Annual Return on the Charter (ARC) 2024-2025

Landlord name: Hillhead Housing Association 2000

RSL Reg. No.: 326

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Approval

A1.1	Date approved	21/05/2025
A1.2	Approver	Catherine McKiernan
A1.3	Approver job title	Director
A1.4	Comments (Approval)	

N/A

Comments (Submission)

n/a

Social landlord contextual information

Staff

Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Ms. Catherine McKiernan
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.00
C1.2.2	the number of office based staff	17.80
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	21.80
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	4.76%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	2.84%

Social landlord contextual information

Lets

Number of lets during the reporting year, split between ‘general needs’ and ‘supported housing’ (Indicator C3)

C3.1	The number of ‘general needs’ lets during the reporting year	40
C3.2	The number of ‘supported housing’ lets during the reporting year	0

Indicator C3	40

The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	9
C2.2	The number of lets to housing list applicants	15
C2.3	The number of mutual exchanges	4
C2.4	The number of lets from other sources	2
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	11
C2.5.2	nominations from the local authority	3
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	40

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

C3 - Our agreement with East Dunbartonshire Council is void led, when we notify them of a vacancy they choose whether they wish to make a Section 5 referral or provide nominations from their own housing list. They received 14 of our 40 vacancies, and chose to make 11 Section 5 referrals and 3 nominations, therefore 35% of our vacancies were available to statutory homeless households.

Overall satisfaction

All outcomes

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	475
1.1.2	the fieldwork dates of the survey	09/2024
1.1.3	The method(s) of administering the survey: Post	☐
1.1.4	Telephone	☐
1.1.5	Face-to-face	☒
1.1.6	Online	☐
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	248
1.2.2	fairly satisfied	175
1.2.3	neither satisfied nor dissatisfied	27
1.2.4	fairly dissatisfied	11
1.2.5	very dissatisfied	13
1.2.6	no opinion	1
1.2.7	Total	475

Indicator 1	89.05%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	475
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	249
2.2.2	fairly good at keeping them informed	183
2.2.3	neither good nor poor at keeping them informed	27
2.2.4	fairly poor at keeping them informed	4
2.2.5	very poor at keeping them informed	12
2.2.6	Total	475

Indicator 2	90.95%

Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	475
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	229
5.2.2	fairly satisfied	161
5.2.3	neither satisfied nor dissatisfied	66
5.2.4	fairly dissatisfied	5
5.2.5	very dissatisfied	14
5.2.6	Total	475

Indicator 5	82.11%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	02/2022
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	18.00
C8.3	The date of your next scheduled stock condition survey or assessment	02/2027
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

As previously reported the Association targeted 20% of our stock for full survey. We ensured a broad selection of stock house types were surveyed. A higher percentage of surveys were carried out at older stock or where planned maintenance works were completed in earlier improvement phases. With a smaller percentage of surveys at new builds. 20% target was not quite achieved due to access issues.
Survey template which highlight SHQS criteria is used, further information is added relating to actual conditions of components/dwellings and recommendations for actions are provided.

As confirmed in our e mail to SHR in January 2024 and again in January 2025 - We would propose to carry out stock condition surveys of around 20% of our stock every 5 years.
As a community based Housing Association, our office is based at the heart of our operational area. We therefore have a sound knowledge of our stock through our day to day activities. Our staff team have a wealth of knowledge relating to the stock type and common issues within each house type.

All our properties have been modernised with new kitchens, bathrooms, central heating systems, roofs, roughcast and new windows since 2006 and we have a planned renewal programme in place to replace components at the end of their life cycle.

As part of our 2024-25 planned maintenance programme we installed 64 new boilers and 60 kitchens.

We also have an Estate Co – Ordinator in place, who carries out regular visits around the Estate and this includes reviewing the external conditions of the properties.

We have an established life cycle programme and also carry out regular cyclical maintenance on components including timber painting, gutter cleaning etc.

We have also implemented a proactive approach to the identification and remediation of any issues of damp and mould in our properties. At every home visit, regardless of the primary reason for the visit (e.g. repairs, arrears, tenancy sustainment etc.) our staff will ask if there are any issues of damp or mould within the home. We also routinely ask the same question of any tenants interacting with our Reception staff. Where damp or mould is reported our procedures for dealing with this would then take effect.

During 2024 we commenced a programme of home visits to properties where we have identified that we have had little contact from tenants in recent times. This programme will continue during 2025. This helps us to identify any stock or repairs issues and act upon them accordingly, as well as picking up any welfare issues with the tenants themselves.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	830	871
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	4	4
C9.4.1	Self-contained stock failing SHQS for one criterion	1	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	1	0
C9.5	Stock meeting the SHQS	825	867

C9.6	Total self-contained stock meeting the SHQS by local authority

	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	825	867
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0

North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	825	867

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)

6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	830
6.1.2	projected to the end of the next reporting year	871
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	825
6.2.2	projected to the end of the next reporting year	867

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	99.40%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	99.54%

Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	475
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	257
7.2.2	fairly satisfied	170
7.2.3	neither satisfied nor dissatisfied	21
7.2.4	fairly dissatisfied	11
7.2.5	very dissatisfied	16
7.3	Total	475

Indicator 7	89.89%

Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)

8.1	The number of emergency repairs completed in the reporting year	338
8.2	The total number of hours taken to complete emergency repairs	443

Indicator 8	1.31

Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	1,795
9.2	The total number of working days taken to complete non-emergency repairs	4,026

Indicator 9	2.24

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	1,633
10.2	The total number of reactive repairs completed during the reporting year	1,731

Indicator 10	94.34%

How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	1
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
This gas service was completed 1 day late. Notifiable Event submitted at the time and a report presented to our Management Committee		

