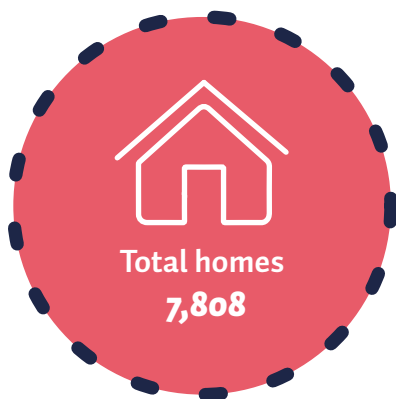


Annual Performance Report 2025/26



A snapshot of our year



This report gives you an overview of how we've performed as an organisation over the past financial year (April 2025 to March 2026).

If there are any figures or things in this report that you'd like to find out more about, or see the full data, [you can click here.](#)



Hillcrest
Homes

Quality of housing



89.6%

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

SHQS compliance

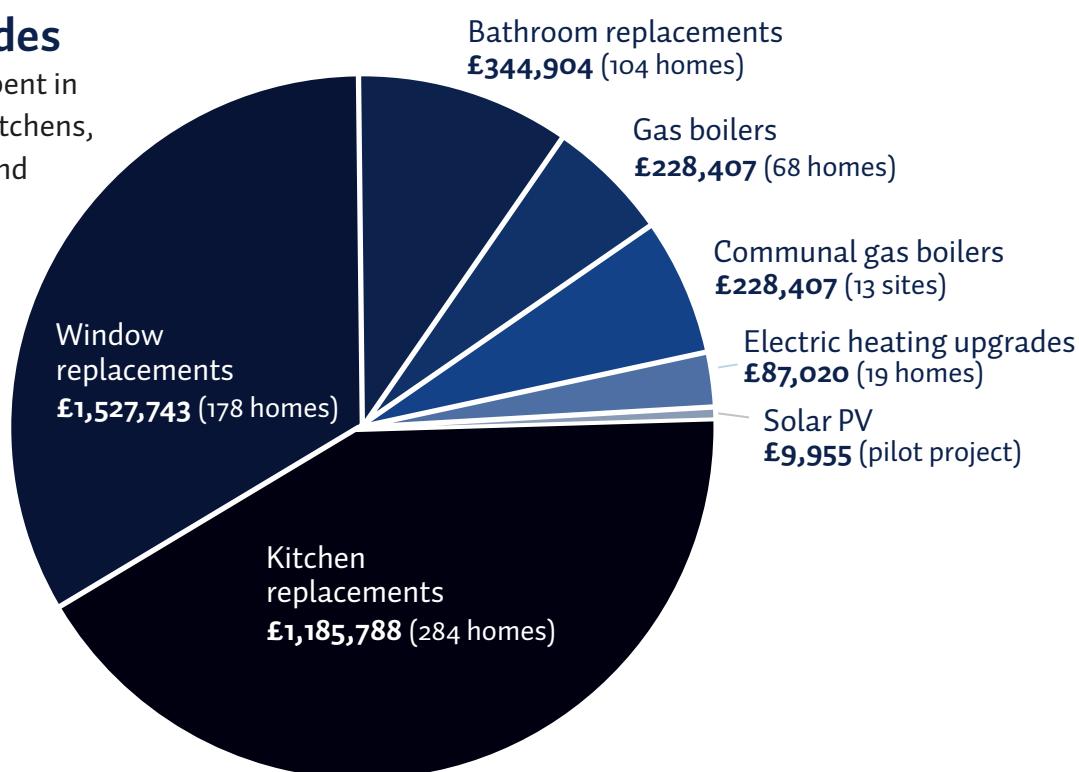
The Scottish Housing Quality Standard (SHQS) is a standard that social landlords are legally required to meet. It ensures homes should be energy-efficient, safe, not broken, and have good kitchens and bathrooms—so everyone has a comfortable place to live.

97.6%

of our housing stock meets the SHQS

Planned upgrades

Here's how much we spent in 2025/26 on replacing kitchens, bathrooms, windows and heating systems.



