



HILLHEAD HOUSING ASSOCIATION 2000
PERFORMANCE REPORT 2022-23

HILLHEAD HOUSING ASSOCIATION 2000 PERFORMANCE REPORT 2022-23

Welcome to our Performance Report for 2022/23. We hope you find it informative and a bit of fun. We are asking that you give us some feedback on our performance – so tell us 2 things that you think we are doing well and one thing you would like us to be better at? Everyone who completes and returns the form will be entered into a Grand Prize Draw and the winner will be announced in the New Year!

In this year's Report you will be able to find out how the Association has been performing and where possible we have included comparisons with the national average as well a comparison with previous years.

The main challenge facing us all is the Cost-of-Living Crisis which continues to show no end. Despite the ongoing pressures we remain in a very good position to ensure we are able to maintain our focus on supporting the residents in our local community and ensure continuity in the delivery of our housing and maintenance services.

We hope you'll find this year's report both interesting and informative.

Stephen Macintyre
DIRECTOR

ABOUT HILLHEAD HOUSING ASSOCIATION

We were set up in 2000 and since 2004 we have been the main housing provider in Hillhead with 830 homes. We are run by a voluntary management committee, elected annually by our Members. Anyone can become a Member. It costs only £1.00 to join.

**If you join before
31 December 2023 you
could win £50!**

CONTENTS

P2	Welcome
P3	Message from John Jamieson
P4	Report Card & A Message from our Director
P5-6	Managing Your Neighbourhood
P7	Supporting and Helping our community
P8	Complaints & Compliments
P9-10	Our Performance at a Glance
P11	Landlord Safety
P12-14	Last Year's Expenditure, Your Rent – and Value for Money
P15	Housing Quality & Maintenance
P16	Getting Involved
P17	Our Assurance Statement
P18-19	Wider Role Activities
P20	Good Governance
P21	Our Strategic Plan 2021-2026 & Our Vision
P22	Committee, Staff and Consultants 2022/23
P23	Looking Ahead

A MESSAGE FROM OUR CHAIRPERSON, JOHN JAMIESON



It has been another eventful year for the Association, and you can read more about our services, performance and plans for the future elsewhere in this year's report.

First, I would like to thank the tenants for their continued support, patience, and understanding during what has been another difficult year, as the cost of living crisis shows no sign of letting up.

Secondly earlier this year we learned of the pending retirement of our Director, Stephen Macintyre. Whilst he does not retire until March next year, his notice has prompted the Association to carry out a review of the organisation's strategic plan which was completed over the summer. After a review which included a consultation with our Customer Care Working Group, members of the Management Team and the Management Committee, I am pleased to report that we will continue to operate as an independent community run housing association. Our

current focus is on finding a replacement for Stephen, who has been with us from the very beginning in 2003 and who was key to getting the Association established. The Management Committee hope to be able to confirm an appointment by the end of the year. I am sure everyone would like to thank Stephen for his service to the Association and for his contribution to the regeneration of Hillhead.

Last, but not least, I would like to give a special mention to the committee members and staff team who all provide their time, skills and experience for the benefit and betterment of Hillhead Housing Association.

Our Annual Assurance Statement was published at the end of October. A copy of it is included within this Report and can also be viewed on our website.

If you have questions and comments on this Report, please contact the Association. We would love to hear from you!

John Jamieson
Chairperson



HILLHEAD'S REPORT CARD



Want to find out more? You can see how Hillhead Housing Association performance measures up against other housing associations and councils across the country by accessing the website of the Scottish Housing Regulator. *Copies are also available in our reception.*

<https://www.housingregulator.gov.scot/landlord-performance/landlords/hillhead-housing-association-2000>

A MESSAGE FROM OUR DIRECTOR



As you will have read, this is my final Report as I retire in March 2024. I arrived here in 2003 when there was still a great deal of uncertainty as to whether

the stock transfer would ever materialise. Hillhead's housing was dominated by poorly maintained, damp and cold flats at Ivanhoe Drive, Border Way and Newdyke Road. Years of underinvestment was taking its toll on the condition of the houses and the service provided by the Council needed to improve.

Fortunately, all of that has changed. Since the transfer took place in June 2024 the physical transformation in Hillhead cannot go unnoticed. Almost 200 flats were demolished and cleared away for new housing across many parts of Hillhead. For the remaining stock, complete whole house upgrades

took place. A local based housing office was established and after working from temporary portacabins for over 10 years we finally relocated to where we are now at Meiklehill Road.

Our track record in building new homes was recognised when we were given grant funding from the Scottish Government to build new homes at Braes O Yetts in 2019. A further new build development at Fauldhead Road comprising of 41 new homes will be starting in March 2024.

One of our greatest achievements has been in establishing a local welfare rights service which has gone from strength to strength and now offers a well trusted and valued resource for our tenants. Its importance cannot be understated, and we were well placed to be able to offer support during and after the pandemic. Unfortunately, the

cost-of-living crisis means the services of the team are in constant demand more than ever.

