



SCOTTISH BORDERS  
**TENANTS**  
ORGANISATION

giving Tenants a voice



# How are we doing?



Landlord Report to Tenants 2013-14



# SCOTTISH BORDERS TENANTS ORGANISATION

giving Tenants a voice



## Welcome to our first annual report to Tenants setting out how we are performing!

This report highlights how we performed against standards set out in the Scottish Social Housing Charter compared to other Scottish Social Landlords and our planned improvements for the forthcoming year.

The purpose of the Charter is to set out a number of standards that landlords like SBHA should be meeting in order to demonstrate that it provides good quality services to Tenants and other service users.

The format, content and design of the report has been developed and agreed with Scottish Borders Tenants Organisation, the independent Tenant representative group. It details the performance information considered most relevant to our Tenants and has been structured around 3 of SBHA's objectives:

- **Listening to Tenants and their Communities to innovate and improve**
- **Creating Great Places to Live**
- **Delivering Excellent Value for Money**

More information about SBHA's performance and activities can also be found in the Annual Report 2013/14.

We would welcome your feedback on this report to help us make changes for future editions. You can send your comments to [enquiries@sbha.org.uk](mailto:enquiries@sbha.org.uk) or by calling Alison Notman, Tenant Participation Manager on 01750 724444.

## Fast Facts



**5,686  
homes**



**198  
staff**



**Over 40  
settlements  
covered in  
the Borders**



**Average rent  
£66.87**

**Scottish average  
rent £68.24**



**Total  
rent due  
£18,103,946**



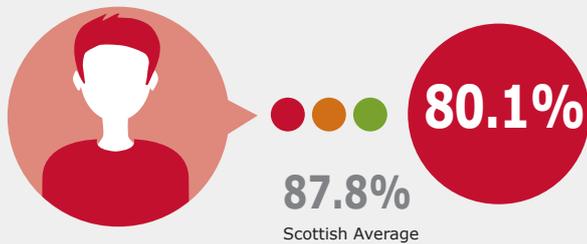
**Rent increase  
4.10%**

**Scottish average  
rent increase  
3.6%**

**Investment  
in Tenants'  
homes  
last year  
£11.9 million**

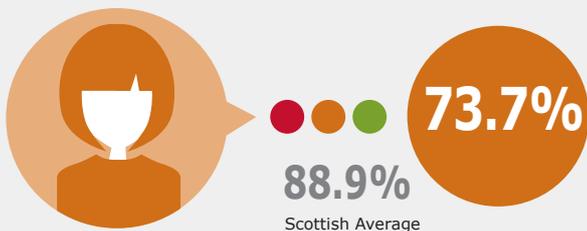
# ●●● Listening to Tenants and their Communities to Innovate and Improve

## Tenants satisfaction with SBHA's overall service



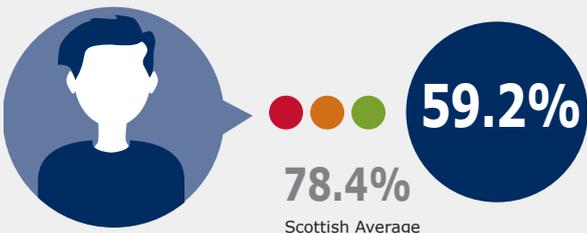
We carried out a comprehensive satisfaction survey in November 2013 and are using this information to inform improvements to our services such as a community team pilot and development of an information centre. We will continue with a sample survey each year ensuring your views are listened to.

## Tenants satisfaction with keeping them informed



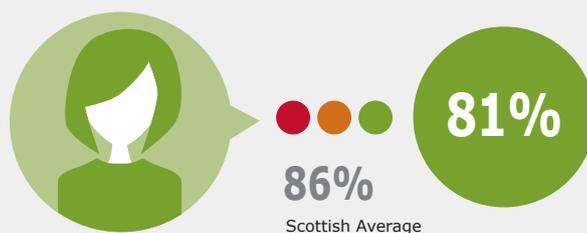
We understand communication is important. We issue 3 newsletters and an Annual Report every year as well as maintaining a website. Your feedback tells us you want us to do more and we are looking at ways to improve our communications.

