

# Hillcrest Homes

# Annual Performance

# Report 2022/23

## 2022/23 in brief



Total houses  
**7,258**



Number of lets  
**725**



Repairs carried out  
**19,720**



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



Total rent collected  
**£34,050,770**



Rent Arrears as at 31  
March 2023  
**£1,786,772**



Increase in income for  
tenants through  
support from  
Tenant Services  
**£2,191,708**



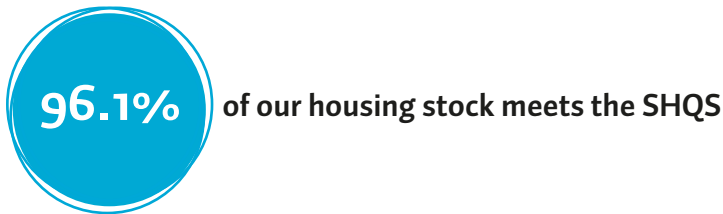
**Hillcrest**  
Homes

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# Quality of housing

## SHQS compliance

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



## 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.



## 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	129	£500,000
Gas boilers	263	£1,298,775
Electric heating	235	£1,000,000
Window projects	46	£445,000
Kitchens	360	£1,200,000
Total	1,033	£4,443,775

# Tenant participation

74.1%

of tenants were satisfied with the opportunities available to them to participate in Hillcrest's decision-making process (Scottish average: 83.7%)

# Repairs



Properties with an up-to-date gas safety certificate

**99.6%**



Our average response time for an emergency repair

**2.85 hours**



Our average response time for a non-emergency repair

**8.99 days**

# Access to housing and support

Our support teams provide a valuable lifeline to thousands of tenants each year. Here's the total financial gain generated in 2022/23:

## Tenancy Sustainment Service (TSS)

**2,425** tenants supported

**£1,204,318** increase in income for tenants

## Hillcrest Energy Advice Team (HEAT)

**2,541** tenants engaged with

**£780,000** increase in income for tenants

**692** emergency meter top-ups administered (total value: £47,352)

**£335,721** spent on adapting homes this year for people with support needs

**92.3%** of tenants said they were satisfied with the overall service we provide (Scottish average: 88%)

Here's how our new tenants accessed their home in 2022/23:

Internal Transfer	132
Housing List Applicants	469
Section 5 Referral	360
LA Nomination	59
Other	7
<b>Total</b>	<b>1027</b>

# Neighbourhood and community

**76**

antisocial behaviour (ASB) cases were reported last year

**88.2%**

of ASB complaints were resolved

# Value for money



## Rent increase

2020/21	2021/22	2022/23
1.5%	0.7%	3.5%



## Gross arrears

2020/21	2021/22	2022/23
£1,459,665	£1,569,636	£1,786,772



## Average weekly rent

2020/21	2021/22	2022/23
£86.76	£87.91	£91.22



## Gross arrears as % of rent due

2020/21	2021/22	2022/23
4.95%	4.87%	5.16%

## Where does your rent go?

	2021/22	2022/23
Total rental income	£31,135,091	£34,050,770
Reactive maintenance	£5,392,817	£6,865,894
Planned maintenance	£3,513,897	£3,649,728
Loan interest	£6,871,221	£7,827,605
Management and maintenance costs	£9,010,724	£9,626,590
Voids and bad debts	£799,324	£1,161,337

# 84.7%

of tenants think their rent is good value for money

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[Hillcrest.org.uk/homes](https://hillcrest.org.uk/homes)

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