




Hillhead
HOUSING ASSOCIATION
Building on progress for a brighter Hillhead

HILLHEAD HOUSING ASSOCIATION 2000
PERFORMANCE REPORT 2018-19

WELCOME

Welcome to our Performance Report for 2018-19.

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 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.

In March we carried out our 3 yearly Tenants' Satisfaction Survey and we had over 550 responses. We reported to you on the outcomes of the Survey in our June newsletter.

Our Customer Care Working Group has continued to meet during the year and we are pleased that so many tenants have taken part and offered their views, comments and suggestions.

Hopefully you'll find it both interesting and informative. A big



Thank You for volunteering your time during the past year!

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 804 homes. We are run by a voluntary management committee who is elected annually by our Members. Anyone can become a Member. It costs only £1.00 to join.

If you join before 31 January 2020 you could win £50!

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A MESSAGE FROM OUR CHAIR PERSON, CLAIRE TAYLOR



The last year has been one of change following the retirement of our Housing Manager, Elspeth Sharkey. Elspeth had been with us from the very start and helped to shape our housing management

services and contributed to the overall success of our Association. We wish her well in her retirement. With some other staff moving on in the Autumn of 2018 we decided to carry out an Organisational Review. We have since made some changes to our structure with a focus on maximising the use of technology to streamline our processes and free up staff time to enable us to better resource our front line services.

In May Catherine McKiernan joined us in a new role as Depute Director/Housing Manager and she has been tasked with overseeing the organisational and technological change that our Review recommended.

During the Year our welfare rights service passed a major milestone as we marked the achievement of bringing in over £5M in additional benefit income for our tenants since the service started in 2005.



In September we were very excited to celebrate the Opening of our first new build housing development outwith Hillhead. Opened by Mr Kevin Stewart, Housing Minister, this development comprised 22 homes for rent and 8 for sale on a shared equity basis. It also includes two wheelchair homes.

In October our Committee submitted its first Assurance Statement to the Scottish Housing Regulator. You can read a copy of it on Page 14 In this report.

Looking ahead we have now started to deliver on our promise to upgrade the environment around our community and this investment of over £1M will continue into 2020.

Finally, I would like to thank the staff, committee Members and tenants for continuing to support the Association

Claire Taylor
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 and on our website.

<https://directory.scottishhousingregulator.gov.uk/pages/default.aspx>

A MESSAGE FROM OUR DIRECTOR



We are continuing to support over 252 tenants who are now in receipt of Universal Credit and appreciate it has many problems but if you do need any help or even

assistance with your first claim please contact either of our 2 Welfare Rights Officers.

We continue to offer Tenants additional support in their tenancy with our partner organisation, The Simon Community. Heather Montgomery is our Tenancy Support Officer and is based in our Office.

We successfully completed our Braes

O'Yetts newbuild development in September. This is the first new build site we have developed outwith Hillhead and in partnership with a major House Builder, Barratt Homes. It also saw our first mixed tenure development with a mix of rented and shared equity homes.

Our Organisational Review was completed this year and we are now focused on improving our frontline services and maximising the use of digital technology to do so. In January we joined SCVO Scottish Housing Digital Champions Network. We will be extending our digital services to include more on line access to our services as well as supporting tenants to get on line and take advantage of more affordable



products which are only available on line.

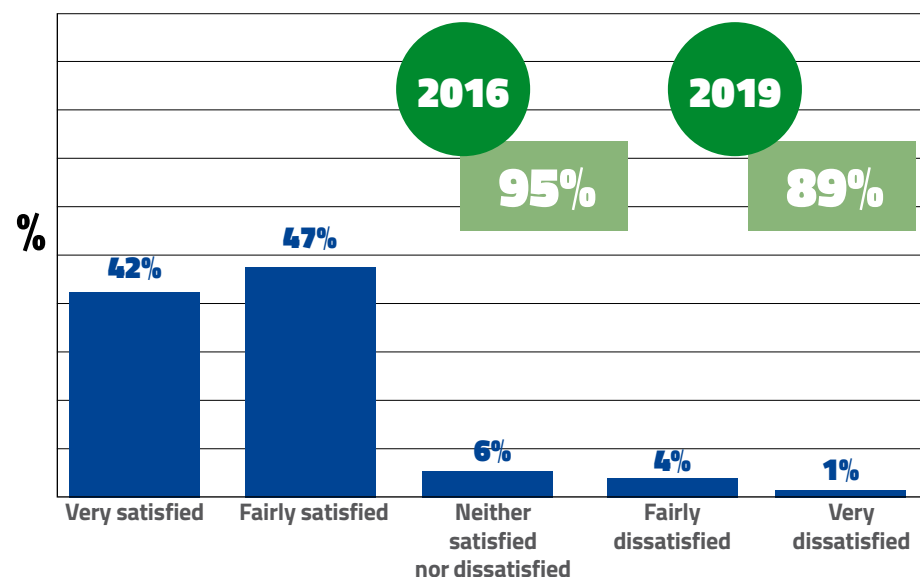
Between December and February we will be consulting on rent levels for 2020/21. We continue to deliver an excellent repairs service and believe that our rents provide good Value for Money.

