



Hillcrest
Homes

Annual Performance Report *to Tenants*

Hillcrest Homes in 2020/21:



6,545

Total houses



395
Total staff



Number of local
authority areas covered



591

Number
of lets



22,881

Repairs carried out



36.92
Days

Average length of time
to re-let properties

94.44%



tenancies continue for
over 12 months



£29,179,441

Total rent collected
in 2020/21

£1,459,665

Rent Arrears as at
31st March 2021



Amount spent on
maintenance and servicing



£12,517,025



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

Tenant participation

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

Scottish average
86.9%

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 **92.5%**

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.



97.2%

Percentage of our homes meeting the EESSH standard

Scottish average **90.3%**



£54,780

Amount spent upgrading homes this year



183

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	85	£235,888	35 years
Gas boilers	77	£316,600	15 years
Electric heating	128	£410,941	20 years
Window projects	3	£28,592	50 years
Kitchens	71	£242,368	15 years
EESSH Install (Boilers)	11	£60,255	15 years
Total	375	£1,294,644	

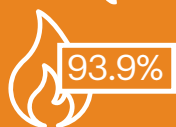
90.5%

of tenants were satisfied with the quality of their home.

Scottish average
87.1%



Repairs



Number of properties with gas safety certificates
3,728 out of **3,971**



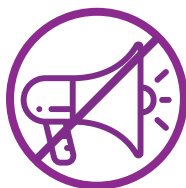
Average hours for emergency repair response
Scottish average **3.02**



Average days response for non-emergency
Scottish average **5.67**

97.6% of tenants were satisfied with the repairs and maintenance service they received.
Scottish average **90.71%**

Neighbourhood and community



No. of anti-social behaviour (ASB) cases reported: **189**



Percentage of ASB complaints resolved in the last year: **87.3%**
Scottish average **93.5%**

Access to housing and support

Here's how our new tenants over the past year accessed their home:

Internal Transfer <i>Existing tenant transferring to a different property</i>	78
Housing list applicants <i>Allocations from the local authority that are not homeless</i>	240
Section 5 Referral <i>Tenant referred to us as they have been homeless</i>	203
Local Authority Nomination <i>Allocations from the local authority that are not part of a common housing register</i>	48
Mutual Exchange <i>Tenant swapped houses with another tenant.</i>	22
Total	591

£477,127



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

Our support teams helped thousands of tenants over the past year. Here's the total financial gain generated for tenants:

Tenancy Sustainment Service:

- Engaged with **2,987** tenants
- Generated **£2,539,844.80** of financial gain for our tenants

Hillcrest Energy Advice Team:

- Engaged with **2,479** tenants
- Generated **£204,525** of financial gain for our tenants
- **288** emergency meters top-ups administered

91%

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



Value for money

Value for money, rents & service charges



Rent increase

2018/19	2019/20	2020/21
2.45%	1.5%	0.7%



Average weekly rent (including service charge) for self-contained properties

2018/19	2019/20	2020/21
£81.09	£81.18	£86.76



Gross arrears

The arrears figure, including the amounts of Housing Benefit that we are owed but have not yet been paid.

2018/19	2019/20	2020/21
£1,377,073	£1,453,310	£1,459,665



As percentage of rent due

2018/19	2019/20	2020/21
5.35%	5.21%	4.95%

Where does your rent go?

	2019/20	2020/21
Total rental income	£29,452,580	£31,135,091
Reactive maintenance	£4,704,839	£4,511,941
Planned maintenance	£2,875,138	£2,810,946
Loan interest	£6,789,003	£6,465,701
Management & maintenance costs	£8,179,376	£8,343,603
Voids & bad debts	£837,651	£1,156,974
Surplus <i>The surplus required for the repayment of loans and capital investment in properties, such as bathrooms, kitchens or heating replacements.</i>	£1,510,349	£3,182,479
Depreciation <i>The allocation of the cost of Housing Properties, less grants received, over the useful life of the property.</i>	£4,556,224	£4,663,447



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