Finally, there are many challenges ahead for the Association as we continue to operate in a highly uncertain economic time. Investment decisions are constrained on the one hand by rising costs and on the other by our need to maintain rents at affordable levels. Additional challenges loom ahead too, as we are required to comply with additional regulatory burdens as well as meet new energy efficiency targets for our homes. However I believe that the Association is well placed to meet these challenges.

Thank you to everyone who has been in touch offering me best wishes for my retirement.

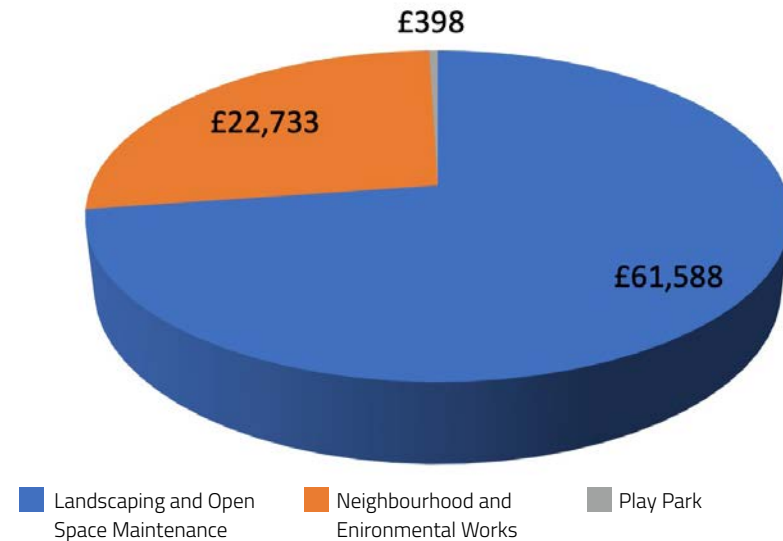
Stephen Macintyre
DIRECTOR

MANAGING YOUR NEIGHBOURHOOD

Tenant Satisfaction with the Association’s management of the neighbourhood

During 2022/23 we invested £84,719 in improving and managing the Neighbourhood! In mid-2022 we completed the environmental improvement works with a final spend of £22,733. The total invested since in the programme amounted to £1.047m.

Landscaping and Open Space Maintenance	£61,588
Neighbourhood and Environmental works	£22,733
Play Park	£398
Total	£84,719



In our 2021 Tenants Survey just over eight in ten tenants (82.2%) said they are satisfied with the contribution of their landlord to the management of their neighbourhood which compares to the Scottish Average for 2022/23 of 84.3%



Of the twelve percent of tenants who said they are dissatisfied with how the Association contributes to managing the local neighbourhood they recorded the four main actions that tenants see as improving their neighbourhood as a place to live as:

- Tackling problem neighbours (10.7%)

- Dealing with dog fouling (8.9%)
- Dealing with litter (7.6%)
- Better maintaining the local environment (7.6%).

We reviewed our services to see how we can best meet these expectations. A new Tenant Mediation Service to assist with the reconciliation of some types of neighbour disputes is already up and running.

We appointed a new Ground Maintenance Contractor – DSMcG Ltd and during the year the company has been working hard to keep the area well presented. We hope to be able to re-appoint DSMcG Ltd for a further year.

MANAGING YOUR NEIGHBOURHOOD

ESTATE MANAGEMENT

Our Estates Team comprises Gary and Tom who are supported by Diane, our Estate Coordinator. Diane is out and about most days and carries out routine inspections of open spaces, paths, fencing etc. She feeds back repairs and highlights any issues that need to be followed up by the Housing Officers in relation to tenants' own gardens. Assisted by mobile technology she can instruct works or check up on the status of jobs in real time.

During the year Diane has arranged 3 estate walkabouts, but only one went ahead as the others were cancelled due to adverse weather.

Litter picks - We organised two litter picks in conjunction with Hillhead Primary School plus another 2 were arranged from the office. However due to adverse weather only one was able to take place. Diane is keen to continue to encourage more participants to get involved. If you have any ideas, suggestions and are willing to help please get in touch with us.

We will seek to support small local initiatives identified and driven by local tenants wherever possible, for example, improving the small areas of ground at Crossgates.



Following the unprecedented issues caused by the pandemic and its recovery we are now facing a cost-of-living crisis not seen for decades.

Our housing management and welfare rights team and tenancy support services continue to be in the front line as we try and assist our community in whatever ways possible.

Building on the resilience we have developed during the pandemic we have been able to maintain these vital services.

We have also been able to access further sources of funding so we could continue to provide practical support to many individuals and families. During the year we disbursed over £33,000 of financial support in a wide range of areas including food and fuel vouchers, emergency grants, and warm home discount funding.

Additional and new funding sources are being sought to enable us to offer further practical assistance and support for family budgets to help individuals get through this coming winter.

In October, we sought tenants' views on how people are managing through the current situation. Thank you to everyone who participated. We received 140 responses and we are now reviewing these. In November we will issue a follow up survey in which we will ask for tenants' views on what our priorities should be for the year ahead.

During the year 22/23, our welfare rights and income maximisation services brought in over £354,000 of additional income for tenants.



