

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

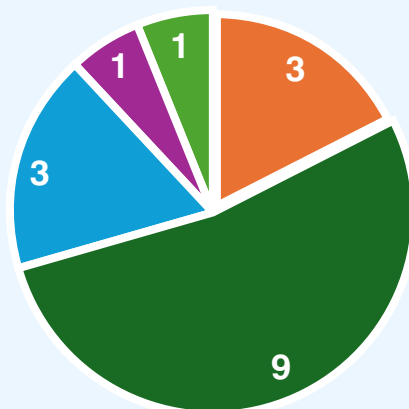
Month	Tenant Arrears	Level of Arrears
April	£87,337.44	1.71%
May	£82,386.81	1.79%
June	£85,109.31	1.68%

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.

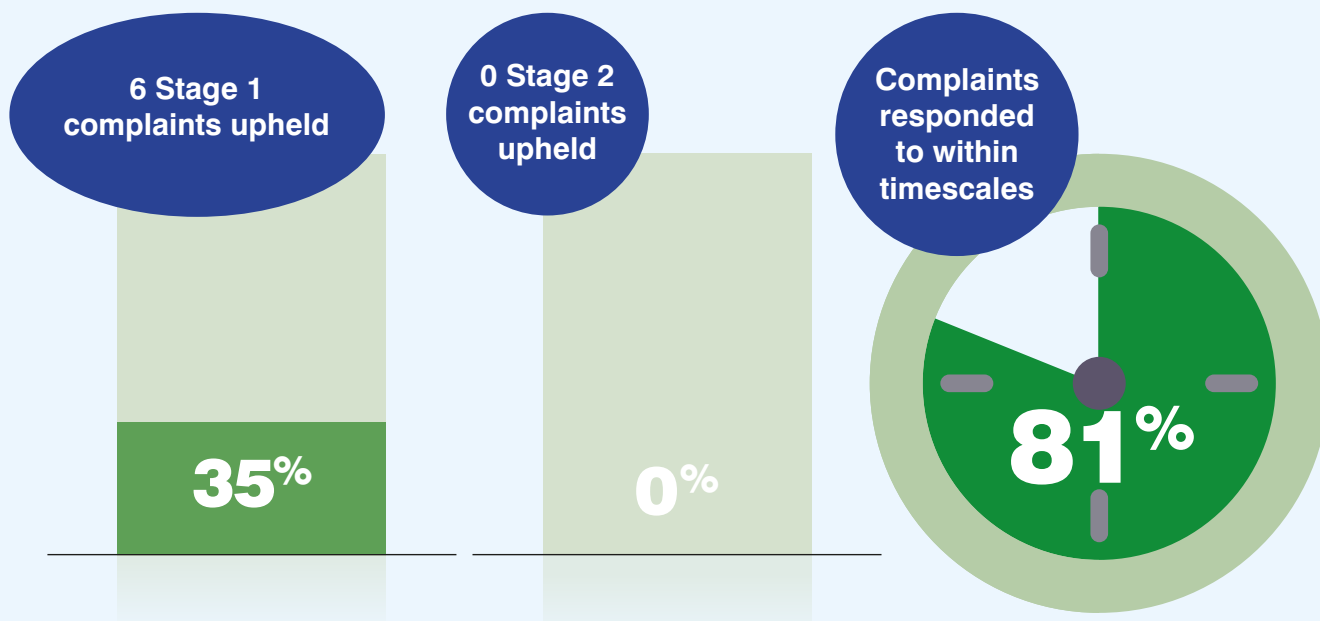
As shown in the table below, our performance remains favourable, with Hillhead's current tenant rent arrears and empty house/flat rent loss below the SHN average as well as relet times. In relation to average number of days to complete non emergency repairs, our timescales are significantly better than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

