decision	1
Complaints relating to equalities	0

ACTION TAKEN TO IMPROVE SERVICES

The upheld complaints were mainly related to delay in works. All such instances continue to be monitored.