

Thank you, Dolly

Dolly Parton was famous around the world for her music, her warmth and her unmistakable personality.

But here at Hillhead Housing Association, we will remember her for something very close to our hearts — the gift of books and the power of imagination.

Following Dolly's passing on 25 August 2026, we wanted to take a moment to celebrate the remarkable legacy she leaves behind, particularly through her Imagination Library.

We have been proud to participate in the Imagination Library, giving children aged from birth to five the opportunity to receive a carefully selected book every month, delivered directly to their home.

Through the generosity of the programme, and with support from our repairs contractor, Rodgers & Johnston Ltd, Hillhead families have been able to share in Dolly's belief that every child should have the opportunity to develop a love of reading.

So, from everyone at Hillhead Housing Association, we simply want to say:

Thank you, Dolly. Your legacy will live on in the families of our community and every time a child opens an Imagination Library book.



Hillhead Housing Association's Dolly Parton Imagination Library continues to support eligible children aged 0–5. To find out more about the scheme or how to register, please contact the Association.





Hillhead in Full Bloom

We were delighted to see such a brilliant display of gardening talent across our communities as part of this year's Garden Competition.

In mid-August, staff visited neighbourhoods across the Hillhead area, inspecting and photographing gardens that stood out for the care and attention tenants had put into them. From neatly maintained lawns and colourful potted plants to thriving shrubs, trees and decorative features, there were many impressive entries on display. Despite the rainy weather on judging day, the gardens still looked beautiful and showcased the pride tenants take in their homes.

To ensure fair judging, all photographs were anonymised

and given a number before being shared with staff. Staff then voted for their three favourite gardens over the course of a week.

Congratulations to this year's winners:

- Mrs Nixon, Abbotsford Drive
- Mr & Mrs Magennis, Blackdyke Road
- Miss Anderson, Lammernoor Road

Each winner was offered a £50 voucher of their choice in recognition of their hard work and dedication.

Thank you to everyone who helps make Hillhead a greener, brighter and more welcoming place to live. We look forward to seeing more beautiful gardens next year!



CHAIR'S FUND



Hillhead Housing Association is keen to support and develop young local people through its sponsorship scheme by providing financial support to take part in educational, vocational and character-forming activities. Examples include, but are not limited to, such things as the Duke of Edinburgh Award scheme, overseas scout camps, trips with cadet forces, sporting activities and many other forms of personal development activities.

In addition to this, if a young person is struggling to afford the costs associated with an educational, vocational or personal development opportunity (such as having to buy equipment to attend, travel costs, etc) the association may be able to help.

We recently were delighted to help a son of one of our tenants with his sports membership, and also assisted with the cost of a school trip for 3 local primary school children.

The Association's Chair has a small budget to help the children and young adults of our tenants to achieve their aspirations and to help promote opportunity.

There are some conditions for eligibility including:

- The young person applying must be a maximum of 25 years old
- The applicant must be a close family member of a tenant of Hillhead Housing Association, whether the tenant is a parent, guardian or grandparent
- The applicant's main home at the time of the application must also be a Hillhead Housing Association property.

For further information please contact the office at **admin@hillheadhousing.org** or give us a call on **0141 578 0200**.

Changes to Scottish Housing Law in 2026



We wrote to all tenants in July to let them know that there are some important changes to Scottish housing law coming into force in 2026 which will affect tenants across Scotland. These changes are part of the new Housing (Scotland) Act 2025 and are designed to strengthen tenant rights, improve support for people experiencing domestic abuse, and make sure key repairs are dealt with quickly.

From 1 August 2026, new rules give social landlords powers to help victim-survivors of domestic abuse remain safely in their home, where this is appropriate. In some cases, landlords may be able to ask the court to end the tenancy rights of someone who has behaved abusively and transfer the tenancy to the person affected by abuse.

Other changes from August 2026 include updates to succession rights and allowing rent increase notices to be issued by email in certain circumstances.

From 6 October 2026, new damp and mould repair duties are also due to come into force. These will set clearer timescales for landlords to investigate reports of damp and mould, tell tenants the outcome in writing, and begin any necessary repair work.

The Act brings about further changes, such as clearer guidelines on tenants' rights to keep pets, however there is no implementation date for these yet. We will keep tenants updated as the different parts of the Act come into effect.

If you have questions about your tenancy, need support, or want to report a repair concern, please contact Hillhead Housing Association on **0141 578 0200** or email admin@hillheadhousing.org.