SUPPORTING AND HELPING OUR COMMUNITY THROUGH THE COST-OF-LIVING CRISIS

Since my contact with your welfare service, I've been more than satisfied with the help I have been given by my welfare rights support worker, over the last few years, which I am gratefully thankful for.

Great service



I honestly couldn't have got through my situation +worries if it wasn't for the help of the welfare rights..They were so very helpful +understanding of all my issues. Without Morag i wouldn't be here today. So grateful of all the help.

The service is essential, and a family member was also helped even though they are private owner as they stayed in local area . I think this additional service is fantastic for all local people .

During the last year we have supported 51 tenants via our Tenancy Support Service. Although Angela is employed by Simon Community she works from our office. She supports tenants with a wide range of practical and wellbeing needs, including:-

- Setting up energy accounts with utility companies.
- Completing applications to Scottish Welfare Fund.
- Accessing fuel and food vouchers
- Providing practical and emotional support with mental health.
- Completing applications for housing benefit and council tax benefits.
- Accompanying tenants to medical appointments.
- Completing applications for national entitlement card (NEC)
- Contacting furnishing services and arranging delivery of goods.
- Supporting tenants to open / transfer bank accounts.
- Support to contact East Dunbartonshire Council regarding issues with refuse collection.
- contacting DWP regarding benefit issues and appointments
- Reporting of repairs and maintenance issues.
- Support to attend appointments with external agencies.

Source of Funding	Items purchased	Total Amount
East Dunbartonshire Council	Emergency food & fuel vouchers	£3,000
SFHA winter essentials	Duvets, draught excluders, emergency food & fuel vouchers for 100 families	£10,000
SFHA Winter Emergency Fund	Emergency fuel vouchers	£2500
EVH Small Support Grants	Emergency Food & Fuel Vouchers	£2500
BIG Lottery Community Anchors	Emergency Food & Fuel vouchers	£20,000
BIG Lottery Awards for All	216 Hygiene Packs	£3,080
Emergency food & fuel vouchers	£10,000	£3,080
Fuel Bank	35 referrals	£1,316
	Total	£33,829

HOW WELL ARE WE DOING? IT'S GREAT TO HEAR YOUR FEEDBACK!

MAKING A COMPLAINT AND PAYING A COMPLIMENT

We value what tenants have to say about our housing services and wherever possible we try to resolve complaints as speedily as possible. We don't always get everything right! Where we are able to make an improvement to our services we will. Like everyone we like to hear when we have done something well and we have a customer comments box for you to leave any type of comments, good or bad!!



Time to respond to 1st & 2nd stage complaints

	Hillhead HA	RSL Average	National Average	SPSO Target
1st stage – days to respond	2.3	4.6	5.8	5.0
2nd stage – days to respond	62.7	17.1	19.3	20.0

Complaints per 100 homes

	2020/21	2021/22	2022/23
Hillhead HA	4.0	6.4	2.8
All RSLs	5.1	7.2	8.2
National Average	3.7	5.5	6.1

RSL Registered Social Landlord, SPSO Scottish Public Services Ombudsman

Complaints

PERFORMANCE AT A QUICK GLANCE - AND HOW WE COMPARE NATIONALLY

● Not doing so well
 ● On target
 ● Doing well

Gross Arrears as a Percentage of Rent Due

	2020/2021	2021/2022	2022/2023
	£165,529	£139,088	£135,500
Actual Performance	4.43%	3.69%	3.46%
Target for year	5.0%	5.0%	5.0%

Gross Arrears is the total of both current and former tenant arrears. Information on current tenant arrears is on page 14.

The Scottish Average for 2022/23 Gross Arrears is 6.9%



Empty Homes – Rent Loss

	2020/21	2021/22	2022/23
	£22,944	£11,111	£18,062
Actual Performance	0.61%	0.29%	0.46%
Target for year	1.0%	1.0%	1.0%

The Scottish Average for 2022/23 is 1.4%



Number of Days to Relet a Home

	2020/21	2021/22	2022/23
Actual Performance	54 days	30 days	26.5 days
Target for year	21 days	21 days	21 days

The Scottish average for 2022/23 is 55.6 days



PERFORMANCE AT A QUICK GLANCE - AND HOW WE COMPARE NATIONALLY

● Not doing so well
 ● On target
 ● Doing well

Repairs Time taken to complete emergency repairs

	2020/21	2021/22	2022/23
Actual Performance	1.35 hours	1.32 hours	1.3hrs
Target for year	2hrs	2hrs	2hrs

The Scottish average for 2022/23 is 4.2 hours



Repairs – Time taken to complete non emergency repairs

	2020/2021	2021/2022	2022/2023
Actual Performance	2.75 days	3.01 days	2.54 days
Target for year 6.5 (3 days urgent and 10 days for routine repairs)			

The Scottish Average for 2022/23 is 8.7 days



Repairs – Tenant Satisfaction % of Tenants satisfied who have used the Repairs Service in the last 12 months

	2020/2021	2021/2022	2022/2023
Actual Performance	93.42%	87.65%	96.77%
Target for year is 95%			

The Scottish Average for 2022/23 is 88%



LANDLORD SAFETY AND COMPLIANCE



Gas Servicing

As a Landlord we are required by law to carry out an annual gas safety check on all our properties with gas appliances. During the year we have achieved 96.4% of these safety checks within the anniversary date of the previous check. We would like to thank our tenants for their continuing co-operation in allowing access for this very important safety check.