Tenant participation

77.4%

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



89%

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

Neighbourhood and community

136

antisocial behaviour (ASB) cases were reported last year

81.9%

of ASB complaints were resolved

Repairs

210

home adaptations completed for people with support needs

2.6 hours

is our average response time for an emergency repair

7.9 days

is our average response time for a non-emergency repair

Access to housing and support



1,206

emergency meter top-ups
were administered by HEAT
(total value: £143,312)

Our Tenant Services teams provide support to thousands of tenants each year. “Financial gain” is the improvement of a tenant’s financial wellbeing, through receipt of additional income, such as benefits or grants, or advice or support that helps a household reduce costs. Here’s how much we put back in tenants’ pockets:

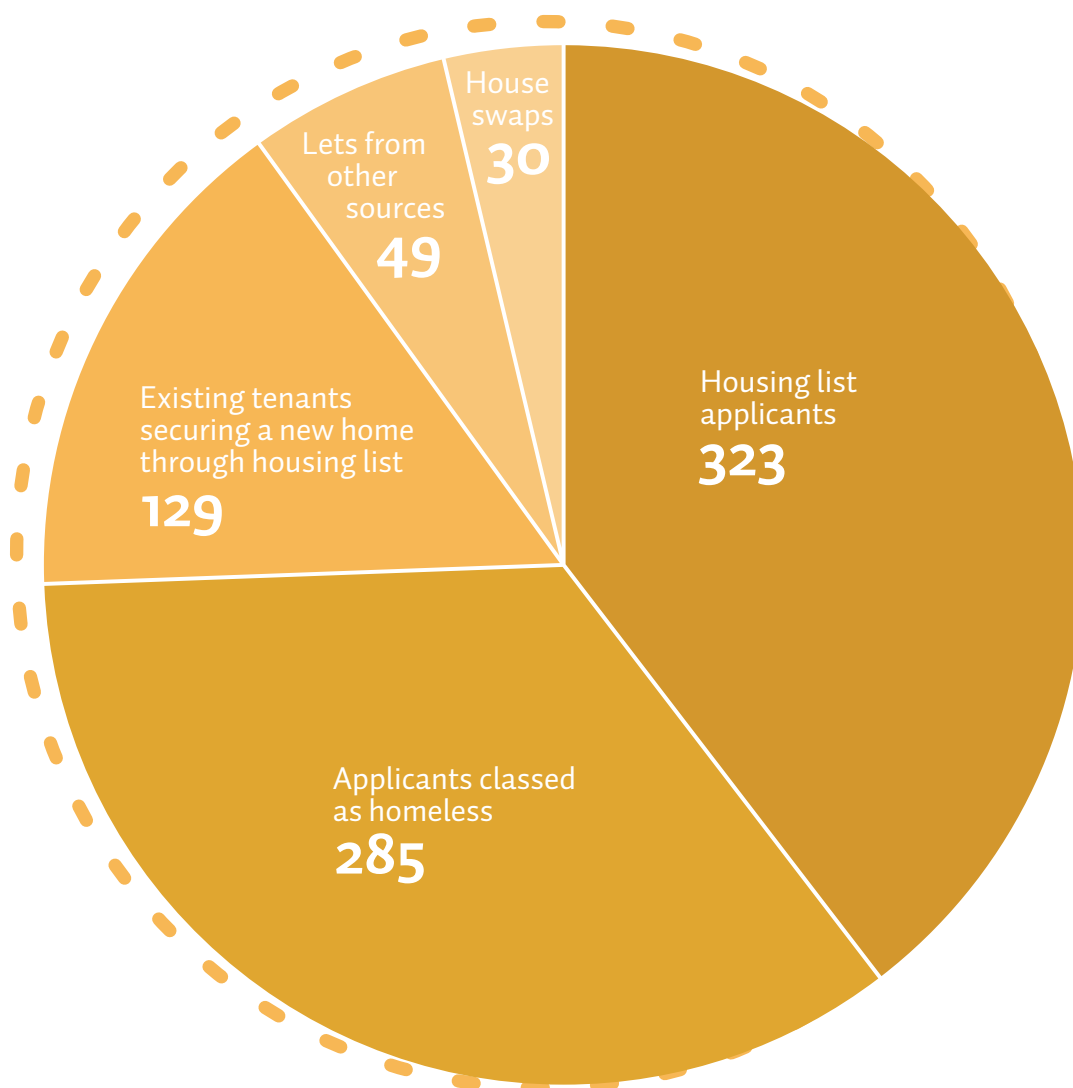
Hillcrest Energy Advice Team (HEAT)

3,438 tenants engaged with
£1,066,203 total financial gain for tenants

Financial Wellbeing Team (FWT)

3,212 tenants supported
£3,001,598 total financial gain for tenants

Here’s how our tenants accessed their homes in 2025/26



Value for money

We work hard to keep rents affordable while continuing to invest in our homes and neighbourhoods. Rental income helps us maintain existing homes, carry out improvements, provide services to tenants and build new affordable homes for the future.



