

HOW WELL ARE WE DOING?

The tables below let you see how we are performing against some key activities during the period 1 January to 31 March 2021

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

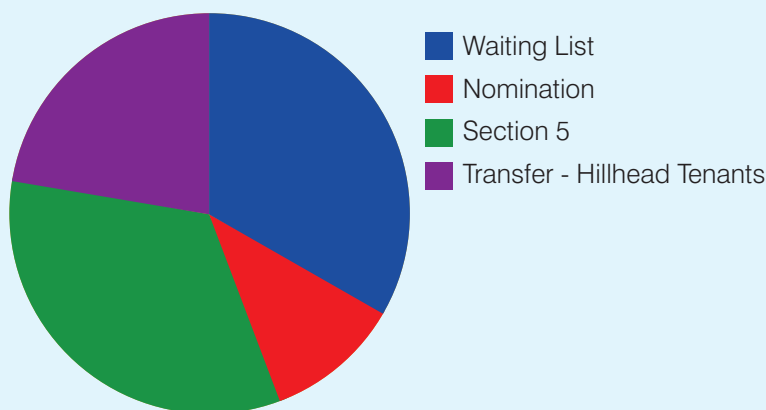
CURRENT TENANT RENT ARREARS

Month	Tenant Arrears	Level of Arrears	Rent Arrears Target
January	£142,286.35	3.75%	5.0%
February	£144,308.80	3.80%	5.0%
March	£124,153.44	3.27%	5.0%

ALLOCATIONS

Month	No. of Lets
January	3
February	4
March	2

WHO WERE PROPERTIES ALLOCATED TO?



REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	January	February	March
Emergency (24hours)	100%	94.44%	100%
Urgent (3 days)	97.08%	100%	99.09%
Routine (10 days)	98.56%	93.81%	98.93%
Voids (7 days)	83.33%	100%	100%
All Repairs - HHA 2000	97.63%	97.03%	99.15%

HOW WE COMPARE TO OTHER HOUSING ASSOCIATIONS

We compare our performance against those of 3 other housing associations every quarter. The table below lets you see how we are performing against the average of this group at the end of March 2021

Performance Area	Hillhead	Housing Association Group
Rent Arrears	3.88%	4%
Rent Loss for empty houses/flats	0.63%	1%
Average time taken to re-let a house	38 days	20.02 days
Average number of days to complete non emergency repairs	2.76 days	3.53 days