Electrical Checks

We are required to carry out 5 yearly electrical checks on all of our properties. These are called Electrical Installation Condition Reports (EICRs). We have a number of these that are outstanding and will be working to ensure all of our homes meet the necessary electrical standards by March 2023.



We do however need the co-operation of our tenants in order to allow our contractor entry to your home to carry out the checks and for access to any follow up remedial works.

Damp and Mould

We actively provide support and assistance when any issues related to damp and mould are reported to us. In most cases the source of the damp can be sorted. In other situations we can provide practical advice on how best to manage condensation and prevent it from occurring in the first place.



Fire Safety

All of our properties have been fitted with the up to date fire detection systems that we were required to have installed by February 2022. We invested £24,467 in enhancing fire safety in tenants' homes. Smoke alarms and CO2 detectors are checked at the same time as gas servicing is carried out.



LAST YEAR'S EXPENDITURE 2022/23

VALUE FOR MONEY

Our Tenants Survey in 2021 told us that 76.4% of tenants indicated that they felt that the rent for their property represents good value for money. The Scottish average for 22/23 was 81.8%

In past years we have maintained our rent increases in line with inflation and below the average of all other Landlords in Scotland. We continue to provide a range of additional services for our tenants and last year we completed our investment in environmental improvements which was a key priority for our community.

Last year we had all been affected by very high levels of inflation. In the past we have sought to limit our rent increases in line with inflation. Last year with inflation at 11.1% we managed to limit the increase to 7%, which although was still a significant increase, it was the minimum we could afford without impacting on the services upon which tenants expect. Anything less would have meant significant delays to future kitchen and bathroom replacement projects which are due to commence later this year.

Although inflation has fallen back it is still around 6.5% and like all businesses we too have to absorb increases in the costs of materials, services, suppliers, and energy etc.

Despite these pressures we continue to offer a welfare rights service, an income maximisation service and in partnership with the

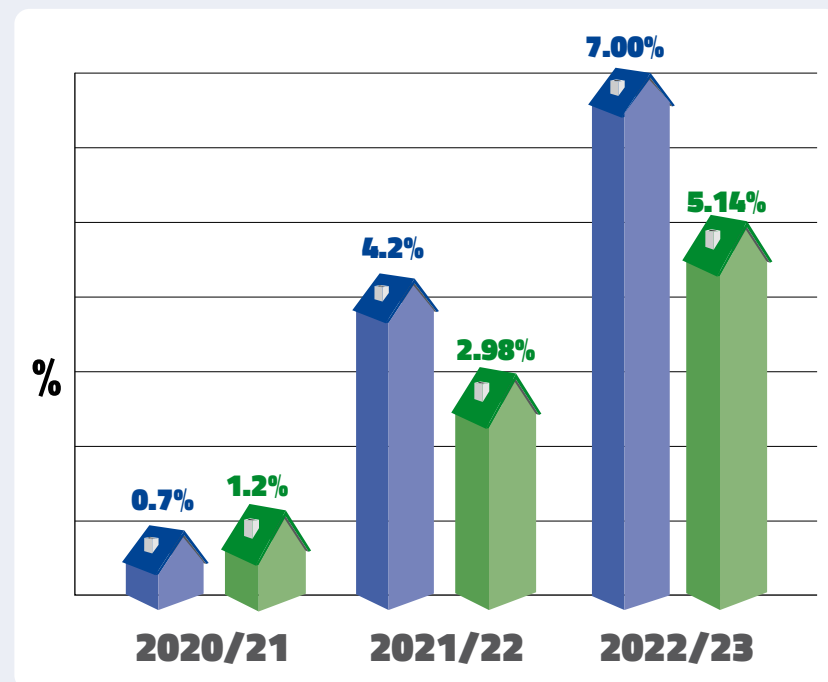


Simon Community Scotland a tenancy support service. These are all vital services which are available to any of our tenants. We invested £91,934 in the provision of these services which are fully funded out of our rental income. We also receive a small amount of income from Caledonia Housing Association as we provide these services to their tenants in our area. On the other hand, the service brings in over £354k of additional benefit income for our tenants so we believe that this service is essential for us to maintain.