76%

of tenants think their rent is good value for money

Rent increase

2024/25	2025/26
7.75%	5.8%

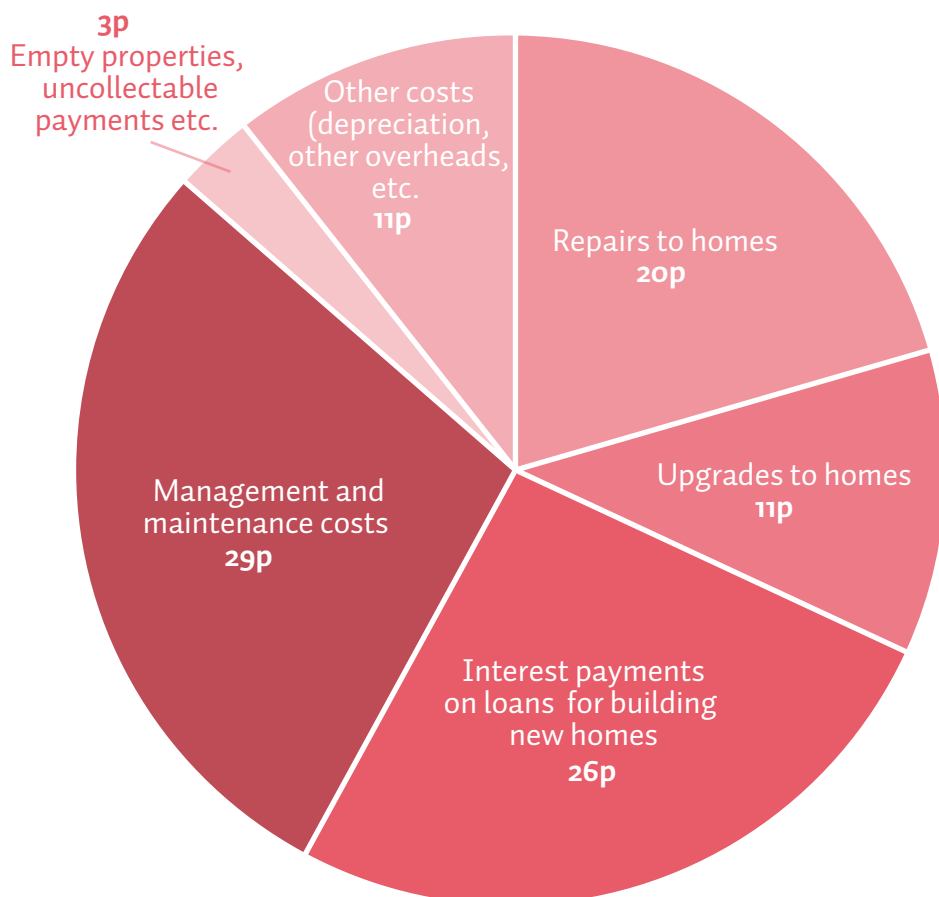
Average weekly rent

2024/25	2025/26
£103.88	£108.51

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

Where does your rent go?

Here's a breakdown of where your rent goes for every £1 you pay:



Complaints

Our complaints performance targets are guided by the Scottish Public Services Ombudsman (SPSO).

We aim to complete stage 1 complaints in 5 working days and stage 2 complaints in 20 working days.

[Click here](#) if you'd like to read our full Complaints Report.



80%

of tenants think our complaints process is easy to use

Stage 1 complaints

1,058

stage 1 complaints received

38%

of stage 1 complaints were upheld

91%

of stage 1 complaints were investigated and completed by us within the SPSO timescale

Stage 2 complaints

30

stage 2 complaints received

40%

of stage 2 complaints were upheld

100%

of stage 2 complaints were investigated and completed by us within the SPSO timescale

Hillcrest.org.uk/homes

1 Explorer Road, Dundee, DD2 1EG

0300 123 2640 | customerservice@hillcrest.org.uk

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Hillcrest Homes (Scotland) Ltd is a Scottish registered charity

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Registered Social Landlord No. 125

VAT Reg. 814 2751 44