New Domestic Abuse Policy

Support is available if you are experiencing domestic abuse

Hillhead Housing Association has approved a new Domestic Abuse Policy. The policy explains how we will support tenants, residents and applicants who are experiencing domestic abuse, have experienced it in the past, or may be at risk.

Domestic abuse is not always physical. It can include emotional abuse, threats, controlling behaviour, financial abuse, isolation from family or friends, damage to property, or behaviour that makes someone feel unsafe. Abuse can happen to anyone, and it is never the fault of the person experiencing it.

Our policy sets out that we will listen, believe people, and respond without judgement. We will treat reports confidentially and sensitively. We will agree safe ways to contact someone, and we will not contact the person causing harm where this could increase risk. We can offer practical housing support depending on the person's needs and wishes.

The policy also explains that we will consider the impact of domestic abuse when dealing with rent arrears, property damage, missed appointments,

complaints or other tenancy issues. Where domestic abuse is a factor, we will take this into account before taking enforcement action.

We will work with other agencies where appropriate, such as Police Scotland, social work, homelessness services, health services, legal advice providers and specialist domestic abuse organisations.

We will also consider action against perpetrators where it is safe and appropriate to do so, including using legal powers available to social landlords. The views and safety of the victim-survivor and any children will be central to any decision.



NEED HELP OR WORRIED ABOUT SOMEONE?

If you are in immediate danger, call 999. If it is not an emergency, you can contact Police Scotland on 101.

You can contact Scotland's Domestic Abuse and Forced Marriage Helpline 24 hours a day, 7 days a week on **0800 027 1234**. You can also text or WhatsApp **07401 288 595**, email helpline@sdaafh.org.uk, or visit www.sdaafh.org.uk.

You can also speak to Hillhead Housing Association in confidence. We will listen and help you look at your housing and support options safely. Call us on **0141 578 0200**, email admin@hillheadhousing.org or pop in to our office and ask to speak with your Housing Officer.

Beware of Loan Sharks



With the cost of living continuing to put pressure on household budgets, it's important to be aware of the dangers of illegal money lenders, often known as **loan sharks**.

Loan sharks lend money without the proper authorisation and can target people who are struggling financially. They may seem friendly at first, but often charge excessive interest, change loan terms without warning, withhold paperwork, or use threats and intimidation to collect repayments. In some cases, they may even take bank cards, passports or other valuables as security.

If you think you may have borrowed from a loan shark, or are worried about someone else, help is available in complete confidence through the Scottish Illegal Money Lending Unit.

REPORT A LOAN SHARK:

- **Freephone: 0800 074 0878** (24 hours a day, 7 days a week)
- **Text: 07741 701 325**
- **Email: stopillegallending@cosla.gov.uk**

Remember, no one should feel pressured into borrowing from illegal lenders. If you're experiencing financial difficulties, please contact us for advice on the support services available locally.



Loan Sharks - FAQs

What is a Loan Shark?

'Loan shark' is a popular term for an illegal money lender - someone who lends money to people without being authorised to do so by the Financial Conduct Authority (FCA).

Why are Loan Sharks bad?

Loan Sharks target the most vulnerable people in society and cause them immense misery. They lend money to people who are in a crisis or who feel that they have nowhere to turn for financial support.

Why do people use Loan Sharks?

To people who are feeling desperate and who don't know where else to turn for help, Loan Sharks can appear to be very friendly and accommodating to start off with. Many people who use Loan Sharks may have been refused loans or credit elsewhere and may be at a crisis point in their life due to financial difficulties.

www.stopillegallending.co.uk

0800 074 0878

@StopLoanSharks



Paying Your Rent One Month in Advance

Your rent is due in line with your **Scottish Secure Tenancy Agreement**. This means your rent should be paid one month in advance, and your rent account should be one month in credit on or before the 28th of each month.

What does “one month in advance” mean?

Paying one month in advance means your rent account should already hold enough credit to cover the next month's rent before that rent is charged. In simple terms, when rent is charged on the 28th, your account should already be in credit by one full month's rent.

How to keep your rent account up to date

- Make sure your regular rent payment is set up to reach your account before the 28th of each month.
- If you pay weekly or fortnightly, check that your payments add up to the full monthly rent before the 28th.
- Review your rent account regularly so you know whether it is in credit, up to date, or falling behind.
- Contact your Housing Officer as soon as possible if you are unsure how much you need to pay.

