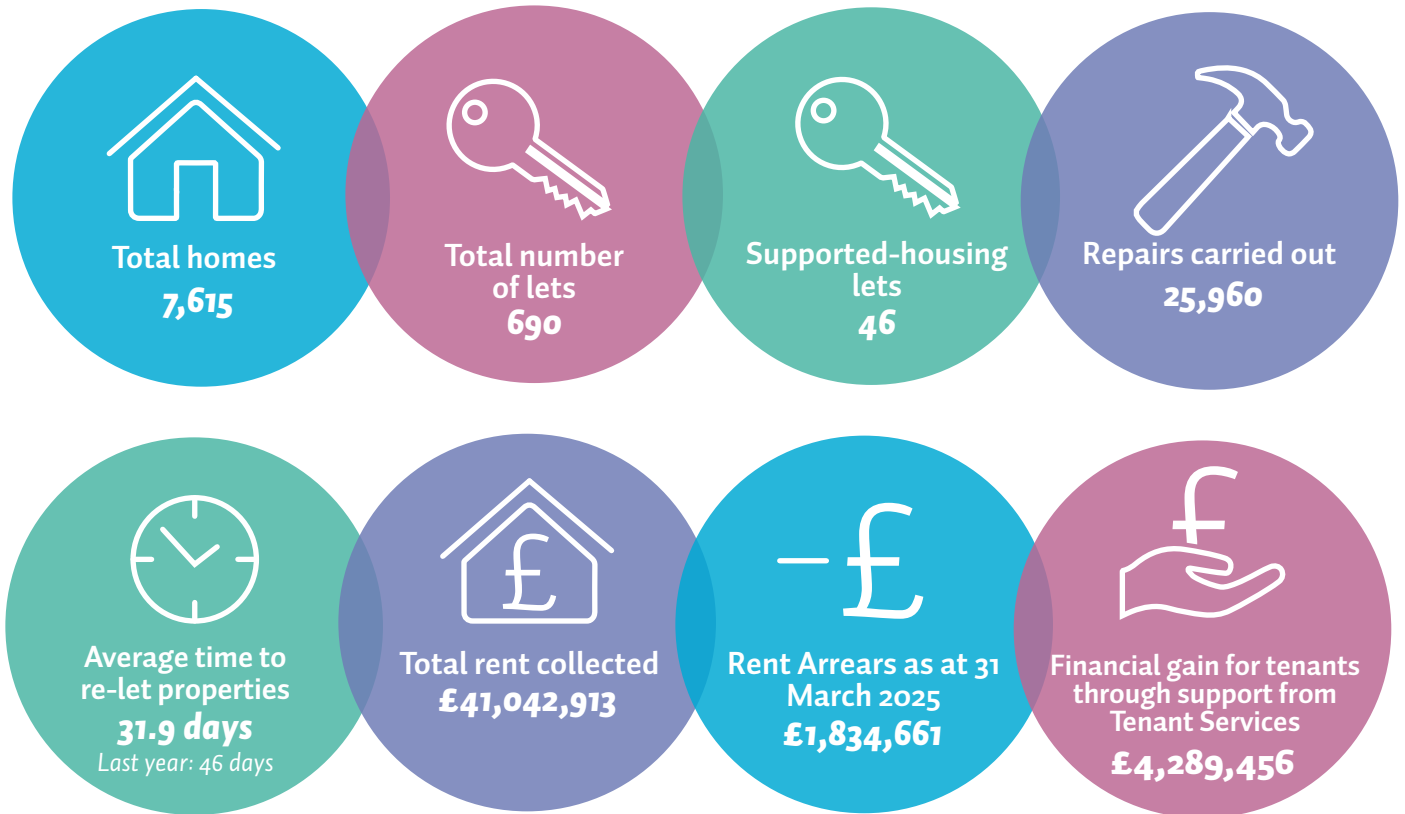


Annual Performance Report 2024/25

Last year in a nutshell



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

Hillcrest Homes (Scotland) Ltd is a Scottish registered charity
Registration No. SCOO6809
Registered Social Landlord No. 125
VAT Reg. 814 2751 44

This document can be produced in different formats, such as large-print or in other languages if required. Contact 0300 123 2640 to find out more.



