

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 April and 30 June 2024

CURRENT TENANT RENT ARREARS

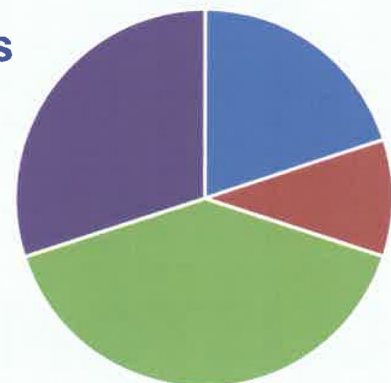
Month	Tenant Arrears	Level of Arrears
April	£103,277.31	2.27%
May	£94,388.11	2.08%
June	£365,707.59	2.15%

ALLOCATIONS

Month	No. of Lets
April	4
May	4
June	2

WHO WERE PROPERTIES ALLOCATED TO?

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



REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	April	May	June
Emergency (24hours)	98.43%	100%	98.30%
Urgent (3 days)	100%	94.59%	100%
Routine (10 days)	96.92%	97.96%	95.00%
Voids (7 days)	100%	100%	100%
All Repairs - HHA 2000	98.27%	98.28%	97.56%

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.

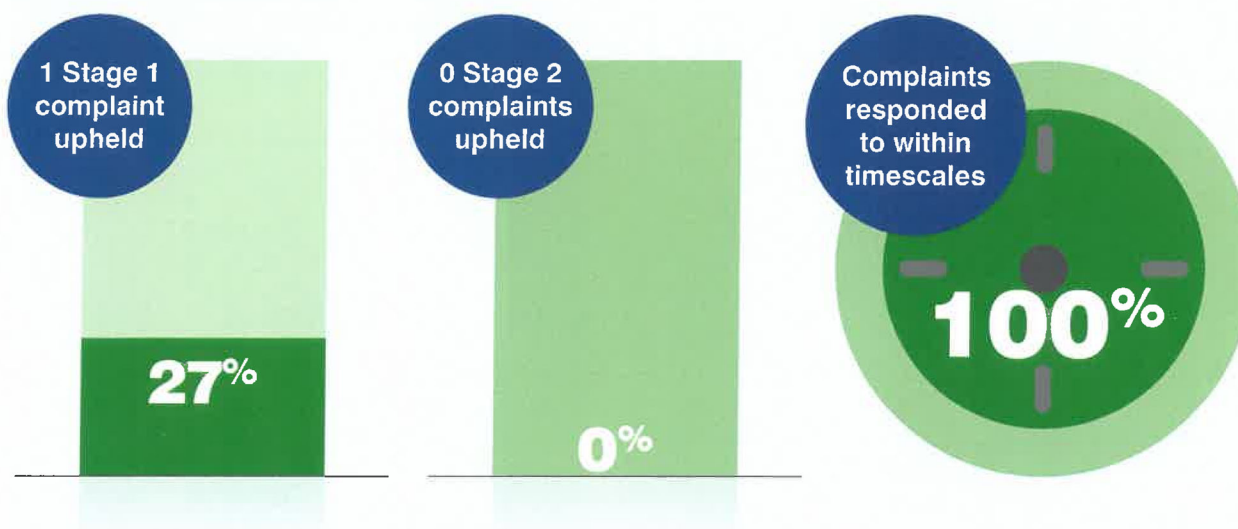
As shown in the table below, our performance remains favourable, with Hillhead's current tenant rent arrears and empty house/flat rent loss below the SHN average as well as relet times. In relation to average number of days to complete non emergency repairs, our timescales are significantly better than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

Performance Area	Hillhead	Scotland Housing Network
Rent Arrears	2.15%	2.97%
Rent Loss for empty houses/flats	0.09%	0.49%
Average time taken to re-let a house	28.60 days	28.90 days
Average number of days to complete non emergency repairs	2.58 days	6.02 days

COMPLAINTS

Between 1 April and 30 June 2024, the Association received 15 Stage 1 complaints and 1 Stage 2 complaint.

COMPLAINTS RESULTS



COMPLAINTS BY NATURE OF COMPLAINT

Housing Quality & Maintenance	10
Access to Housing and Support	3
Customer / Landlord Relationship	3
Getting good value from rents & service charges	0
Neighbourhood and community	1
Complaints relating to equalities	0

ACTION TAKEN TO IMPROVE SERVICES

The upheld complaints related to some minor issues with repairs which were rectified. Works continue to be monitored.