Indicator 11	1

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	325
	12.2 Of the tenants who answered, how many said that they were:	
12.2.1	very satisfied	195
12.2.2	fairly satisfied	92
12.2.3	neither satisfied nor dissatisfied	9
12.2.4	fairly dissatisfied	15
12.2.5	very dissatisfied	14
12.2.6	Total	325

Indicator 12	88.31%

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Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

Indicator C9 - Scottish Housing Quality Standards
We have 4 properties in abeyance re SHQS this is due to 4 tenants that have refused access to complete Scottish Housing Quality Standards upgrade works. We will continue to try and gain access to these properties.
We have 1 failure relating to EICRs. The failure is due to the fact that the tenant has not provided access to allow our contractor to complete the remedial works following an unsatisfactory EICR. The Association is in the process of obtaining a legal order to gain access to the property to carry out the works.
In relation to EICR –

- 2 due from previous reporting year 23/24 – complete
- 211 due reporting year 24/25
  - 203 completed on time
  - 7 completed after anniversary date but within reporting year
  - 1 remains outstanding – remedial works required, as noted above

In relation to fire safety requirements, all properties have interlinked smoke and heat detectors that comply with regulations.

Re gas safety - as previously noted, one Gas Safety Check was one day late. A notifiable event was submitted and report provided to Management Committee.

Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	44	6
Complaints carried forward from previous reporting year	0	2
All complaints received and carried forward	44	8
Number of complaints responded to in full by the landlord in the reporting year	44	8
Time taken in working days to provide a full response	108	123

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	2.45
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	15.38

Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "'Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?'"	475
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	275
13.2.2	fairly satisfied	157
13.2.3	neither satisfied nor dissatisfied	15
13.2.4	fairly dissatisfied	22
13.2.5	very dissatisfied	6
13.2.6	Total	475

Indicator 13	90.95%

Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	50
14.2	The number of tenancy offers that were refused	10

Indicator 14	20.00%

Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)

15.1	The number of cases of anti-social behaviour reported in the last year	34
15.2	Of those at 15.1, the number of cases resolved in the last year	34

Indicator 15	100.00%

Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	6

Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	4
22.2.1	22.2 The number of properties recovered: because rent had not been paid	0
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	0.00%

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

Indicator C4 - We note that 6 abandonments this year is higher than in previous years but can find no pattern or reason for this and are satisfied the abandonment procedure was appropriate in each case.

Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)

17.1	The total number of lettable self-contained stock	830
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	42

Indicator 17	5.06%

Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	17
19.2	The number of approved applications completed between the start and end of the reporting year	15
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	2
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	2

Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost(£) that was landlord funded;	£185
20.2	The cost(£) that was grant funded	£29,167
20.3	The cost(£) that was funded by other sources.	£0

Indicator 20	£29,352

The average time to complete adaptations (Indicator 21)

21.1	The total number of working days taken to complete all adaptations.	1,380
21.2	The total number of adaptations completed during the reporting year.	24

Indicator 21	57.50

Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	18
23.2	The total number of individual homeless households referrals received under other referral routes.	0
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	18
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	17
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	0
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	17
23.7	The total number of accepted offers.	10

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	94.44%
Indicator 23 - The percentage of those offers that result in a let	58.82%

Average length of time to re-let properties in the last year (Indicator 30)

30.1	The total number of properties re-let in the reporting year	40
30.2	The total number of calendar days properties were empty	1,336

Indicator 30	33.40

Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	8
16.1.2	applicants who were assessed as statutory homeless by the local authority	8
16.1.3	applicants from your organisation's housing list	18
16.1.4	nominations from local authority	6
16.1.5	other	0
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	7
16.2.2	applicants who were assessed as statutory homeless by the local authority	7
16.2.3	applicants from your organisation's housing list	18
16.2.4	nominations from local authority	5
16.2.5	other	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	87.50%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	87.50%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	83.33%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	N/A

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)

26.1	The total amount of rent collected in the reporting year	£4,459,357
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£4,413,612

Indicator 26	101.04%

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£131,450
27.2	The total rent due for the reporting year	£4,429,204

Indicator 27	2.97%

Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	0
28.2	The total value of management fees invoiced to factored owners in the reporting year	N/A

Indicator 28	N/A

Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£4,429,204
18.2	The total amount of rent lost through properties being empty during the reporting year	£15,592

Indicator 18	0.35%

Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	3.30%

The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	503
C6.2	The value of direct housing cost payments received during the reporting year	£2,312,607

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

C7.1	The total value of former tenant arrears at year end	£41,776
C7.2	The total value of former tenant arrears written off at year end	£14,939

Indicator C7	35.76%

Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)

25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	475
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	132
25.2.2	fairly good value for money	218
25.2.3	neither good nor poor value for money	64
25.2.4	fairly poor value for money	38
25.2.5	very poor value for money	23
25.3	Total	475

Indicator 25	73.68%

Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	
29.2.2	fairly satisfied	
29.2.3	neither satisfied nor dissatisfied	
29.2.4	fairly dissatisfied	
29.2.5	very dissatisfied	
29.3	Total	

Indicator 29	

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

Indicator 25 - satisfaction here is down marginally on our previous survey (76.36%). As our perfomance across the other satisfaction indicators has either improved or stayed the same we believe that this is in part due to the wider economic climate and the fact that so many tenants are struggling with daily living costs. We know from additional surveys and our welfare rights service that many are concerned about the cost of energy and food in particular.
We have recently introduced the use of CX Feedback to allow us to gain a more nuanced and granular view of tenants concerns and aspirations, and will use this to deliver greater insight to the value for money response with a view to providing further support to those currently expressing dissatisfaction.

Other customers

Gypsies / Travellers

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

Indicator 31	N/A

For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.