

## Hillhead Housing Association 2000

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This inspection was carried out by Communities Scotland under section 69 of the Housing (Scotland) Act 2001 on behalf of Scottish Ministers. Our purpose in inspection is to provide an independent external assessment of the effectiveness of housing service delivery and make recommendations to help improvement. Inspections are conducted within a published framework of Performance Standards. The inspection of Hillhead Housing Association 2000 took place at the end of March 2007. We awarded the Association the following grades:

Housing management	C	Fair	Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses.
Property maintenance	C	Fair	Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses.

This is the first inspection of the Association following its registration with Communities Scotland in June 2004. The award of this “C” or “Fair” grading in the early stage of the organisation’s development reflects a relatively good level of achievement in a short space of time.

Hillhead Housing Association 2000 operates exclusively on the Hillhead estate in Kirkintilloch, East Dunbartonshire. It currently owns and manages 843 properties. The Association proposes to demolish 190 three storey “difficult to let” tenement flats and re-develop the sites created with a phased programme of new build properties for rent. The first phase new build contract was on site at the time of our inspection. The Association propose a comprehensive package of improvements to its remaining retained houses and flats. The first two phases of internal improvements to bathrooms and kitchens have been completed to 82 of its properties.

The Association is run by an experienced Management Committee of ten local individuals, four of whom are tenants and two are local residents. Committee members have a wide range of skills and experience. The Association is aware that it needs to continue to do more to promote membership and service user involvement. It is also aware of the other areas where it needs to improve.

It has good planning and performance management systems and is committed to achieving continuous improvement across the organisation. The Association is financially viable in the short to medium term and has a good financial management framework in place.

### Inspection Findings

Key strengths are:

- it has a committed and knowledgeable committee and staff team;

- it has contributed to the development of a common housing register and shared allocation policy;
- it is meeting housing need through the way it allocates its houses;
- it provides an extensive range of good information to its tenants and prospective tenants;
- it has made good progress in reducing tenants' rent arrears;
- its repairs service is accessible and performance has improved steadily over the last three years; and
- it works hard at engaging with and involving its tenants.

Key areas for improvement are:

- the time taken to process applications for housing is inconsistent and can be lengthy in some instances;
- more transparency is needed around how it allocates its houses;
- it takes a long time to re-let its houses;
- in some areas the estate environment is poor, particularly the common closes and areas around the tenement blocks;
- partnership working needs to be developed in order to deal with more serious antisocial behaviour;
- it is not fully meeting its statutory obligations under Right to Repair;
- no programme of cyclical maintenance has been put in place;
- its responsive repairs performance figures are not reliable; and
- responsive repairs performance, although improving, remains below that of other similar housing providers.

### Next steps

We require the Association to give this summary of the inspection report to all its tenants.

### How to get more information and contact details

If you would like to find out how Hillhead Housing Association 2000 is responding to our findings you should contact:

Hillhead Housing Association 2000  
60 Highfield Road  
Kirkintilloch  
G66 2PS

Telephone: 0141 578 0200  
E-mail: [admin@hillheadhousing.org](mailto:admin@hillheadhousing.org)  
Website: [www.hillheadhousing.org](http://www.hillheadhousing.org)

The full report is on our website at [www.communitiesscotland.gov.uk](http://www.communitiesscotland.gov.uk). The summary can also be made available on tape, in Braille, large print and community languages. For information please contact Janette Campbell on 0131 479 5162 or email [janette.campbell@communitiesscotland.gsi.gov.uk](mailto:janette.campbell@communitiesscotland.gsi.gov.uk).

اپنی کمیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے بارے میں معلومات کیلئے برائے مہربانی  
جینیٹ کیمبل Janette Campbell کو 0131 479 5162 پر فون کریں یا اس پتے پر ای میل کریں

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**如果索取這文件的翻譯版本，請致電 Janette Campbell  
0131 479 5162，或電郵以下地址  
[janette.campbell@communitiesscotland.gsi.gov.uk](mailto:janette.campbell@communitiesscotland.gsi.gov.uk)**

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করবেন।

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