



Hillcrest
Homes

Performance Report

2018/19



This document can be produced in different formats,
for example, in larger print or audio-format,
and in other languages, as appropriate.



customerservice@hillcrest.org.uk
www.hillcrest.org.uk
0300 123 2640





Dear tenants

We'd like to welcome you to the 2018/19 issue of our performance report!

As a social landlord, there are standards set out by the Scottish Social Housing Charter that we must adhere to. These include the quality of our homes, the quality of our service, and your opportunities to get involved and have a say – just to name a few. This report, which our tenants have helped create, lets you know how we got on in each of these areas over the past year.

There have been some big changes this year. We worked hard getting your views on Hillcrest's brand as a whole, and using your fantastic feedback we've brought in a fresh and more easily understandable brand. There are also many other achievements we've been proud of this year, and as always we've been delighted to have our tenants by our side through these successes.

We've always got our eye on the future too though, and we're always looking for ways to improve as we keep working hard to give you the best possible offering we can. To help with this, your views and input are always welcome and there are plenty of opportunities to get involved, such as joining our Interested Tenants Register or our Hillcrest Action for Residents and Tenants (HART) group.

To find out more about joining or to give us any feedback, simply get in touch with us:

- **Phone: 0300 123 2640**
- **Email: customerservice@hillcresthomes.org.uk**

We hope you enjoy reading this report.

Key performance indicators

The table shows some of the key performance indicators we use to measure successes - and how we performed.

Key Performance Indicators	Target	Achieved
Current rent arrears	4.2%	3.54%
Void rent loss	1.75%	0.63%
Re-let times	20 days	24.7 days
Emergency repairs	4 hours	2.49 hours
Non-emergency repairs	Between 3 and 10 working days	4.89 days



6,090 houses



386 staff



7 local authority areas covered



748
lets made this year



24,781
repairs carried out



91.63%
of tenancies were sustained
for over 12 months



£25,472,796
gross rental income



£1,377,073
rent arrears



3,751 tenants on low
incomes had their housing costs
paid to us directly

Getting our tenants involved



How did we do?



98.75%

Percentage of tenants who are satisfied with the opportunities open to them to participate in Hillcrest's decision making process (2017/18 - 97.62%, Scottish average - 85.92%)

**Figures taken from Tenant Satisfaction Survey, June 2019.*

What have our tenants been up to in 2018/19?

October 2018

Hillcrest Action for Residents and Tenants (HART) visited Caledonia Housing Association to get an insight into how they do things and to meet some of the team there. They came back with plenty of fresh ideas and new approaches!

November 2018

With the landscaping contract up for renewal in 2019, consultations were held with tenants in Edinburgh at Holyrood Park Education Centre and the V&A in Dundee. We received plenty of great feedback about what landscaping services are important to tenants, and used this when putting the contract out to landscaping companies to bid on.

It was a busy month for HART, attending a conference in St Andrews, and completing minute-taking training at Dundee and Angus College.

February 2019

Tenants on our Interested Tenant Register took part in our Experience Exchange event, which gave them the chance to have their say on our customer service practises and procedures.

April 2019

We launched the Be a Good Egg appeal for Easter eggs for struggling families.

May 2019

Tenants on our Interested Tenant Register attended a preview and feedback session for Hillcrest's new tenants' app. They had the opportunity to get their hands on the app and give it a thorough test, then offered feedback on any improvements and changes needed.

A brand new Interested Tenants sub-group was launched – the Newsletter Readers Group! Two tenants joined the group to help review and approve articles for Hillcrest's tenant newsletter.

June 2019

The Hillcrest Energy Advice team (HEAT) organised an event for our interested tenants to have their say on our existing range of leaflets and help us make changes on writing new ones

July 2019

July was a big month for us, with our new brand being officially revealed. Meanwhile, HART established a joint working relationship with Dundee Voluntary Action to help us review how best to support tenant volunteers.

