

HOW WELL ARE WE DOING?

The tables below let you see how we are performing against some key activities during the periods **January to March and April to June 2020**.

Remember, we always want to hear from you, whether it is good or bad. We can only improve our service if we hear from you.

KEY HOUSING MANAGEMENT AND MAINTENANCE PERFORMANCE STATISTICS

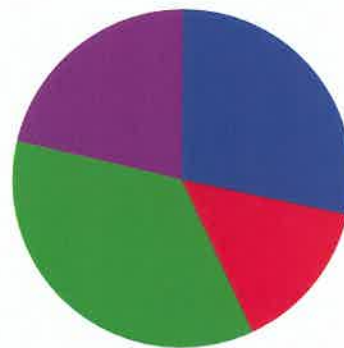
RENT ARREARS

Month	Tenant Arrears	Level of Arrears	Rent Arrears Target
January	£142,114.03	3.91	4.0%
February	£150,089.18	4.09	4.0%
March	£158,648.81	4.32	4.0%
April	£189,977.13	4.95	5.0%
May	£195,819.99	5.15	5.0%
June	£195,869.15	5.16	5.0%

ALLOCATIONS

Month	No. of Lets
January	5
February	6
March	1
April	0
May	0
June	2

WHO WERE PROPERTIES ALLOCATED TO?



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

REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales					
	January	February	March	April	May	June
Emergency (24hours)	94.44%	100%	100%	100%	100%	100%
Urgent (3 days)	98.97%	100%	97.59%	100%	100%	93.75%
Routine (10 days)	96.87%	99.17%	96.72%	80.00%	100%	81.82%
Voids (7 days)	100%	100%	100%	n/a	n/a	77.78%
All Repairs - HHA 2000	97.77%	99.58%	97.75%	98.25%	100%	92.39%

HOW WE COMPARE TO OTHER HOUSING ASSOCIATIONS

We compare our performance against those of 8 other housing associations across Scotland every quarter. The table below lets you see how we are performing against the average of this group at the end of June 2020. The average time to let a house was significantly impacted by the complete lockdown due to Coronavirus throughout April & May.

Performance Area	Hillhead	Housing Association Group
Rent Arrears	5.16%	4%
Rent Loss for empty houses/flats	0.21%	0.21%
Average time taken to re-let a house	115 days	55.25 days
Average number of days to complete non emergency repairs	2.28 days	2.20 days