VALUE FOR MONEY

Average Annual Rent Increase

■ HILLHEAD ■ Scottish Average

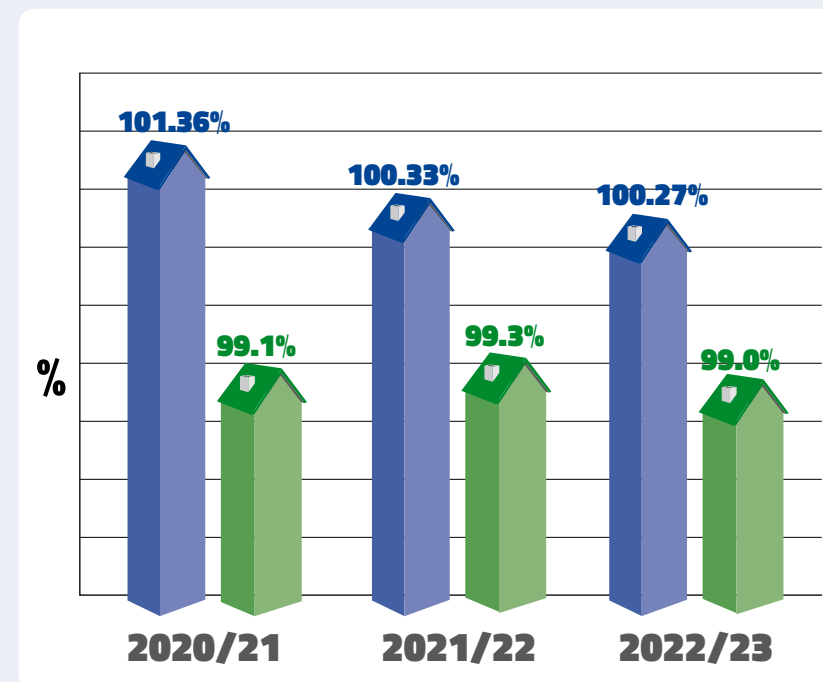


The Scottish Average rent increase in April 2023 was 5.4%. In April 2023 Hillhead increased rents by 7%



Rent Collected

■ HILLHEAD ■ Scottish Average



The Scottish Average for the amount of rent collected in 2022/2023 is 99.2%. In 2022/23 Hillhead collected 100.3%



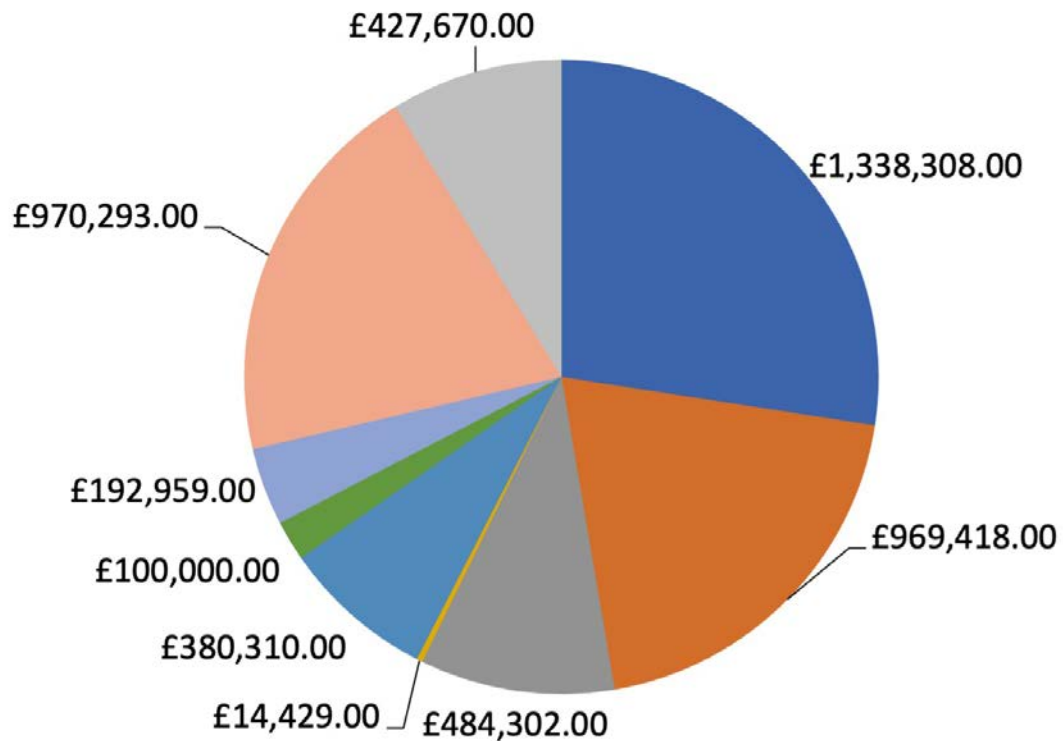
MANAGING OUR RENTS

Current Tenant Arrears

	2020/2021	2021/2022	2022/2023
Amount	£124,251	£106,486	£96,892
Actual Performance	3.27%	2.78%	2.47%
Target for year	5.00%	5.00%	5.00%

