



SCOTTISH BORDERS  
**TENANTS**  
ORGANISATION

giving Tenants a voice



# How are we doing?



Landlord Report to Tenants 2014-15



giving Tenants a voice



## Welcome to our second 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 they provide 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.

We have shown last year's performance 2014-15 and compared it with the previous year 2013-14.



shows an improvement in performance



indicates no improvement since last year.

Overall we're pleased to report our performance is improving in many areas with more information about this, and our activities in our Annual Report 2014-15.

**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 call Alison Notman, Tenant Participation Manager on 01750 724444.**

## Fast Facts



**5,666 homes**



**194 staff**



**Over 40 settlements covered in the Borders**



**Average rent £69.50**

**Scottish average rent £71**



**Total rent due £18,793,258**



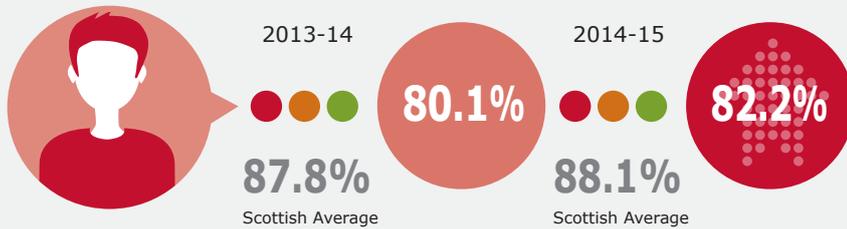
**Rent increase 4.0%**

**Scottish average rent increase 2.66%**

**Investment in Tenants' homes last year £8.5 million**

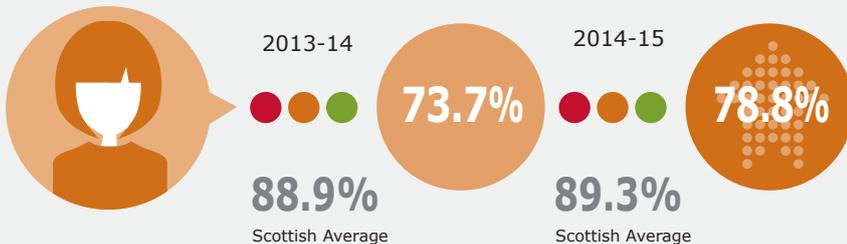
# Listening to Tenants and their Communities to Innovate and Improve

## Tenants satisfaction with SBHA's overall service



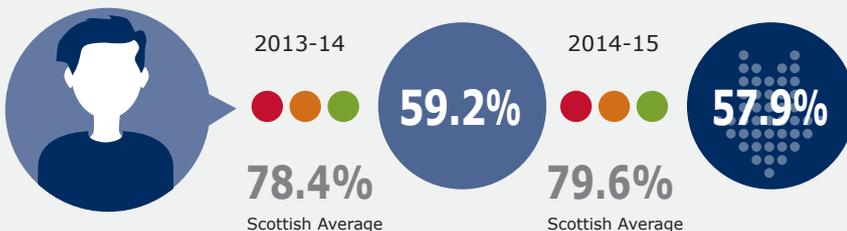
We carry out annual Tenant satisfaction surveys, using the results to inform our service improvements. In the community pilot area of Kelso, significant improvements in satisfaction were shown across almost all categories and this model is now being rolled out to other parts of the Borders.

## Tenants satisfaction with keeping them informed



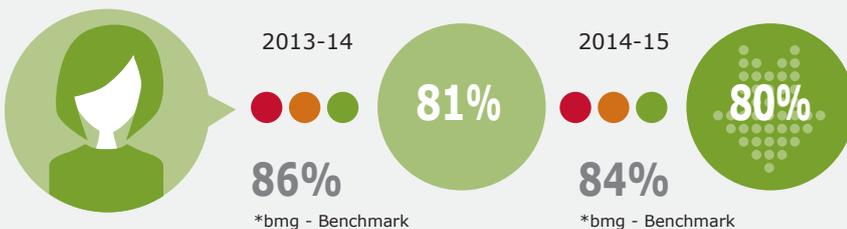
Aside from our newsletters, web-site and annual report we promised to do more and delivered a range of community events including pop-up shops, surveys and feedback sessions, cream teas, information days and stalls at local events and carnivals. You told us how useful the Tenant Calendar was and to make other documents simple to read and understand, resulting in us modernising the design of publications and also launching a Facebook page.