August 2019

With more big changes on the horizon for Hillcrest Homes' rent structure, tenants from our Interested Tenants Register attended a consultation event to discuss how the changes could be communicated to tenants in the easiest and most straightforward way.

Interested Tenants also took part in a session hosted by our Tenant Information Service on the topic of Rapid Rehousing. Rapid Rehousing is an initiative that aims to get people who have experienced homelessness into their own accommodation rather than temporary hostels as soon as possible.

September 2019

To coincide with Scottish Housing Day taking place on the 18th of September, tenants got the opportunity to shadow some of our Hillcrest teams, such as Communications and Media and our Housing team.

HART also took part in a visit to Kingdom Housing Association to again learn new ways of working, meet the team and find out more.

Providing quality homes

SHQS compliance

The Scottish Housing Quality Standard (SHQS) is the standard set by the Scottish Government for all social housing. The Scottish Social Housing Charter asks that we meet these standards as a minimum to ensure we are providing you with a quality place to call home.

The table below shows Hillcrest's SHQS compliance in comparison with other organisations:

Organisation	SHQS compliance
Hillcrest Homes	97.91%
Dunedin Canmore	99.70%
Link Group	99.60%
Caledonia	96.4%
Angus Housing Association	95.70%
Castle Rock Edinvar	90.30%
Scottish average:	94.09%

EESSH compliance

At Hillcrest, energy efficiency is something we're passionate about, so we're very serious about the Energy Efficiency Standard for Social Housing (EESSH). As part of our EESSH pledge, we've been actively upgrading properties to make them more energy efficient.

Hillcrest still has 552 properties still to receive work. The table below shows how we place amongst other housing associations for EESSH compliance:

Organisation	EESSH compliance
Hillcrest Homes	93.32%
Dunedin Canmore	94.30%
Caledonia	94.00%
Link Group	93.30%
Castle Rock Edinvar	91.30%
Angus Housing Association	88.60%



94.75%

Percentage of tenants who were either satisfied or fairly satisfied with the quality of their home: (2017/18 - 91.67%, Scottish average - 83.19%)

**Figures taken from Tenant Satisfaction Survey, June 2019.*

Planned maintenance

This year we once again embarked on an extensive programme of maintaining and upgrading our tenants' homes.

The table below shows what we replaced, what we spent, and also gives you an idea of roughly how long it will be before certain elements of your homes are due for replacement:

Item	Properties	Spend	Replacement Cycle
Bathrooms	114	£258,294	35 years
Gas Installs	165	£737,203	15 years
Electric heating	259	£702,741	20 years
Window projects	142	£772,120	50 years
Kitchens	250	£788,421	15 years
EESSH	160	£731,191	N/A
Total	1090	£3,989,970	

Keeping your homes up to scratch

Whenever something goes wrong with your home, from radiators not heating up to leaky pipes - Hillcrest Maintenance is here to help, with toolbox in hand! The Scottish Social Housing Charter asks that we keep your homes well maintained and that we work with you to carry these repairs out when it's most convenient, all of which we think we do pretty well!

Organisation	Average hours for emergency repair response
Hillcrest Homes	2.5
Angus Housing Association	1.9
Dunedin Canmore	2.6
Link Group	2.7
Castle Rock Edinvar	3.6
Caledonia	4.2
Scottish average:	3.65

Organisation	Average days for non-emergency repair response
Hillcrest Homes	4.9
Angus Housing Association	3.8
Dunedin Canmore	5.1
Caledonia	5.3
Link Group	6.3
Castle Rock Edinvar	12.4
Scottish average:	6.56



3160 (100%)

Number of properties with gas safety certificates (for properties with gas):



94.75%*

The percentage of tenants who were satisfied or fairly satisfied with the quality of their home (2017/18 - 90.71%, Scottish average 90.71%)

*Figures taken from Tenant Satisfaction Survey, June 2019.