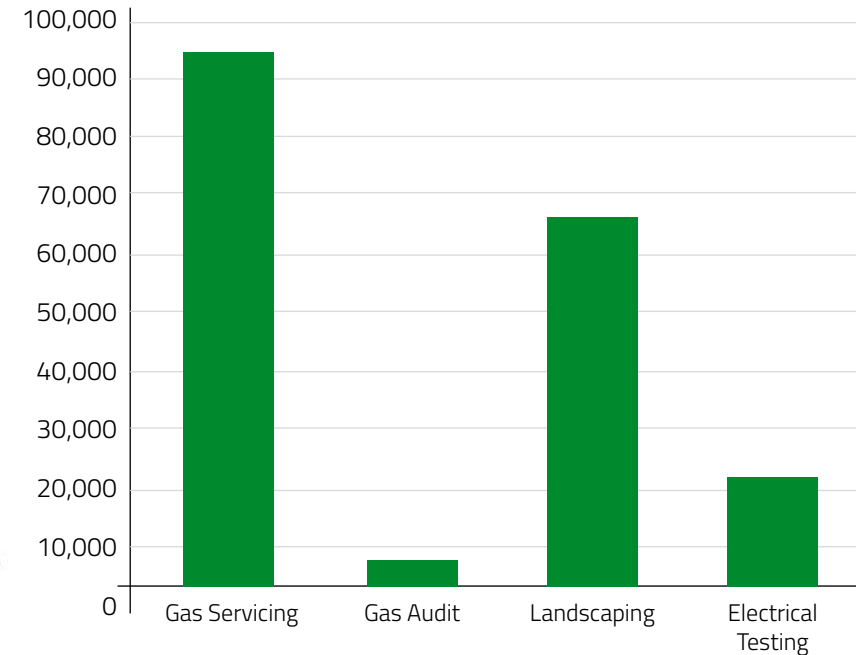
We have continued to support our tenants to manage their rent payments and we have now seen a 3-year continual drop in the level of rent arrears owed by tenants.

The Association's Annual Expenditure 2022/23



- Management and Maintenance Admin Costs
- Depreciation Charges
- Reactive Maintenance
- Bad Debts
- Planned and Cyclical Maintenance & Capital Works
- Change in Pension Valuation
- Other activities
- Interest Payments

Cyclical Maintenance Spend 2022/23



For every £1.00 of rent you pay it was spent in the following areas:-

Management and Maintenance Admin Costs	27p
Depreciation Charges	20p
Reactive Maintenance	10p
Bad Debts	1p
Planned and Cyclical Maintenance & Capital Works	8p
Change in Pension Valuation	2p
Other activities	4p
Interest Payments	20p
Surplus	8p

HOUSING QUALITY AND MAINTENANCE

Our Repairs Service

Our tenants group wanted us to include some more information on our Repairs Service than is collected nationally.

Our multi trade contractor – Rodgers & Johnson Ltd provides our Repairs Service for emergency, urgent & routine repairs.



● Not doing so well

● On target

● Doing really well

Repairs Service	Target	2020/21	2021/22	2022/23
Average length of time taken to complete an emergency repair is	2 hours	1.35hrs	1.32 hrs	1.3 hrs
Average length of time taken to complete a non-emergency repair is	6.5 days (3 days for urgent & 10 for routine)	2.75 days	3.05 days	2.54 days
%age emergency repairs completed on time	100%	98.50%	99.23%	97.55%
%age non-emergency repairs completed on time	95%	97.94%	97.04%	98.97%
% of repairs right first time	95%	92.96%	94.95	94.35
% of all properties requiring a gas safety certificate that have had continuous certification throughout the year	100%	100%	99.4%	96.3

In March 2023 an administrative error resulted in some service dates being miscalculated. The system has now been updated and all services are now completed.

GETTING INVOLVED!

Annual Rent Review Consultations – These take place in December and January and are complemented by Website and Facebook questionnaires.

In 22/23 our paper and on line rent consultation resulted in us receiving 132 responses or just over 16% of our households

Each year we set aside an amount of money for tenant participation. In 2022/23 we spent £15,356 on supporting tenant participation and engagement including our quarterly newsletters and our annual report. This represents about £18.50 per Tenant.

We continue to hold our Customer Care Working Group meetings and have had some new faces along which is great to see. All welcome!



October 2022

Police Scotland joined us to talk about how they respond to incidents of varying severity and the importance of reporting crime to them. This generated lots of questions and discussion.

December 2022

Christmas Event – mince pies and a general chat, everyone was full of festive cheer!

March 2023

We got a bumper turnout at this meeting. The focus of this meeting was the Hillhead environment. Diane told us about the litter picks and estate walkabouts that she was planning, and we addressed some concerns around EDC refuse collection.

June 2023

We presented information on our performance in 22/23 on our most important services to tenants – repairs, anti-social behaviour, rent arrears and letting empty homes. The tenants present gave lots of positive feedback on the quality of our services as well as some suggestions for improvements.

July 2023

Alison Smith from Allandale consultants joined the group (with no staff present!) to hear directly from tenants on the strengths and weaknesses of the Association and what future priorities should be.

The group have told us that they would like more information about the standard of our properties when they are allocated, and we are currently arranging for group members to visit some empty properties.

We continue to work through the actions and objectives that are in our Interim Tenant Participation Strategy.

Our Welfare Rights Newsletter group met three times in the last year, twice to prepare the bi-annual newsletter and once to provide oversight of the criteria used to allocate some external funding.

Please get in touch if you'd like to come along to either of these groups.

We also continue to use digital means to find out what tenants think, and have conducted a number of surveys via text and email.

OUR ASSURANCE STATEMENT TO THE SCOTTISH HOUSING REGULATOR

Hillhead Housing Association 2000 2023 Annual Assurance Statement

The Management Committee of Hillhead Housing Association confirms that it has assurance that the Association is compliant with the Regulatory Standards of Governance and Financial Management including: -

- all the relevant requirements set out at chapter 3 of the Regulatory Framework
- all relevant standards and outcomes in the Scottish Social Housing Charter.
- all relevant legislative duties.