If you are struggling to pay

If you are having difficulty paying your rent or building your account up to one month in credit, please get in touch as early as possible. We can set up an affordable arrangement for as little as £10 per month. Speaking to us early can help prevent arrears from increasing.

Five Family Payments: Extra Support for Families in Scotland

Did you know that Social Security Scotland offers a package of Five Family Payments to help families with the costs of raising children? From pregnancy through to starting school, these payments can provide valuable financial support for eligible families.

The Five Family Payments include:

- **Scottish Child Payment:** £28.20 per week (£112.80 every four weeks) for each eligible child under 16.
- **Pregnancy and Baby Payment:** A one-off payment of £796.65 for a first child, or £398.35 for subsequent children, to help families prepare for a new arrival.
- **Early Learning Payment:** A one-off payment of £331.95 per child when a child is between 2 years and 3 years 6 months old.
- **School Age Payment:** A one-off payment of £331.95 per child to help with the costs of starting primary school.
- **Best Start Foods:** Regular payments on a prepaid card to help buy healthy foods. Eligible families receive £22.40 every four weeks during pregnancy, £44.80 every four weeks during the first year of a child's life, and £22.40 every four weeks for children aged one to three.

If you think you, a family member, or someone you support may be eligible, contact Social Security Scotland on **0800 182 2222** or our own Welfare rights service for more information.

Welfare Rights Service



If you need help with your benefits or are unsure whether you may be entitled to support, please contact our Welfare Rights team. Our Welfare Rights Officer and Income Maximisation Assistant can provide advice on benefit entitlement and guide you through the claims process. This may include making a claim by phone or online, helping you complete forms, supporting you to appeal a decision you disagree with, or representing you at a benefit appeal.

Morag Bisset

Welfare Rights Officer

T: **0141 776 8631**

E: morag@hillheadhousing.org

Heather Montgomery

Income Maximisation Assistant

T: **0141 776 8630**

E: heatherm@hillheadhousing.org

Between April and June of this year, our Welfare Rights Team helped our tenants and residents receive **£96,057.37** in financial gains (extra money or financial value a person receives as a result of our team's welfare rights advice or support).

Case Study:

A grandparent had taken on custody of their grandchild and approached our service for help with claiming the appropriate benefits. Our Income Maximisation Assistant supported them to claim Child Benefit, the child element of Universal Credit, apply for school meals and a uniform grant – the total financial gain was an additional £7320.56 for the year.

PENSION AGE WINTER HEATING PAYMENT

The Pension Age Winter Heating Payment is a Scottish benefit that helps older people with heating costs during the winter. It has replaced the Winter Fuel Payment in Scotland and is paid to people who have reached State Pension age. The benefit is worth £200 to pensioners aged between 66 & 79 during the qualifying week, and £300 if you are 80 or over on that date (the qualifying week for winter 2026 to 2027 is Monday 21 September to Sunday 27 September 2026).

Winter Fuel Payments have had additional eligibility rules put in place, and now, in addition to being of pension age and resident in Great Britain, you also need to receive one of the following benefits:

- pension credit,
- universal credit,
- income support,
- income-based jobseeker's allowance, or
- income-related employment and support allowance

Unfortunately, HOUSING BENEFIT is not one of the qualifying benefits as we had hoped.



KEEP WARM THIS WINTER!

The Winter Heating Payment from Scottish Social Security, is paid automatically if you are in receipt of Universal Credit or Pension Credit on a day between 02/11/2026-08/11/2026. The one-off payment of £62.00 will begin to be paid by Social Security Scotland from December 2026 onwards. The payment is awarded automatically– you do not need to apply!

Scottish Social Security also pay £265.50 to children (under 19 years old) in receipt of the highest rates of the care component of disability benefits- such as Child Disablement Payment or Adult Disability Payment. The child has to be in receipt of the disability benefit on at least one day in the third full week of September. This is called Child Winter Heating Assistance and is paid automatically to qualifying families.

In October, many fuel suppliers also open applications for the Warm Home Discount which is worth £150. Each

supplier sets their own criteria, and you will need to apply. It is not awarded automatically.

The Warm Home Discount scheme is a UK Government scheme that gives eligible households a one-off discount on their electricity bill to help with winter energy costs.

If you live in **Scotland**, you may be eligible for the **£150 Warm Home Discount** if:

- Your energy supplier participates in the scheme.
- You (or your partner) receive certain benefits, such as Pension Credit or some means-tested benefits.
- Your name (or your partner's) is on the electricity account.