## Tenants satisfaction with opportunities to participate



We value Tenant involvement in the shaping of our services and offer a wide range of ways for Tenants to get involved including choosing a new kitchen, responding to surveys, taking part in focus groups, becoming a member of SBTO or our Board. Over the coming year we will focus on promoting our "menu" of ways to get involved.

## Tenants satisfaction with neighbourhood as a place to live



Over the last year we have worked with many Tenants and local partners to improve the environment in which they live. We recognise each community is different and we will be focussing on more tailored initiative approaches to meet community needs and priorities in the coming year, such as estate walkabouts and the development of a Community Team Pilot.

## Anti social behaviour



After listening to feedback from you, we reviewed our anti social behaviour (ASB)

service last year. A focus group of Tenants worked with staff over the year to shape our new approach in tackling ASB. This group will continue to scrutinise our performance in this area over the coming year.



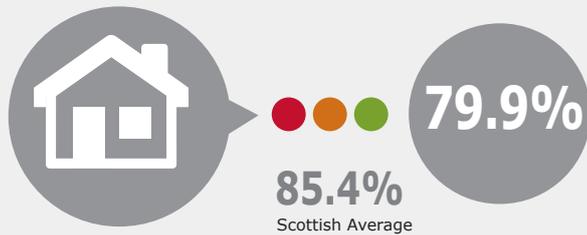
## Anti social behaviour - cases resolved within locally agreed target times

Each landlord sets their own targets to resolve anti social behaviour (ASB) and these vary greatly between landlords. Although we are confident our approach is robust to tackle ASB, it is clear that we set over ambitious targets to resolve cases. We will be working with the ASB Tenant group to review these targets in 2014/15 ensuring they remain challenging but realistic.



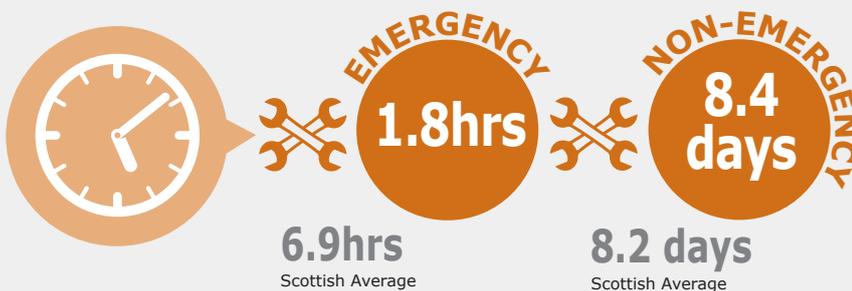
## ●●● Creating Great Places to Live

### Homes meeting Scottish Housing Quality Standard



This means the majority of our homes are in good condition. We are pleased the investment in our homes has resulted in the number meeting the standard as planned. We are confident that the 100% target will be met by the end of March 2015.

### Average time taken to complete repairs



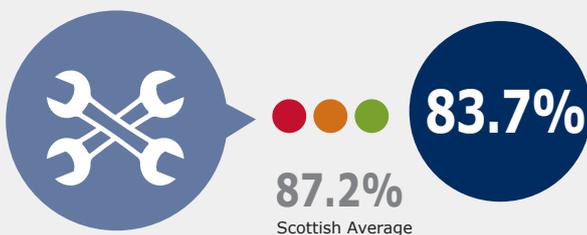
#### Emergency Repairs

Despite operating in a wide rural area we are pleased to report one of the fastest repairs times in Scotland, something we are keen to maintain.

#### Non-emergency Repairs

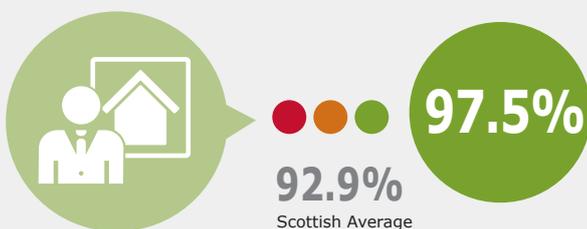
We are continually looking at improvements to scheduling and "first time fix" to provide a speedy repairs service to all Tenants.