As part of this process, we have been self-assessing our compliance against a broad range of evidence from both internal and external independent sources. These have included: -

- Quarterly Performance Reports on our Housing and Repairs Service
- Quarterly Financial Management Reports provided by our Finance Agents
- Internal and External Audit Reports
- Feedback from Tenant Surveys
- Benchmarking Reports from Scotland's Housing Network
- Reports, advice, and information from members of the Management Team
- Assurance Mapping
- Assurance Statement Baseline Review carried out by an external auditor

Equalities & Human Rights

We believe that the way we deliver services and develop policies is generally consistent with an equalities and human rights approach. We know, though, that this is an emerging agenda and that so far there is little in the way of housing-specific guidance. We are collecting all relevant statistics in line with current SHR guidance and will continue to base our approach on published guidance from SHR, CIH Scotland and the Scottish Human Rights Commission to inform our work to review our own approach and consider whether any changes might be needed to our services or policies.

Tenant Safety

The Committee is assured that it meets all duties in relation to tenant and resident safety and has the appropriate assurance on our levels of compliance with all relevant safety requirements.

During a recent internal audit we have identified some areas where we can improve on the administration of our procedures in relation to the management of damp and mould; however none of these are material non-compliance.

Signed by



John Jamieson, Chairperson
On behalf of the Management Committee
4 October 2023

WIDER ROLE ACTIVITIES



Hillhead Housing Association parents with children aged from birth to five have the opportunity to apply to the library and receive a new, carefully selected book delivered to their home every month to read too, and enjoy with their children.

Tenants will begin to receive books 6-8 weeks after applying and will then continue to receive a book every month until their child's 5th birthday or when they move away from being our customer.

If you would like to participate in the Dolly Parton Library please get in touch with us on 0141 578 0200 or email us at admin@hillheadhousing.org

Our participation in the Library is made possible by a financial contribution from our Maintenance Contractors, R&J - and our thanks go to them.



ANTONINE WALL MURAL PROJECT

In June 2022 a Mural was completed on the gable wall of the Association's properties at Eastside. This Mural is part of the Rediscovering the Antonine Wall project funded by the National Lottery Heritage fund, LEADER and five Local Authorities. Their aim is to raise awareness about the Antonine Wall and Roman heritage in Central Scotland. This is one of five large-scale, permanent murals. The project will celebrate and raise awareness of the history and context of the wall. It is hoped that the murals will broaden access to our shared history.

Our mural has been designed by Scottish artist Fraser Gray who took inspiration from the objects found along the Wall in East Dunbartonshire. The objects in the mural are represented as if they were exposed in a museum. Fraser stated "Most of my ideas so far are based around an unusual still life arrangement, as if the objects have been taken out and arranged in a contemporary manner on or in front of the wall. The objects are the stars - literally painted on plinths and pedestals".



GOOD GOVERNANCE

Our Management Committee is elected by the Association's Members every year.

Each year we carry out a Committee Effectiveness Review which also assesses the current level of skills and knowledge amongst our Committee.

We engaged SHARE to carry out an independent review and it found that the Committee continues to operate effectively. The report included only 2 recommendations

1. We recommend that the Committee and senior officers discuss the succession planning process, including ways to increase the range of representation on the Committee and how this will be actioned.
2. We recommend that the Committee and Association agree on a learning and development plan based on discussions with members and taking into account the results of the appraisal exercise.

As with the previous appraisal, the number of recommendations is very low. This reflects the commitment and competence of the Committee members and their work as a team.

SHARE is pleased to have had this opportunity to work with the Management Committee. It is hoped this feedback report will assist the Hillhead HA Committee members in their work as a governing body.

Hillhead's Management Committee set the Strategic Direction of the Association, oversee the Association's Business Plan which ensures its strategic objectives are met and ensure that resources are in place to deliver the objectives. It employs the staff to carry out the day to day running of the organisation and to ensure its objectives are met in line with our current regulatory environment.



OUR TEXT MESSAGING SERVICE 07941 163429

– Making it easier for you to contact us

By now all tenants will have received a text card in the post to introduce the launch of our new text messaging service. If you have registered your mobile telephone number with us we will have sent you a "welcome message" to confirm the number is correct.

Once you have registered you can text:

RENTS	to contact your housing officer
BAL	to check the balance on your rent account
REPAIR	to report a repair
STO	to set up a standing order
DD	to set up a direct debit
CARD	to order a new payment card

OUR STRATEGIC PLAN 2021-2026

As part of our succession plan for finding a new Director in the Summer we took the opportunity to review our Strategic Plan. We engaged a Housing Consultant, Alison Smith of Allanpark Consulting to help us with this review.

As well as sessions with the Committee and the Management Team, Alison also met with a group of Tenants. Feedback from all 3 sessions was wholeheartedly supportive of the Association continuing as an independent community run housing association.

The review also considered whether our Values and Objectives were the right ones to have in place given the challenges facing all housing associations and communities in these difficult times.

Our Key Objectives are noted below.