Stephen Macintyre
DIRECTOR

MANAGING YOUR NEIGHBOURHOOD

Tenant Satisfaction with the Association's management of the neighbourhood

Overall, how satisfied are you with the way the Association manages the neighbourhood you live in?



The Scottish Average for 2018/2019 is 89%



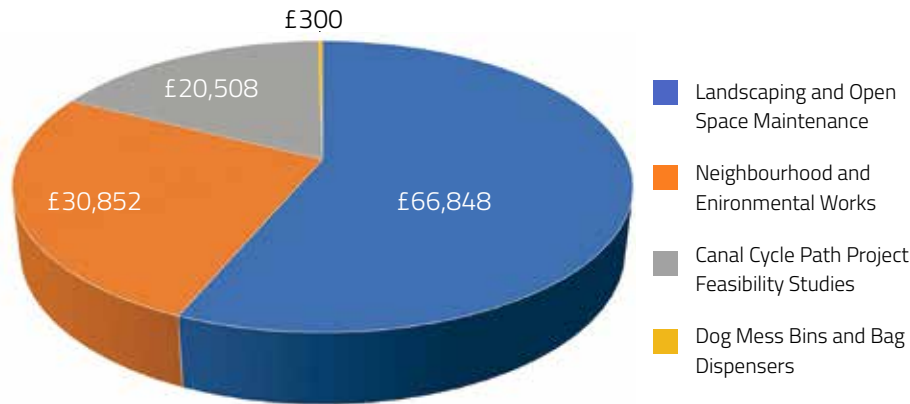
Aspect of Estate Management	Agree	Disagree	Don't Know
Common Areas are well maintained	87%	10%	3%
The Association has made significant improvements to the area	83%	7%	11%
The Community Gardens have improved the area	66%	8%	26%
There are sufficient play areas for children	65%	24%	11%
Community Policing has made the area safer	47%	16%	37%

We asked our Tenants which four changes would make Hillhead a better place to live.

The Association aims to make Hillhead a better place to live in. What four changes would make Hillhead a better place to live?		
Importance	Activity	Progress to Date
1	More activities for Children	During 2019 we offered children activities in our Community Garden
2	Tackle Dog Fouling	We offer free Poo Bags and have provided a second Dog Poo Bin in Ivanhoe Drive
3	Improving Pavements and Roads	We are part way through improving the paths which are under our Ownership. Roads are the responsibility of East Dunbartonshire Council
4	Better Fencing	We are part way through our Fence Replacement Programme

MANAGING YOUR NEIGHBOURHOOD

During 2018/2019 we invested over £118,000 in the management and maintenance of the Neighbourhood!



- Landscaping and open space maintenance £66,848
- Neighbourhood and environmental work £30,852
- Canal Cycle Path – Pre Tender Costs, including Fees £20,508
- Dog waste bin and dog bag dispenser and littering £300



Our Cycle Path project has been set back after Historic & Environment Scotland advised it would only grant consent if we deviated the route around a “buffer zone” which is in place to protect the course of the Antonine Wall. This resulted in further

delays to the development as we will now have to resubmit a planning application to East Dunbartonshire Council. It means also that our two main funding offers will lapse and a re-application will be necessary in 2020.

Our community garden continues to develop and we now have 3 local primary schools, 1 Nursery, Positive Achievements, Christians Against Poverty and 4 Volunteers all involved here!

The community garden has been awarded the Royal Horticultural Societies Level 3 School Gardening Award. This includes a certificate and a voucher for a fantastic Schools Constant Garden from Rocket Gardens, who grow and send the community garden a series of boxes brimming full of young vegetable and fruit plants in spring, summer and autumn ready to plant in the garden.