### Repairs completed right first time



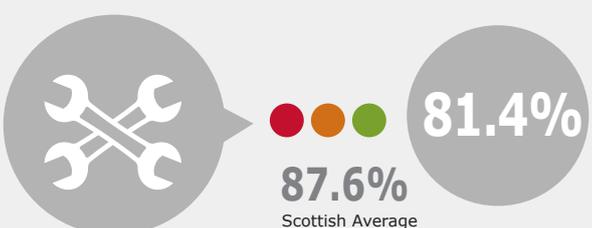
We have made great strides in improving on "first time fix". You have told us this is really important to you and is a key priority for us in 2014/15 to prevent delays, increase satisfaction and ensure an efficient service.

### Repairs appointment system – appointments kept with Tenants



As one of 50% of Scottish landlords who offer an appointments system to Tenants, we are proud to achieve a high level of performance in this area. We are not complacent however, and seek to improve on this next year.

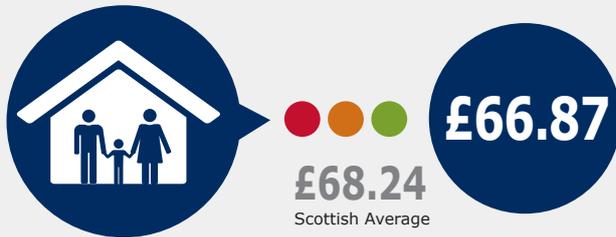
### Tenant satisfaction with repairs service



We continually monitor feedback from Tenants using our Repair Satisfaction Survey issued on completion of every repair job. This helps inform improvements you want to see to the repairs service. Our focus on improving first time fixes should increase your satisfaction with the service.

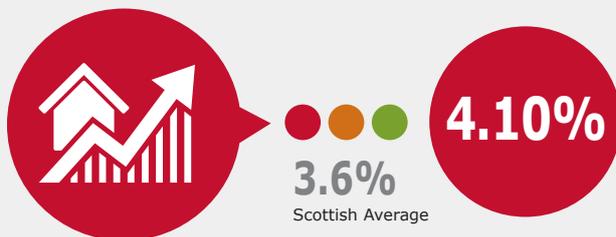
## ●●● Delivering Excellent Value for Money

### Average weekly rent



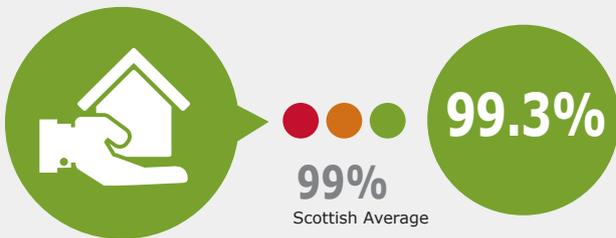
SBHA has one of the lowest housing association rents in Scotland aiming to ensure our housing is affordable to our Tenants, whilst significant investment in our homes and other commitments can be met.

### Average weekly rent increase applied



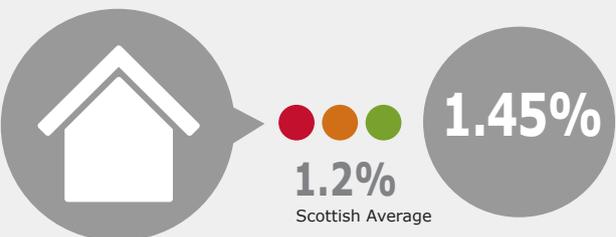
4 years ago Tenants chose a rent freeze with the value required being recouped over the following 6 years, hence a slightly higher than average increase this year. We will be starting to consult on potential increases shortly, asking for your views on spending priorities and value for money.

### Percentage of rent collected



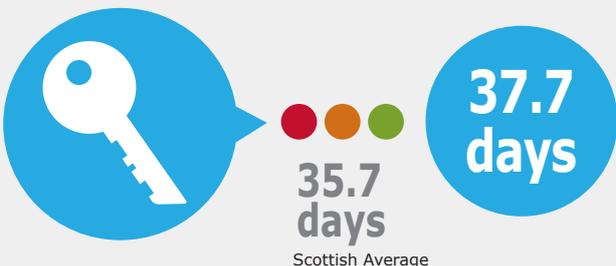
Rent pays for services and our good performance in collection reflects our investment in services, that support Tenants in difficult economic times – such as debt, benefits and employment support and advice.