Hillcrest
Homes

Quality of housing

SHQS compliance

The Scottish Housing Quality Standard (SHQS) is a standard that social landlords are legally required to meet. It ensures homes should be energy efficient, safe, not broken, and have good kitchens and bathrooms—so everyone has a comfortable place to live.



85.8%

of tenants were satisfied with the quality of their home
Scottish average: 84%



99.95% of our housing stock meets the SHQS

EESSH compliance

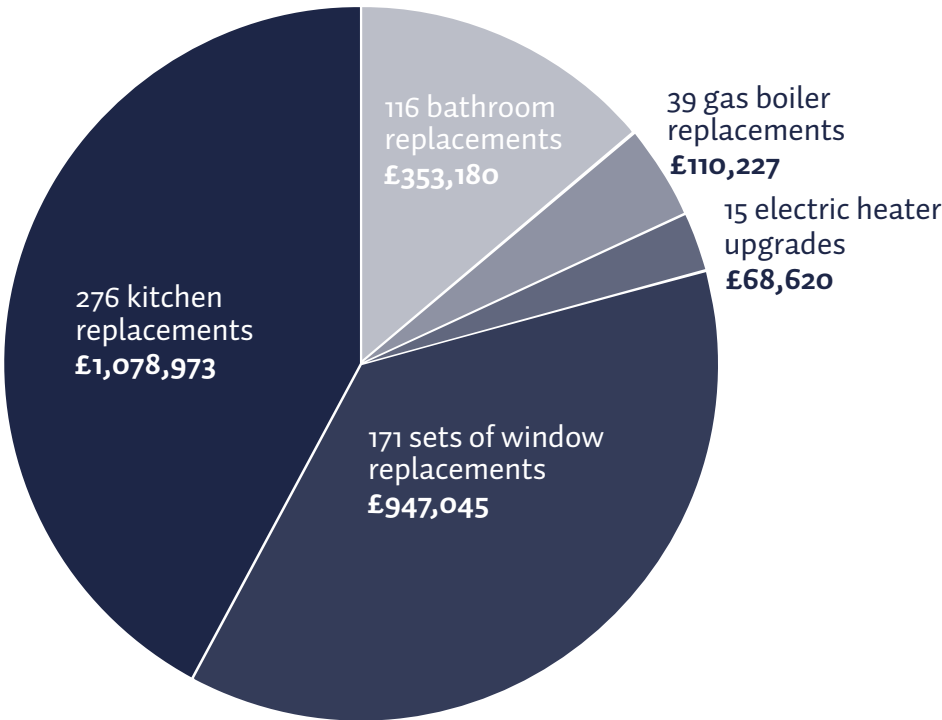
The Energy Efficiency Standard for Social Housing (EESSH) aims to improve energy efficiency for tenants in social housing in Scotland, saving them money and reducing fuel poverty.



99.96% of our housing stock meets the EESSH

Planned upgrades

Here’s how much we spent in 2024/25 on replacing kitchens, bathrooms, windows and heating systems.



Tenant participation



88.7%

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

72.2%

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

Neighbourhood and community

105

antisocial behaviour (ASB) cases were reported last year

90.5%

of ASB complaints were resolved

Repairs

158

home adaptations completed for people with support needs

2.71 hours

is our average response time for an emergency repair

8.15 days

is our average response time for a non-emergency repair

Access to housing and support

Our Tenant Services teams provide support to thousands of tenants each year. Here's the total financial gain generated in 2024/25:

“Financial gain” is the improvement of a tenant’s financial wellbeing, through receipt of additional income, such as benefits or grant, or advice or support that helps a household reduce costs.