We have held the following events since the Community Garden has opened:-

- Christmas events for the local nurseries
- Easter Family Craft days
- Easter event for the local nurseries
- Halloween Event
- Halloween event for local nurseries
- Visit from Cordale Housing Association
- Staff and volunteer BBQ's

Marie Savage and David Campbell attended an event at Harestanes Primary School to launch their

new classroom kitchen. Fruit and vegetables grown in the Community Garden will be used by the children to cook their own food. Masterchef winner, Gary Maclean, spoke at the assembly and led a cooking session in the new kitchen with a group of pupils and parents. This is part of the schools wider Grow It, Cook It, Eat It strategy of which Hillhead Community Garden has been a big part.

Harestanes Primary School also took part in the Royal Horticultural Societies Big Soup Share. This was an opportunity to celebrate the work the children have been doing in the community garden by harvesting home grown veggies and making them into a delicious soup to share with their families. (Photos in folder)

The community garden donated fruit and vegetables to the Simon Community who work to combat the causes and effects of homelessness.



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

Ms J says "I love being able to check my rent account using my phone and I do it all the time. I can see the balance and I know what I need to pay to keep on top of the rent."

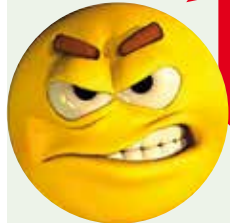


Miss G: "A fantastic job on the gardens and the guys are really nice & friendly"

Ms C - I would just like to compliment the service I received with regards to repairing the walls in the main bedroom of my home. I needed them repaired within a certain time frame and it was done. The workmanship of the plasterer also who ensured that the work was completed in the time frame required. His work is of a high standard and was friendly and he cleaned as he worked."

Ms W: "R&J Contractors were a pleasure to deal with"

There are some occasions where we don't always get it right first time so it's important that you get in touch to let us know.....



Mr C: "Left my back garden looking like a jungle. And we pay extra for the privilege. Great deal!"

MAKING A COMPLAINT AND MAKING 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!!

Complaints about the Housing Service	2016/2017	2017/2018	2018/2019	% resolved within timescales
Complaints received in the year	41	17	24	62.50%

PERFORMANCE AT A QUICK GLANCE - AND HOW WE COMPARE NATIONALLY

● Not doing so well
 ● On target
 ● Doing really well

Gross Arrears as a Percentage of Rent Due

	2018/2019	2017/2018	2016/2017
	£180,546	£192,986	£163,877
Actual Performance	5.29%	5.8%	4.96%
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 10.

The Scottish Average for Gross Arrears is 5.67%.



Empty Homes – Rent Loss

	2018/2019	2017/2018	2016/2017
	£23,401	£12,506	£11,837
Actual Performance	0.69%	0.38%	0.36%
Target for year	1.0%	1.0%	1.0%

The Scottish Average for 201/2019 is 0.88%



Number of Days to Relet a Home

	2018/2019	2017/2018	2016/2017
Actual Performance	30.15 days	19.51 days	17.09 days
Target for year	21 days	21 days	25 days

The Scottish average for 2018/2019 is 31.89 days



PERFORMANCE AT A QUICK GLANCE - AND HOW WE COMPARE NATIONALLY

● **Not doing so well**
● **On target**
● **Doing really well**

Repairs Time taken to complete emergency repairs

	2018/2019	2017/2018	2016/2017
Actual Performance	1.18 hours	1.19 hours	1.32 hours
Target for year	2 hrs	2 hrs	2 hrs

The Scottish average for 2018/2019 is 3.65 hours



Repairs – Time taken to complete non emergency repairs

	2018/2019	2017/2018	2016/2017
Actual Performance	2.4 days	2.9 days	2.4 days
Target for year	6.5 days (3 days for urgent and 10 days for routine repairs)		