- Enhance our customer services.
- Improve quality of life.
- Strengthen local decision-making.
- Encourage wider community engagement.
- Maximise our use of digital technologies.
- Safeguard our financial position.
- Combat climate change.
- Being open to opportunities for growth

OUR VISION

Our vision is of:

“A great community with a strong sense of belonging”

This encapsulates the importance we give to:

- **Serving our community.....**
- **Supporting the community’s aspirations**
- **Fostering a sense of ownership; and**
- **Pride in the local area.....**
- **Going the extra mile:-** a key part of our customer service and one which we know is appreciated hugely
- **Thinking positively:-** we are a “can do” organisation and where we make mistakes we always learn from them
- **Showing appreciation:** - we employ over 21 members of staff and we encourage appreciation from customers and colleagues alike.
- **Empowering others:-** we believe in letting our staff get on with the job and maximising their responsibility without being micro managed
- **Not forgetting the important things:-** as a registered social landlord we must operate within a tight regulatory regime and ensure compliance and our systems of assurance are maintained at all times
- **Spending wisely:** - we are always mindful that our financial resources come almost entirely from rents our tenants pay. Capital subsidy from the government is taxpayer’s money so we also have a commitment to transparency and thrift.

COMMITTEE, STAFF, CONSULTANTS AND SERVICES DURING 2022/23

Staff

Stephen Macintyre, Director
Catherine McKiernan, Depute Director/Housing Manager
Mandy White, Head of Corporate Services
Stephen Tait, Head of Development & Property Services
Kieran Tait, Finance & Corporate Services Assistant
Laura McDonald, Finance Officer
Tracy McGrath, Admin Assistant (Reception)
Lorna Miller, Customer Services Assistant
Janine Pulling, Housing Officer
Sharon Singer, Housing Officer
Suzanne McGraw, Housing Officer (resigned July 2023)
Julia Howley, Housing Officer (appointed November 2023)
Elaine Scullion, Housing Officer
Heather Robertson, Housing Officer
Kelly Wallace, Housing Assistant
Morag Bisset, Welfare Rights Officer
Heather Montgomery, Income Maximisation Assistant
Maureen Cameron, Senior Systems & Innovation Officer
Marie Savage, Property Services Officer
Jamie McCabe, Property Services Officer (appointed December 2023)
Michele Stirling, Property Services Assistant (resigned March 2023)
Pat Coll, Property Services Assistant (appointed June 2023)
Julie McKenzie, Property Services Officer (appointed November 2023)
Diane Bridges, Estate Coordinator
Tom Brunton, Senior Estate Officer
Gary Lauriston, Estate Officer

Consultants and Other Services

Auditors:

CT (formerly Chiene+Tait)

Internal Auditors:

Quinn Internal Audit and Wylie Bisset (appointed April 2023)

Solicitors:

BTO and TC Young

Bank:

The Royal Bank of Scotland

Development Services:

C~urb Ltd

Financial Services:

FMD Financial Services Ltd

Tenancy Support Services:

The Simon Community

Management Committee

John Jamieson, Chairperson
Karen McIntyre, Vice Chairperson
Mary Docherty Secretary
Stuart Niven, Treasurer
Claire Taylor
Robert Smith
Lisa Scott (resigned October 2023)
David Wilson (resigned March 2023)
Councillor Susan Murray
Councillor Pamela Marshall
Gary Jackson
Walid Hassan
Peter O'Connell
Alistair McPhee

LOOKING AHEAD

New Houses at Fauldhead Road

During the year we have been working up our plans for new housing at Fauldhead Road, Kirkintilloch. The development which comprises 41 homes are all for social rent. It is part of a wider private housing development currently being built by CALA Homes.

Building will start on the rented homes in March 2024 and should be completed the following year in 2025.

The development is costing £7.182m and is supported by a Housing Association Grant from the Scottish Government of £4.692m. The balance of £2.490m will be funded by private finance.

Of the 41 homes there is a mix of houses and flats with 1,2 and 3 bedroom properties included.

More information will follow in our subsequent newsletters.



Our website is an important place to find out what is happening and for a wide variety of information on the Association.

WEBSITE – www.hillheadhousing.org

You can also leave comments on our Facebook Page www.facebook.com/hillhead

If you need this performance report in any other format please contact us.



MILLENNIUM
BENCHMARKING
CLUB



Glasgow and West of Scotland
Forum of Housing Associations



HOUSING ASSOCIATION

Building on progress for a brighter Hillhead

BUILDING ON PROGRESS FOR A BRIGHTER HILLHEAD

Hillhead Housing Association 2000, 2 Meiklehill Road, Hillhead, Kirkintilloch G66 7LA

Phone: 0141 578 0200 ■ Freephone: 0800 0523 188

E-mail: admin@hillheadhousing.org ■ Web: www.hillheadhousing.org ■ [X @HHA_2000](https://twitter.com/HHA_2000)

Hillhead Housing Association 2000 is a Scottish charity, (SC029908), a Registered Social Landlord with the Scottish Housing Regulator (326) and a Registered Society registered under the Co-operative and Community Benefit Societies Act 2014 Register number 2562R (S)