Some Scottish households receive the discount **automatically**, while others must **apply through their energy supplier**.

The scheme is currently **closed** and is expected to **reopen in October 2026** for the 2026/27 winter period. If you would like help to apply, please contact the Welfare Rights Service for support.

WHEN WILL I REACH PENSION AGE?

From April 2026, the minimum age at which you can claim your state pension is slowly rising from 66 years old to 67 years. This change is happening gradually and is due to take place over the next two years.

Anyone born between April 1960 and March 1961 will have their State Pension Age increase to 66years + several months. Anyone born after 6th March 1961 and before 5th April 1977 will have a State Retirement Age of 67 years old. For example, someone born on 10th October 1960 will not reach pension age until they are 66 years old and 7 months.

If your birthday is between April 1960 and March 1961, you can check your state pension age via the Government's website www.gov.uk/state-pension-age

The Pension Service will normally write to people inviting

them to claim their state pension. If they have not written to you within 3 months of your state pension age, you will need to contact the Pension Service to be able to access your invite code, if you want to claim your pension online. If you are within 4 months of reaching your state pension age, you can also call the Pension Service to make a claim over the phone: **0800 731 7898**

The rules for a private or occupational pension are different, and depend on the rules set out by your pension provider.

You need to claim your state pension; it is not automatically paid. If you are in receipt of working-age benefits, like UC or ESA, these will stop once you reach pension age. Please contact the Welfare Rights Service if you would like further information or assistance to claim your state pension.

Stock Condition Survey: Helping Us Plan Better Homes for the Future



As part of our ongoing commitment to providing quality homes, we are carrying out a stock condition survey across our properties.

What is a stock condition survey?

A stock condition survey is a short inspection of your home. It helps us understand the age and condition of important parts of the property, such as kitchens, bathrooms, windows, doors, roofs, heating systems and external areas.

The information gathered will help us plan future repairs and investment, make sure homes continue to meet

required standards, and identify where improvements may be needed over the coming years.

Why your help matters

Allowing access for the survey helps us build an accurate picture of our homes. This means we can make better decisions about planned works, and prioritise investment where it is needed most.

What to expect during the visit

- A surveyor from Grant Murray Architects will check the main internal and external parts of your home.
- The survey will take between 30 to 45 minutes to complete.

- The surveyor may need access to all rooms and, where applicable, loft spaces, gardens or communal areas.
- Surveyors will carry identification, and you should always ask to see it before allowing anyone into your home.

We will keep you informed

If your home is selected for a visit, you will be contacted in advance with details of the appointment. We appreciate your support and co-operation, as every completed survey helps us plan ahead and invest in our homes.

DAMP AND MOULD – REPORT IT EARLY

We are committed to ensuring all tenants live in warm, safe and healthy homes. Damp and mould can affect both your property and your health, so it is important that any issues are reported to us as soon as possible.

New Damp and Mould Requirements

From 6 October 2026, new damp and mould repair duties are due to come into force across Scotland. These will introduce clearer timescales for landlords to investigate reports of damp and mould, provide tenants with written outcomes, and begin any necessary repair works.

What Should You Do?

If you notice signs of dampness, condensation, black mould, peeling wallpaper, musty smells or staining on walls and ceilings, please contact us as soon as possible. Early reporting allows us to investigate promptly and take any necessary action.

You can report damp and mould in the following ways:

- Through the Damp and Mould section on our website.
- By calling the office on **0141 578 0200**.
- By emailing repairs@hillheadhousing.org
- By visiting the office in person.

When reporting an issue, it is helpful if you can provide photographs and details of the rooms or areas affected.



Preventing Condensation

Many damp and mould problems are linked to condensation. A few simple steps can help reduce condensation in your home:

- Open windows regularly to improve ventilation.
- Use extractor fans where provided.
- Dry clothes outdoors where possible or in a well-ventilated room.
- Keep lids on pans when cooking.
- Maintain a steady level of heating during colder months.

Further advice, including information and videos about managing condensation, is available on our website.

We Are Here to Help

We understand that damp and mould issues can be concerning. Our staff will investigate all reports and will work with tenants to identify the cause and agree an appropriate course of action. If you are experiencing damp or mould in your home, please contact us without delay.

Don't ignore it. Report it early and let us help keep your home safe, healthy and comfortable.