The Scottish Average for 2018/2019 is 6.38 days



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

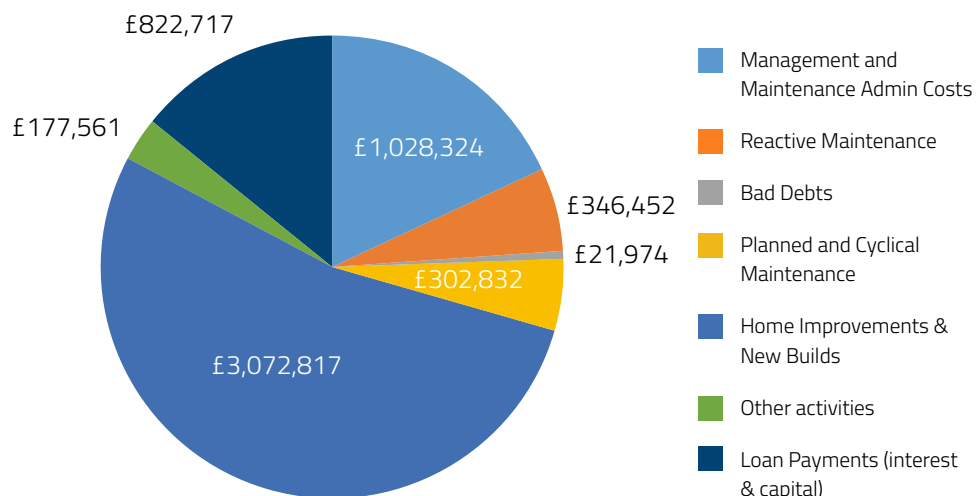
	2018/2019	2017/2018	2016/2017
Actual Performance	94.64%	96.7%	94.78%
Target for year	95%		

The Scottish Average for 2018/2019 is 91.66%



LAST YEAR'S EXPENDITURE

The Association's Annual Expenditure 2018/19



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

Management and Maintenance Admin Costs	£0.18
Reactive Maintenance	£0.06
Bad Debts	£0.00
Planned and Cyclical Maintenance	£0.05
Home Improvements & New Builds	£0.53
Other activities	£0.03
Loan Payments (interest & capital)	£0.14

Of the £3M spent on newbuild we received £2.08M in Scottish Government Grant

Rebuilding Hillhead

Since 2004 we have invested **£44M** in regenerating our community:-

- Newbuild Housing inc Demolitions etc **£25M**
- Refurbishments of existing houses and Flats **£15.5M**
- Wider Role activities **£2M**
- During the year ended we invested **£3M** in our newbuild at Braes O Yetts

VALUE FOR MONEY

Our Tenants Survey in 2019 told us that 79% of tenants indicated that they felt that the rent for their property represents good value for money. The Scottish average was 83%.

Over the last 3 years we have maintained our rent increases in line with inflation and below the average of all other Associations in Scotland. We continue to provide a range of additional services for our tenants and are now investing in wider environmental improvements which we know is what our tenants want us to do.

The Scottish average was 83%



Current Tenant Rent Arrears

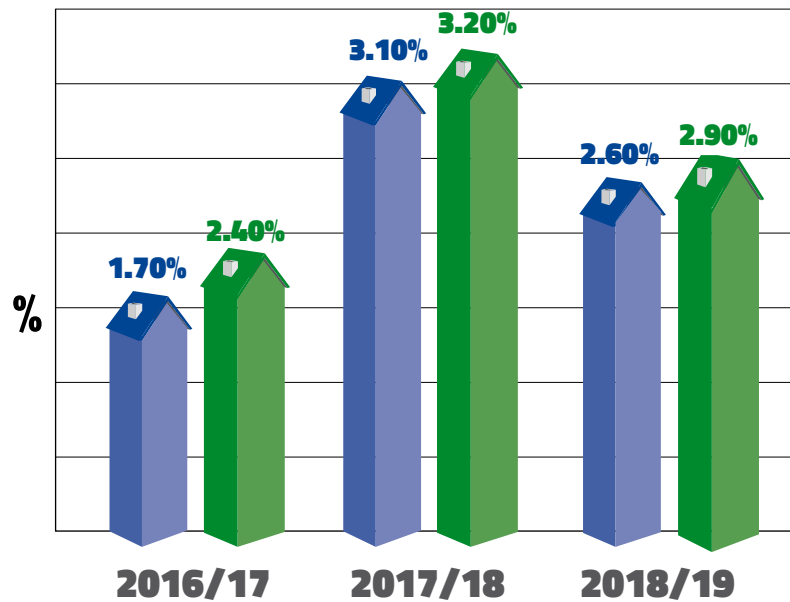
	2018/2019	2017/2018	2016/2017
Amount	£135,641	£113,531	£113,531
Actual Performance	3.93%	4.07%	3.38%
Target for year	4%	4%	3.25%

