

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 Jan and 31 March 2026

CURRENT TENANT RENT ARREARS

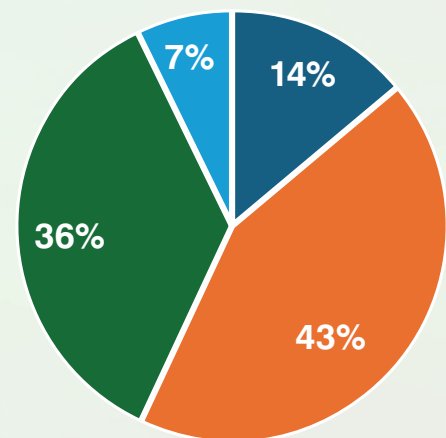
Month	Tenant Arrears	Level of Arrears
January	£91,232.32	1.86%
February	£98,480.89	2.00%
March	£86,297.53	1.76%

ALLOCATIONS

Month	No. of Lets
January	3
February	4
March	7

WHO WERE PROPERTIES ALLOCATED TO?

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



REPAIRS RESPONSE TIMES (excludes gas servicing)

Category/Month	% Completed within time scales		
	January	February	March
Emergency (24hours)	93.33%	88.46%	93.55%
Urgent (3 days)	94.73%	90.66%	94.85%
Routine (10 days)	95.24%	91.04%	88.89%
Voids (7 days)	70.59%	80.00%	50.00%
All Repairs - HHA 2000	92.92%	89.36%	89.32%

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.

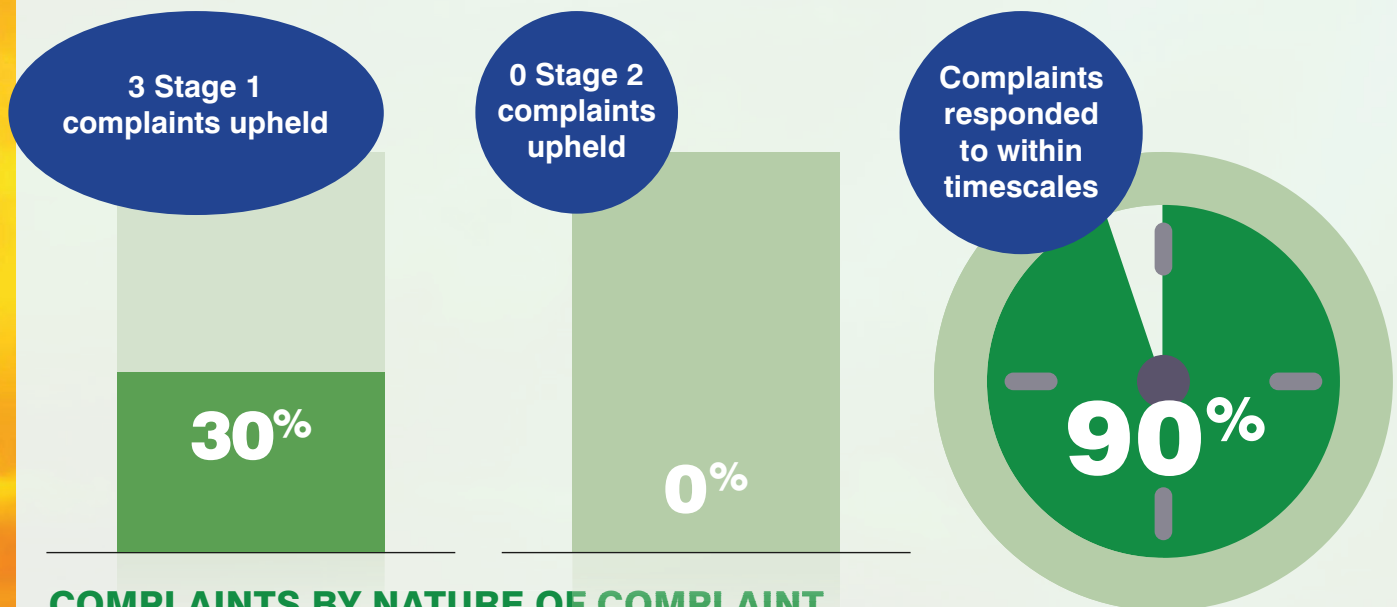
As shown in the table below, our performance remains favourable, with Hillhead's current tenant rent arrears and empty house/flat rent loss below the SHN average as well as relet times. In relation to average number of days to complete non emergency repairs, our timescales are significantly better than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

Performance Area	Hillhead	Scotland Housing Network
Current Tenant Rent Arrears	1.76%	3.12%
Rent Loss for empty houses/flats	0.62%	0.58%
Average time taken to re-let a house	44.86 days	28.70 days
Average number of days to complete non emergency repairs	3.14 days	6.98 days

COMPLAINTS

Between 1 January and 31 March 2026, the Association received ten Stage 1 complaints and no Stage 2 complaints.

COMPLAINTS RESULTS



COMPLAINTS BY NATURE OF COMPLAINT

Housing Quality & Maintenance – Disagreement with decision	1
Housing Quality & Maintenance – standard of service provided	6
Housing Quality & Maintenance – Dissatisfaction with policy	1
Customer / Landlord Relationship – Disagreement with decision	1
Customer / Landlord Relationship – conduct/attitude of staff	1
Complaints relating to equalities	0

ACTION TAKEN TO IMPROVE SERVICES

The upheld complaint was due to incorrect information given, and this has been addressed with the relevant staff member. The partially upheld complaint was due to delays in works and such instances continue to be monitored.