Hillcrest Energy Advice Team (HEAT)

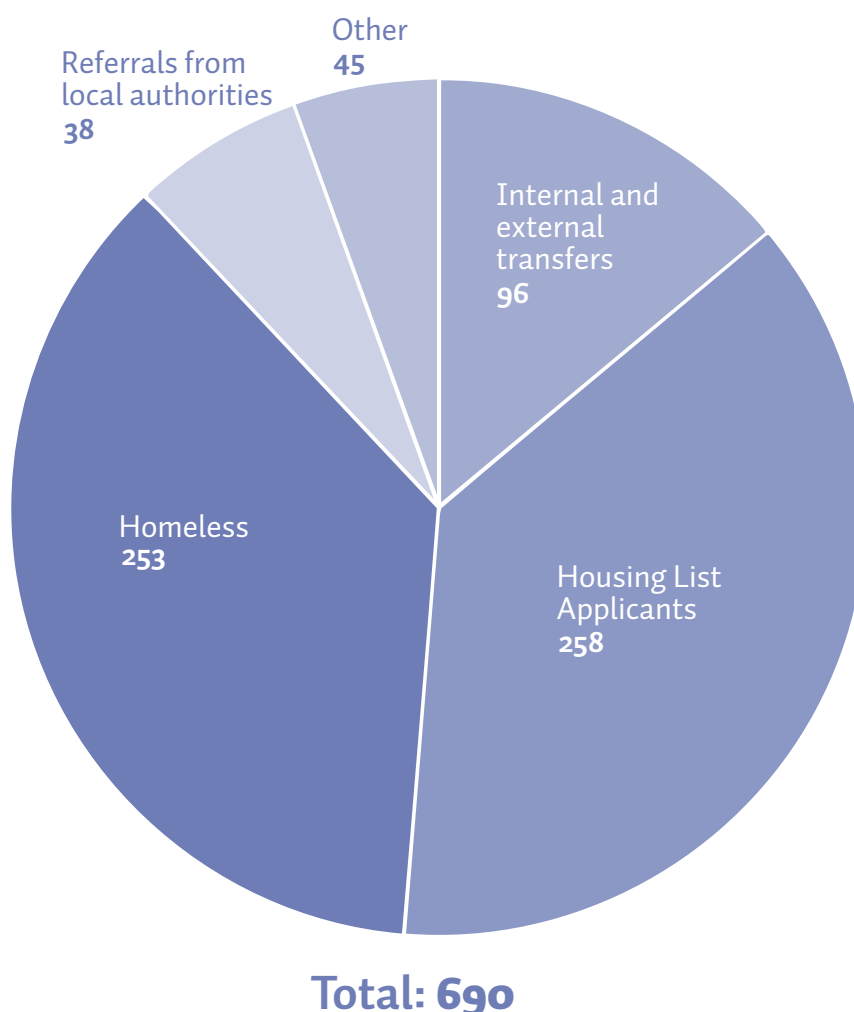
3,000 tenants engaged with
£1,183,073 total financial gain for tenants
1014 emergency meter top-ups (total value: £170,337)

Financial Wellbeing Team (FWT)

3,466 tenants supported
£3,106,383 total financial gain for tenants

Here's how our new tenants accessed their home in 2024/25

Please note that mutual exchanges (house swaps) are not included within the below figures.



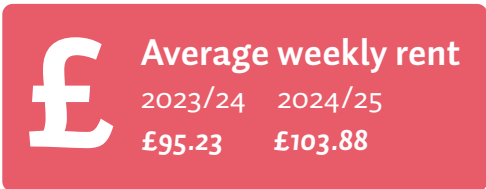
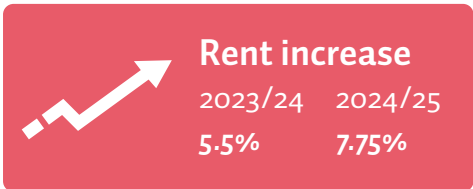
Value for money

As part of our commitment to the wellbeing of our tenants, we aim to keep our rents as low as possible, and we currently have some of the lowest rents in Scottish social housing.



71.3%

of tenants think their rent is good value for money



For more information on rent increases across Scotland, please [click here](#).

Where does your rent go?

Here’s a breakdown of where your average weekly rent payment of £103.88 goes. For more information, [click here](#) to read our Annual Report.