- **Not doing so well**
- **On target**
- **Doing really well**

VALUE FOR MONEY

Average Annual Rent Increase

■ HILLHEAD ■ Scottish Average

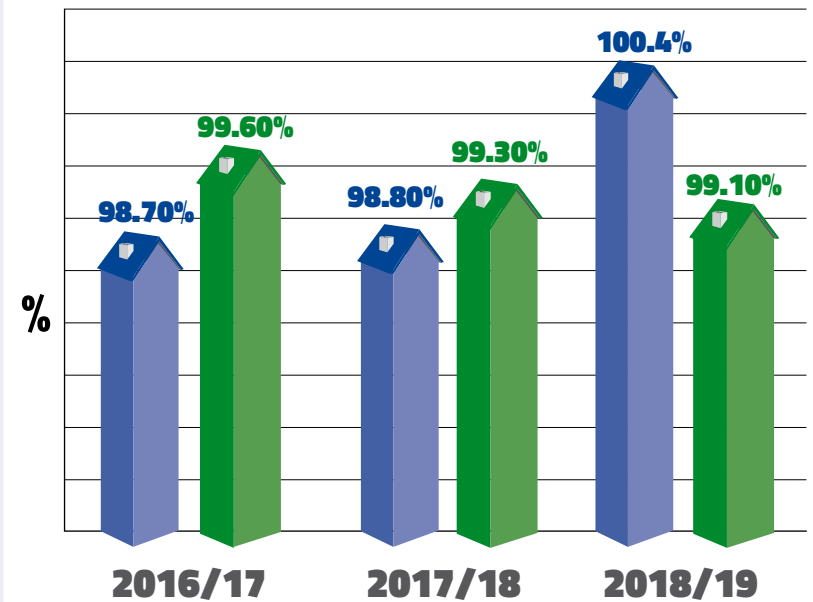


The Scottish Average rent increase in April 2019 was 2.97% In April 2019 Hillhead increased rents by 2.6%



Rent Collected

■ HILLHEAD ■ Scottish Average



The Scottish Average for the amount of rent collected in 2018/2019 is 99.1%. In 2018/2019 Hillhead collected 100.36%



The ongoing roll-out of Universal Credit has seen increasing numbers of our tenants in receipt of this benefit rather than “legacy” benefits such as Housing Benefit, Job-Seekers Allowance and Employment & Support Allowance. By April 2019, 214 of our tenants were on UC and that figure continues to increase. The

way UC is administered continues to cause difficulties for households and this has a knock-on effect on our rent collection and arrears rates. Our rent arrears figure at year end was 3.95%, just below our 4% target. Our expert welfare rights service continues to support tenants to claim UC and other benefits.

HOUSING QUALITY AND REPAIRS

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	2018/19	2017/18	2016/17
Average no. of reactive repairs completed per occupied property	N/A	1.61	2.90	2.34
Average length of time taken to complete an emergency repair is	2 hours	1.18hrs	1.19hrs	1.32hrs
Average length of time taken to complete a non-emergency repair is	6.5 days (3 days for urgent & 10 for routine)	2.4 days	2.9 days	2.4 days
% of repairs appointments kept	95%	96.7%	97.9%	99.2%
% of all properties requiring a gas safety certificate that have had continuous certification throughout the year	100%	100%	99.9%	100%

GETTING INVOLVED!

Each year we set aside an amount of money for tenant participation. In 2018/19 we spent £8,796 on supporting tenant participation including for newsletters and our annual report. This represents about £10.96 per Tenant. We offer many different ways to become involved and Tenants can participate in any of the following groups highlighted below:

Customer Care Working Group meets regularly throughout the year.

Topics that were discussed included: Tenancy Support

- Reporting Hate Crime
- Hillhead Place Project
- Our Organisation Review
- Tenant Survey Feedback Ten

Community Garden Project - This group oversees the work of the Community Garden project and meets every couple of months. The project offers Volunteering opportunities too.

Welfare Rights Service Tenants Group – It has met 3 times during the year with over 12 tenants attending.

The group helps to shape our service and supports the staff with our welfare rights newsletters that we send out twice per year.

Service Improvement Panel - It concluded its review of the way we manage empty homes and prepare them for re-letting.

Estate Walkabout Group - 2 walkabouts took place during the Year

Information! We issue quarterly newsletters and an Annual Performance

Annual Rent Review Consultations – These take place in December and January are complemented by Website, Facebook questionnaires and community Drop In meetings.

Your Views and Feedback

We carry out a face to face to Tenant Survey every 3 years.

Our latest one took place in March 2019 and recorded the views of 550 Tenants.

We record and monitor tenant feedback on our repairs service on an ongoing basis.

