

# Business Objectives 2008

This year we are working towards the achievement of the following key tasks which are listed in the table below. Progress on each of these objectives is monitored and updates are displayed in our reception area as well as on our website.

- 1 To achieve site start at Phase 2 New Build by September 2008
- 2 To complete Improvement Plan by December 2008
- 3 To stabilise rent arrears to 3.0% by March 2009
- 4 To implement Common Housing Register in June 2008
- 5 To carry out Stock Condition Survey by June 2008
- 6 To complete home improvements to 250 homes by March 2009
- 7 To create 6 job/training opportunities through an environmental improvement programme by March 2009
- 8 To review and update health & safety manual by September 2008
- 9 To achieve Bronze Award for Healthy Working Lives by June 2008
- 10 To secure longer term funding for Welfare Rights Service by June 2008
- 11 To set up a factoring service by December 2008
- 12 To secure additional benefits income of £200,000 for Hillhead tenants by March 2009
- 13 To carry out an organisational review by January 2009

Earlier this year, we reviewed the Association's main purpose, resulting in staff and committee creating a new Vision about how we see the organisation developing now we have been up and running for 4 years.

## What's our purpose then?

*Our mission is to improve Hillhead for our tenants and the wider community, by providing better homes, helping create a better quality of life and involving local people in what we do.*

**WE MAKE A DIFFERENCE TO PEOPLE'S LIVES**

# How well are we doing?



The 4 tables below let you see how we are performing against some key activities during the period February 2008 to April 2008.

Remember, we always want to hear from you, whether it is good or bad. We can only improve our service if we hear from you.

Please use our Comment Cards which are in our reception area.

## KEY HOUSING MANAGEMENT AND MAINTENANCE PERFORMANCE STATISTICS

### RENT ARREARS

Month	Tenant Arrears	Level of Arrears	Rent Arrears Target (5%)
February	£74,551.34	3.24%	3.0%
March	£77,297.78	3.33%	3.0%
April	£77,678.08	3.18%	3.0%

### RENT LOSS

Month	Number of Empty Houses/Flats	Rent Loss as a % of the Yearly Rent Roll *	Target Rent Loss %
February	73*	5.88%*	1%
March	77*	6.57%*	1%
April	12	0.08%	1%

\* This includes properties held empty for demolition

### ALLOCATIONS

Month	No. of Lets	Monthly Average No. of Days to Let a House/Flat	Target No. of Days	Number of Days to process housing applications
February	9	4.85	5 days	6.65
March	5	4.59	5 days	5.65
April	5	8.60	5 days	9.72

### REPAIRS RESPONSE TIMES (excludes gas servicing repairs)

Category	% Completed within time scales		
	February	March	April
Emergency (24hours)	99.34%	100%	97.46%
Urgent (5 days)	88.64%	85.37%	89.93%
Routine (20 days)	87.69%	91.67%	89.61%
Voids (10 days)	85%	82.14%	85.19%
All Repairs - HHA 2000	90.17%	92.75%	91.91%

### HOW WE COMPARE TO OTHER HOUSING ASSOCIATIONS

We compare our performance against those of 12 other housing associations across Scotland every quarter. The table below lets you see how we are performing against the average of this group at the end of March 2008.

Performance Area	Hillhead	Housing Association Group
Rent Arrears	3.30%	3.1%
Rent Loss	0.17%	0.8%
Average time taken to relet	37.3 days	30.5 days
All repairs within target timescales	93.1%	95%