



**Hillcrest**  
Homes

# Annual Performance Report

*To Tenants*

## Hillcrest Homes in 2019/20:



**6,317**

Total houses  
(not including mid-market rent properties)



**392**

Total staff



Number of local  
authority areas covered



**756**

Number  
of lets



**20,383**

Repairs carried out

**94.44%**



Tenancies sustained  
for over 12 months



**£27,490,572**

Total rent collected  
in 2019/20

**£1,453,310**

Rent Arrears as at  
31st March 2020



Amount spent on maintenance  
and servicing



**£7,579,977**



Number of  
tenants on  
Housing Benefit



Total financial gain to  
tenants through support  
from tenant services teams



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

# Quality of housing

## SHQS compliance

The Scottish Housing Quality Standard (SHQS) is the standard set by the Scottish Government for all social housing. Here's how we did in terms of compliance this year.



Scottish average **94.4%**

## EESSH compliance

The Energy Efficiency Standard for Social Housing (EESSH) is something we're passionate about here at Hillcrest. The EESSH aims to improve energy efficiency for tenants in social housing in Scotland, saving them money and reducing fuel poverty.



**96.8%**

Percentage of our homes meeting the EESSH standard

Scottish average **90.9%**



**£1,161,367**

Amount spent upgrading homes this year



**202**

Number of properties not yet meeting the EESSH standard

## Planned maintenance

Keeping your homes in tip-top condition is one of our top priorities. Here's the upgrades we invested in this year:

Item	Number	Spend	How often does this get replaced?
Bathrooms	150	£358,860	35 years
Gas boilers	207	£917,163	15 years
Electric heating	96	£355,384	20 years
Window projects	44	£274,278	50 years
Kitchens	247	£805,748	15 years
Window projects	236	£1,019,324	50 years
<b>Total</b>	<b>980</b>	<b>£3,730,757</b>	

**94.96%**

of tenants were satisfied with the quality of their home.

Scottish average **88.4%**

# Tenant participation

of tenants were satisfied with the opportunities available to them to participate in Hillcrest's decision making process.

**98.75%**

Scottish average **87.2%**



# Repairs



Number of properties with gas safety certificates **2683** out of **2726**



Average hours for emergency repair response  
Scottish average **3.96**



Average days response for non-emergency  
Scottish average **6.38**

**98.94%** of tenants were satisfied with the repairs and maintenance service they received.  
Scottish average **91.3%**

# Neighbourhood and community



No. of anti-social behaviour (ASB) cases per 100 homes – **8.07**  
Scottish average **7.53**



Percentage of ASB complaints resolved within the locally agreed timescale – **85%**  
Scottish average **94.1%**

# Access to housing and support

Here's the avenues that our tenants who were housed this year came through:

Internal Transfer	64	15.19%
Housing list applicants	417	39.93%
Section 5 Referral/ LA Nomination	68	35.32%
Mutual Exchange	39	5.46%
Other	168	4.10%
<b>Total</b>	<b>756</b>	

**£333,355**

total spent on adapting homes this year for people with support needs

Here's the financial gain for tenants that our support teams generated this year.

## Tenancy Sustainment Service:

- Engaged with **2221** tenants
- Generated **£1,299,617** of financial gain for our tenants

## Hillcrest Energy Advice Team:

- Engaged with **1068** tenants
- Generated **£404,190** of financial gain for our tenants
- **241** emergency meters top-ups administered



**96%** of tenants said they were satisfied with the overall service we provide.

Scottish average **89.2%**

# Value for money

## Value for money, rents & service charges



### Rent increase

2017/18	2018/19	2019/20
<b>3.50%</b>	<b>2.45%</b>	<b>1.5%</b>



### Average weekly rent (including service charge)

2017/18	2018/19	2019/20	Scottish average
<b>£77.80</b>	<b>£81.09</b>	<b>£81.18</b>	<b>£82.97</b>



### Gross arrears

2017/18	2018/19	2019/20
<b>£1,348,498</b>	<b>£1,377,073</b>	<b>£1,453,310</b>



### As percentage of rent due

2017/18	2018/19	2019/20
<b>5.64%</b>	<b>5.35%</b>	<b>5.21%</b>



## Where does your rent go?

	2018/19	2019/20
Total rental income	£26,568,425	£28,566,759
Reactive maintenance	£4,059,061	£4,704,839
Planned maintenance	£3,107,971	£2,875,138
Loan interest	£5,107,016	£6,789,003
Management & maintenance costs	£7,813,110	£8,179,376
Voids & bad debts	£781,382	£837,651
Surplus	£1,963,586	£624,528
Balance depreciation	£3,736,299	£4,556,224

**87.62%**  
of tenants  
think their rent  
is either very  
good or fairly  
good value for  
money.

Scottish  
average **85.3%**



1 Explorer Road, Dundee DD2 1EG  
T: 0300 123 2640  
E: [customerservice@hillcrest.org.uk](mailto:customerservice@hillcrest.org.uk)

[www.hillcresthomes.org.uk](http://www.hillcresthomes.org.uk)

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