Thanks to the following residents who attended our meetings during 2019:- Fe Albana Lisa Scott, Irene Cowie, Mary Webster, David McKirdie, Lorna Macrae, Mary Kelly, Gillian Ola, and Claire Taylor



GOVERNANCE AND COMMUNITY CONTROL

Our Assurance Statement to the Scottish Housing Regulator

Hillhead Housing Association 2000 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.

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
- Advice from external and specialists in relation to the Organisational Review that reported in December 2018
- Feedback from our Customer Care Group and Service Improvement Panel
- Tenant Survey Report that took place in February 2019
- Benchmarking Reports from our local group as well as from Scotland's Housing Network
- Reports, advice and information from members of the Management Team

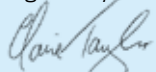
Our commitment to continuous improvement has highlighted that there are some areas where we could do better and we have developed an Improvement Action Plan which will be completed by December 2019.

The Committee is assured that none of these actions represent material instances of non-compliance.

We will notify the Regulator to confirm these have been completed. In the event of any change to our compliance status during the year we will notify the Regulator.

Date of Meeting of Management Committee, 23 October 2019

Signed by



Claire Taylor, Chairperson

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.

This year we engaged SHARE to carry out an independent review and it found that the Committee continues to operate effectively. The report concluded that:

"In conclusion, both the on-line survey and comments during the one-to-one discussions provide evidence that the Committee is effective, with members working well together. There is also strong support for, and appreciation of, the work carried out by the Chair of the Committee.

Individual Committee members have a good awareness of their roles and responsibilities, and there are only a few areas which would benefit from review, as set out in the recommendations."

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 OTHER SERVICES

Tenancy Support Service

Heather Montgomery is our Tenancy Support Officer and is based in the Association's Office. This service is provided by The Simon Community and until September was part funded by the Scottish Government. Despite the loss of grant the Association has decided to support the continuation of the service out of its rental income.

Welfare Rights Service

Moira Escreet and Morag Bissett are our Welfare Rights Officers.

Since 2005 the service has assisted thousands of tenants in securing additional benefits and advice.

In 2019 we surpassed £5M in additional benefit income for our tenants,

During the last year we have been helping many of our Tenants ensure that they can access the on line Universal Credit system. Remember our team are here to help you!



COMMITTEE, STAFF, CONSULTANTS AND SERVICES DURING 2018/2019

Staff

Stephen Macintyre, Director
Catherine McKiernan, Depute Director/
Housing Manager (joined May 2019)
Mandy White, Head of Corporate Services
Gail Fitzpatrick, Corporate Services Assistant
Kieran Tait, Corporate Services Assistant
Laura Tait, Finance Assistant
Tracy McGrath, Admin Assistant
Elspeth Sharkey, Housing Manager
(retired March 2019)
Betty Borland, Housing Officer
Sharon Singer, Housing Officer
Suzanne McGraw, Housing Officer
Elaine Scullion, Housing Officer
Heather Robertson, Housing Officer/Assistant
Kelly Wallace, Housing Assistant
Moirá Escreet, Welfare Rights Officer
Morag Bisset, Welfare Rights Officer
Stephen Tait, Head of Development and
Property Services
Marie Savage, Property Services Officer
Malcolm MacDonald, Property Services Officer
Diane Bridges Property Services Assistant
Tom Brunton, Estates Inspector
Garry Laurieston, Estates Officer
Dorothy Semple, Office Cleaner
Dorothy Campbell, Office Cleaner

Consultants and Other Services

Auditors:

Chiene + Tait

Internal Auditors:

Quinn Internal Audit

Solicitors:

BTO

Bank:

The Royal Bank of Scotland

Development Services:

Mulholland Consultants

Financial Services:

FMD Financial Services Ltd

Tenancy Support Services:

The Simon Community

Data Protection Officer Services

RGDP Ltd

Printer and Publisher:

The Print Brokers Ltd

Website and Hosting:

Kiswebs Web and App Design

Management Committee

Claire Taylor, Chairperson,
Lisa Scott, Vice Chairperson
Mary Docherty Secretary
Stuart Niven, Treasurer
Robert Smith
David Wilson
Councillor Susan Murray
Councillor Stewart MacDonald
John Jamieson
Catherine McKay-McCann
Gary Jackson
Walid Hassan

BUILDING NEW HOMES AT BRAES O YETTS AND HAVING FUN IN OUR COMMUNITY GARDEN





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





BUILDING ON PROGRESS FOR A BRIGHTER HILLHEAD



HOUSING ASSOCIATION

Building on progress for a brighter Hillhead

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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)