The neighbourhood and community

We don't just cast all our focus on creating comfortable homes, we also want to create well-maintained neighbourhoods where you can feel safe.

We take a strong stance on anti-social behaviour, and these figures show the number of anti-social behavioural reports we receive per 100 homes:

	No. of anti-social behaviour (ASB) cases per 100 homes	Percentage of ASB complaints resolved within the locally agreed timescale
Hillcrest Homes	7.5	57.90%
Link Group	10.5	87.20%
Castle Rock Edinvar	2.5	86.80%
Caledonia	9.3	97.60%
Dunedin Canmore	6.2	99.00%
Angus Housing Association	18.1	81.40%
Scottish average:	7.54	87.86%



57.90%

The percentage of anti-social behaviour cases that were dealt with within the locally agreed timescales (2017/18 - 47.93%).

*From 2019/20 it is the number of resolved cases that are recorded



Providing homes and support

Providing homes for our tenants and offering them ongoing support to enjoy stable and comfortable tenancies is what Hillcrest was originally created to do.

The Scottish Social Housing Charter asks that people find it easy to access a wide choice of social housing, with transparency around how we allocate homes. It also asks that our tenants have access to good support, something which we feel we've excelled at through our award-winning in-house support teams.

Number of people housed

Source of Referral	Number	%
Internal Transfer	92	12.30%
Direct Application	333	44.52%
Section 5 Referral/ Local Authority (council) nomination	197	26.34%
Mutual Exchange	35	4.68%
Other	91	12.17%
Total	748	100.00%

Tenancy Sustainment Service

Number of tenants engaged	1,765
Total financial gain	£1,795,143.60
Financial gain direct to Hillcrest Homes	£463,827.69
Housing Benefit paid directly to Hillcrest Homes	£408,071.10
DHP paid directly to Hillcrest Homes	£40,234.38
£'s of financial gain to tenants*	£1,331,316.00

**Includes benefits, charity awards, food parcels & council tax rebates*

Hillcrest Energy Advice Team

No. of tenants engaged	1,176
Referral to home visits %	79%
£s of financial gain to tenants	£305,192.64



98%*

The percentage of tenants that were satisfied or fairly satisfied with the standard of customer service when contacting Hillcrest (2017/18 - 99%)

**Figures taken from Tenant Satisfaction Survey, June 2019.*



Value for money

We are always looking to strike a careful balance between keeping our homes as affordable as possible, while also enabling us to generate enough money to continue running our fantastic level of support.

It's also important to us that our tenants have clear information on how your rent money is spent. The figures below will help outline the value for money tenants receive, as well as where the money goes:

Value for money, rents & service charges	2016/17	2017/18	2018/19
Rent increase	1.75%	3.50%	2.45%
Average weekly rent (including service charge)	£77.19	£77.80	£81.09
Gross arrears	£1,032,315	£1,348,498	£1,377,073
As percentage of rent due	4.78%	5.64%	5.35%



93%*

The percentage of tenants that think their rent is good value for money (2017/18 - 91.67%, Scottish average - 83.19%)

**Figures taken from Tenant Satisfaction Survey, June 2019.*

Where does your rent go?	2017/18	2018/19	%
Total rental income	£24,695,110	£26,568,425	100%
Reactive maintenance	£3,726,156	£4,059,061	15%
Planned maintenance	£3,142,398	£3,107,971	12%
Loan interest	£4,828,603	£5,107,016	19%
Management and maintenance costs	£6,812,433	£7,813,110	29%
Voids & bad debts	£548,601	£781,382	3%
Surplus	£1,974,376	£1,963,586	7%
Balance depreciation	£3,662,543	£3,736,299	14%



1 Explorer Road, Dundee DD2 1EG
T: 0300 123 2640

www.hillcrest.org.uk

Hillcrest Homes (Scotland) Ltd is a Scottish Registered Company
Registered No. SC006809
RSL no 125 VAT Reg. No 814 2751 44