

Annual Performance Report

2021/22

Our year in a nutshell



Total houses
7,008



Rent Arrears as at 31 March
2021
£1,569,636



Number of tenants on
Housing Benefit
4,096



Total financial gain to
tenants through
support from
tenant services
teams
£2,718,329



Number of lets
818



Repairs carried out
23,995



Average length of time to
re-let properties
36.8 days
(last year 36.9 days)



Total rent collected
£31,738,990



Hillcrest
Homes

Quality of housing

SHQS compliance

The Scottish Housing Quality Standard (SHQS) is the standard set by the Scottish Government for all social housing.

80.9%

of our housing stock meets the SHQS

85.8%

of tenants were satisfied with the quality of their home

Scottish average: 84%



EESSH compliance

The Energy Efficiency Standard for Social Housing (EESSH) aims to improve energy efficiency for tenants in social housing in Scotland, saving them money and reducing fuel poverty - particularly important as energy bills continue to rise.

95.8%

of our housing stock meets the EESSH

155

of our homes are still to be upgraded to EESSH standard

Planned maintenance

Keeping your home in tip-top condition is one of our priorities. Here's how much we've invested in improvements over the past year:

Type of upgrade	No. carried out	Amount invested
Bathrooms	166	£435,017
Gas boilers	157	£845,017
Electric heating	301	£1,026,972
Window projects	308	£152,225
Kitchens	36	£1,054,666
Total	968	£3,513,897

Tenant participation

66.8%

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

Scottish average: 83.7%





Repairs



100%
of properties have up-to-date gas
safety certificates



2.92 hours
is our average response time for an
emergency repair



11.12 days
is our average response time for a
non-emergency repair

Access to housing and support

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

Tenancy Sustainment Service (TSS)

2,799 tenants engaged with
£1,521,241 of financial gain for tenants generated

Hillcrest Energy Advice Team (HEAT)

3,467 tenants engaged with
£511,569 of financial gain for tenants generated
397 emergency meter top-ups administered. *Total value: £30,000*

£277,958 spent on adapting homes this year for people with support needs

92.2% of tenants said they were
satisfied with the overall
service we provide

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

Internal Transfer	84
Housing List Applicants	468
Section 5 Referral	207
LA Nomination	59
Total	818

Neighbourhood and community



112
antisocial behaviour (ASB) cases
were reported last year



92.7%
of ASB complaints were resolved
Scottish average: 94.7%

Value for money



Rent increase

2019/20	2020/21	2021/22
1.5%	0.7%	3.5%



Gross arrears

2019/20	2020/21	2021/22
£1,453,310	£1,459,665	£1,569,636



Average weekly rent

2019/20	2020/21	2021/22
£81.18	£86.76	£87.91



Gross arrears as % of rent due

2019/20	2020/21	2021/22
5.21%	4.95%	4.87%

Where does your rent go?	2020/21	2021/22
Total rental income	£31,135,091	£31,135,091
Reactive maintenance	£4,511,941	£5,392,817
Planned maintenance	£2,810,946	£3,513,897
Loan interest	£6,465,701	£6,871,221
Management and maintenance costs	£8,343,603	£9,010,724
Voids and bad debts	£1,156,974	£799,324

85.4%

of tenants think their rent is good value for money

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Hillcrest.org.uk/homes

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