BE A WINNER – IT COULD BE YOU!

Did you know that we regularly runs prize draws to thank tenants for sharing their views and helping us improve our services? Taking part in consultations and feedback opportunities could put you in with a chance of winning a great prize.

We also hold more regular prize draws for the following:

TENANT LOYALTY SCHEME

Our Tenant Loyalty Scheme prize draw takes place every two months and rewards tenants who:

- Have maintained a clear rent account for at least six months
- Have had no anti-social behaviour or estate management complaints during that period



Mrs Connor

Recent winners include Mr & Mrs Harris from Langmuir Ave and both chose a £100 Asda voucher for their prize. The next draw will be at the end of September.

REPAIRS SATISFACTION SURVEYS

After a repair has been completed, you'll receive a satisfaction survey by text or email. Simply complete the survey and you'll automatically be entered into our quarterly prize draw.

In July 2026, Mrs Connor from Redbrae Rd was the lucky prize winner and chose a £100 Tesco shopping voucher for her prize. The next draw will take place at the end of October.



★★★★★ Fantastic Prizes to Choose From ★★★★★

If your name is drawn, you could choose from a range of fantastic prizes, including:

- **An air fryer**
- **A slow cooker**
- **Large George Foreman grill**
- **£100 shopping voucher for the grocery store of your choice**

These prizes may change over the course of the year but there will always be a good selection to choose from!

Remember – it is important to keep us updated with your contact details – the texts will not go through if we have an old mobile number in our records. Remember...YOU'VE GOT TO BE IN IT TO WIN IT!

General News

STAFFING UPDATE

Following the resignation of Pat Coll, Property Services Assistant earlier this year, our Estate Co-ordinator Diane Bridges has been carrying out this role on an interim basis to ensure continuity of service.

Many tenants will already know Diane from her previous roles in the Association, including Property Services Assistant.

Since stepping back into the role, Diane expressed a desire to return to it on a permanent basis, and this was agreed.

We are currently reviewing the structure and makeup of our Estate Services team to ensure it continues to meet the needs of our tenants and communities. Further updates will be shared as this work progresses.



Highlights from Our Recent Tenant Event

We were delighted to welcome tenants, families and community partners to our recent Tenant Event. It was wonderful to see such a great turnout, bringing together both new tenants and those who have been part of our communities for many years.

Guests were welcomed with bubbles floating through the air, creating a fun atmosphere from the moment they arrived. Activities included giant Connect 4, Jenga, darts, badge making, arts and crafts, a paper plane competition and the popular "design your own snack bag" station. Attendees also enjoyed a delicious buffet provided by Paul's Fine Foods.

Staff from Welfare Rights, Finance & Corporate Services, Housing Management and Property Services were on hand to offer advice and answer questions, while representatives from G.R.A.C.E. and Thistle Home Insurance provided information on services available within the community.

The event would not have been possible without the generous support of local businesses and individuals who donated prizes and support. We would like to thank FMD, AG Barr, DS McG, Karen Dickie, Richardson & Starling and TC Young for helping make the day such a success.

Thank you to everyone who attended and helped create such a welcoming and enjoyable event. We look forward to seeing you at future HHA events.



Help Shape How We Keep in Touch

We have distributed a digital version of this newsletter alongside the printed copy. We want to give tenants more choice in how they receive information from us and would be interested in your views. Please look out for an invitation to share your opinions, as well as on whether we should use additional social media platforms, such as Instagram, to communicate news, events and important updates. Your feedback will help us ensure we are using the most effective ways to keep in touch with our tenants and the wider community.

We believe tenants should have a voice in the services we provide and the communities we help to build. There are a number of ways you can get involved, whether you have a little time to spare or would like to play a more active role in shaping HHA's future.

Our **Communications Working Group** meets quarterly to help review and contribute ideas for tenant communications, including this newsletter. We also regularly seek tenant views through consultations, focus groups



and surveys, giving tenants the opportunity to influence decisions and share feedback on services and proposed changes.

For those looking to take a more in-depth role, our **Scrutiny Group** works alongside HHA to review services and identify areas for improvement, helping to ensure we continue to deliver high-quality services to our tenants.

Our **Welfare Rights Working Group** helps shape the support and advice services available to tenants. By getting involved, you can share ideas, highlight issues

affecting the community, and help us develop initiatives that make a real difference. Whether you have personal experience to share or simply want to support others, we'd love to hear your views.