### Percentage of rent due because homes were empty



We need to improve on performance and reduce rent loss through empty homes. We will work to generate demand for less popular homes, increase support to Tenants at risk of losing their home and continue our investment in re-modelling homes that are no longer fit for purpose.

### Average days to re-let homes

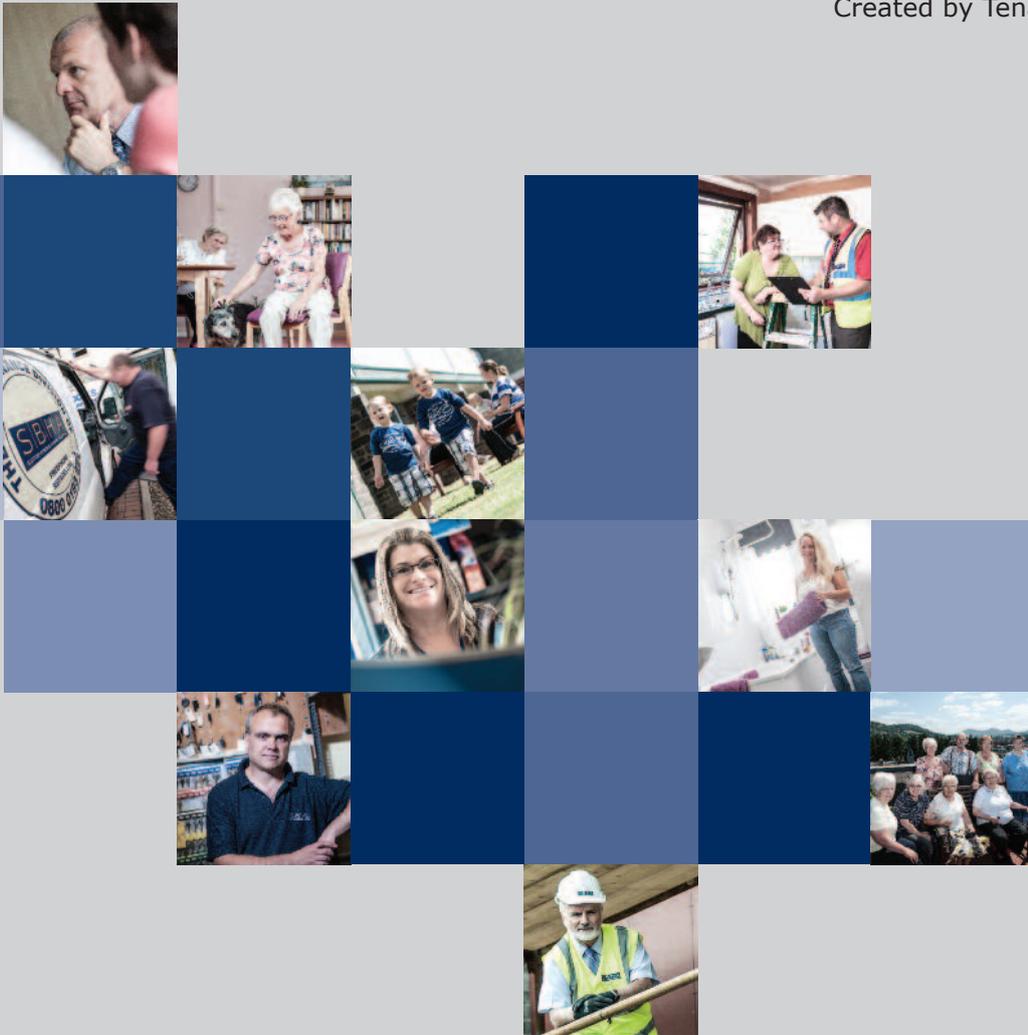


We aim to re-let our homes as quickly as possible, so we are disappointed that it has taken an average of 37.7 days.

Over the next year we will work with Tenants to review and improve our approach to managing empty homes particularly those that have previously been difficult to let.



Created by Tenants, for Tenants



## Who to contact:

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The Scottish Housing Regulator Registered No: 313