Getting involved is a great way to meet neighbours, make a difference in your community and help shape the services that matter to you. If you would like to find out more about any of these opportunities, please contact the office and we'd be happy to discuss how you can get involved.

Tenant News

Do you have a good news story to share?

We love celebrating the positive things happening in our community and would be delighted to feature tenant good news stories in our newsletter.

Whether it's a personal achievement, a community success, getting involved in a local group, or something that's made a difference to you or your neighbours, we'd love to hear about it.

If you'd also like to contribute to the newsletter in any way - whether by sharing a story, an idea, or getting involved - please get in touch with us through email or by phone.

Your contribution could help inspire others and highlight the great things our tenants are doing.

Colour me in!



Useful Telephone Numbers

Below is a list of contact telephone numbers that we hope you will find useful

Advice and Response EDC

0141 775 1311

Emergency Housing EDC

0141 578 2133 / 0141 578 8000

Kirkintilloch Integrated Care Centre

0141 232 8200 /

0141 304 7400 / 0141 355 2200

EDC – The Hub

0800 901 057

Housing Benefit

0800 901057

Caledonia Housing, Kirkintilloch

0141 578 0260

Police Station, Kirkintilloch

0141 532 4400 or 101

Special Uplift

0300 1234515

Cleansing and Recycling

0300 1234514

**Environmental Protection
(including dog fouling, dog
barking, antisocial noise)**

0300 1234510

Fire Station

0141 776 6263

National Grid (formerly Transco)

Gas Emergency

0800 111 999

DWP (Cumbernauld)

01236 786500

Katrina Murray

Katrina.murray.mp@parliament.uk

01236 800123

Local MSP, Adam Harley

adam.harley.msp@parliament.scot

Citizens Advice Bureau

0141 775 3223

Crimestoppers Scotland

0800 555111

How to contact us:

Hillhead Housing Association,
2 Meiklehill Road, Hillhead, Kirkintilloch, G66 2LA

Email: admin@hillheadhousing.org

Web: www.hillheadhousing.org

Free Phone Number: 0800 0523 188

Tel: 0141 578 0200 • Fax: 0141 578 4817

Text Number: 07491 163429

Our phone lines are open between 9.00AM
and 12.30PM and from 1.30PM to 5PM.

OUT OF HOURS EMERGENCY REPAIRS CONTACT NUMBERS:

(Gas Heating repairs–James Frew Ltd)

01294 468 113

(all other repairs–Rodgers & Johnston)

0800 999 2520

PUBLIC HOLIDAYS - OFFICE HOURS

Our office will be closed on the following dates:

September Weekend

Friday 25 September 2026

Monday 28 September 2026

Christmas

Friday 25 December 2026

Monday 28 December 2026

Tuesday 29 December 2026

**KEEP
US UP
TO DATE!**

Please remember to let
us know of any changes
in your circumstances,
for example change of
name, change of number
in household etc.



Find us on
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Please let us know if you
require any information
within this newsletter in
larger print, Braille or in
another language.



When you have finished with
this magazine please recycle it.

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 2026

CURRENT TENANT RENT ARREARS

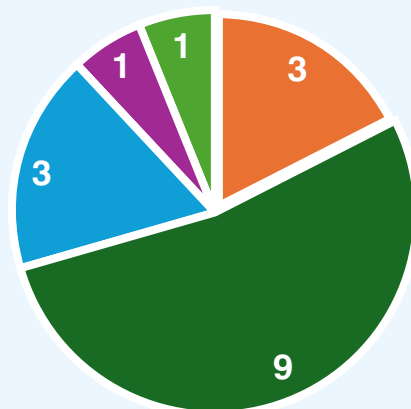
Month	Tenant Arrears	Level of Arrears
April	£87,337.44	1.71%
May	£82,386.81	1.79%
June	£85,109.31	1.68%

ALLOCATIONS

Month	No. of Lets
April	6
May	7
June	4

WHO WERE PROPERTIES ALLOCATED TO?

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



REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	April	May	June
Emergency (24hours)	97.44%	84.00%	91.30%
Urgent (3 days)	94.25%	90.70%	90.41%
Routine (10 days)	85.45%	91.23%	88.40%
Voids (7 days)	90.91%	100%	84.62%
All Repairs - HHA 2000	92.12%	90.29%	89.35%

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.

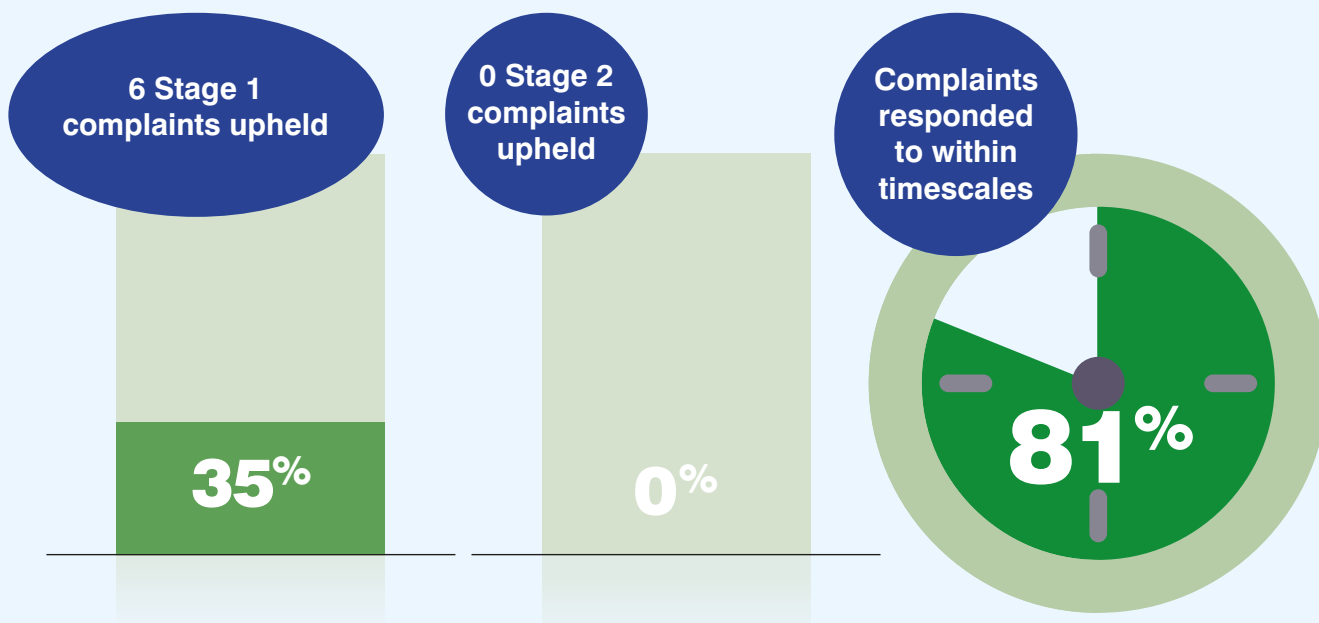
As shown in the table below, our performance remains favourable, with Hillhead's current tenant rent arrears and empty house/flat rent loss below the SHN average as well as relet times. In relation to average number of days to complete non emergency repairs, our timescales are significantly better than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

Performance Area	Hillhead	Scotland Housing Network
Current Tenant Rent Arrears	1.68%	2.53%
Rent Loss for empty houses/flats	0.17%	1.41%
Average time taken to re-let a house	28.8 days	54.69 days
Average number of hours to complete non emergency repairs	3.53 days	9.64 days

COMPLAINTS

Between 1 April and 30 June 2026, the Association received 17 Stage 1 complaints and 4 Stage 2 complaints, one of which was escalated from Stage 1.

COMPLAINTS RESULTS



COMPLAINTS BY NATURE OF COMPLAINT

Housing Quality & Maintenance – Delay in providing service	2
Housing Quality & Maintenance – standard of service provided	12
Housing Quality & Maintenance – Disagreement with decision	1
Housing Quality & Maintenance – Failure to provide service	3
Access to Housing & Support – Dissatisfaction with Policy	1
Customer / Landlord Relationship – Disagreement with decision	1
Complaints relating to equalities	0

ACTION TAKEN TO IMPROVE SERVICES

The upheld complaints were due to some issues with repair works and contractors. Such instances continue to be monitored and where necessary, addressed with the relevant contractor.

WE LOVE HEARING YOUR FEEDBACK!

We always strive to provide the best possible service to our tenants. While we welcome suggestions on how we can improve, we also love hearing when we've done well. If a member of staff or team has made a positive difference, please let us know by completing one of our compliment slips, available in reception. Your feedback helps us recognise good service and celebrate the efforts of our staff.