## Tenants satisfaction with opportunities to participate



We have promoted – **opportunities** – in all of our publications this year; held focus groups for young people and families; launched our Scrutiny Panel; and supported local projects and initiatives. We aim to continue to publicise these widely. Watch out for more opportunities to get involved as we will be asking Tenants to tell us what external works should be prioritised in their neighbourhoods.

## Tenants satisfaction with neighbourhood as a place to live

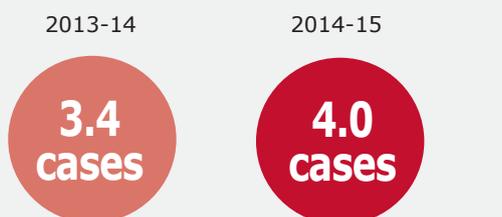


Tenants are telling us that they like to see our Staff out and about in their estates. As this is important to you, we aim to build on this community model, with roll-out to all areas complete in 2016. Come and join us on walkabouts in your estate to show us what's important to you, and what you want to improve.

## Anti social behaviour

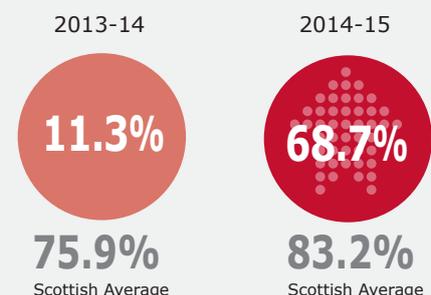


We reviewed the target with SBTO ensuring they were realistic but remained challenging. We have also introduced our satisfaction follow-ups with positive feedback from those who have used the service.



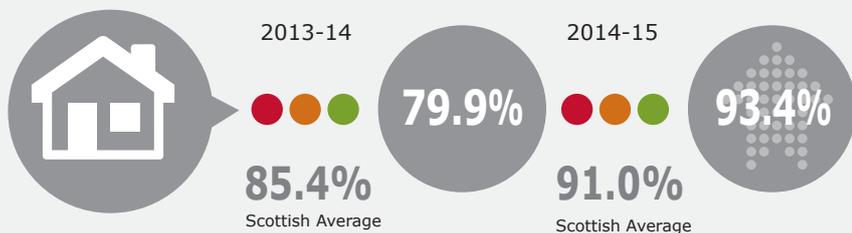
reported for every 100 homes

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



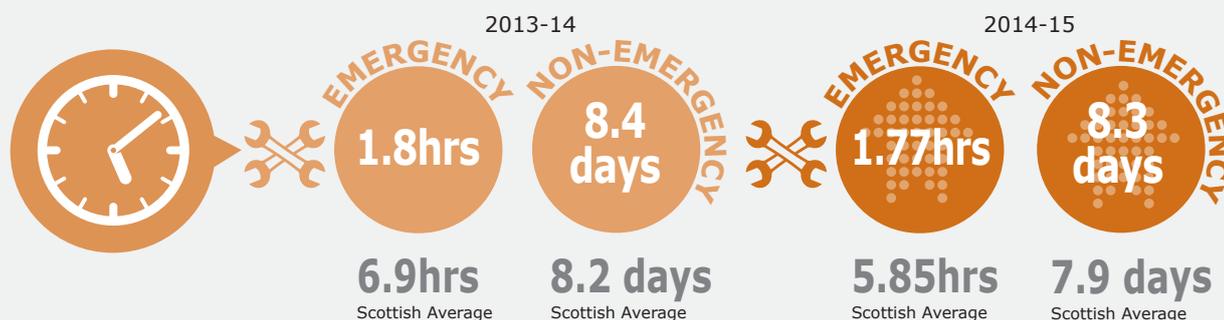
# ●●● Creating Great Places to Live

## Homes meeting Scottish Housing Quality Standard



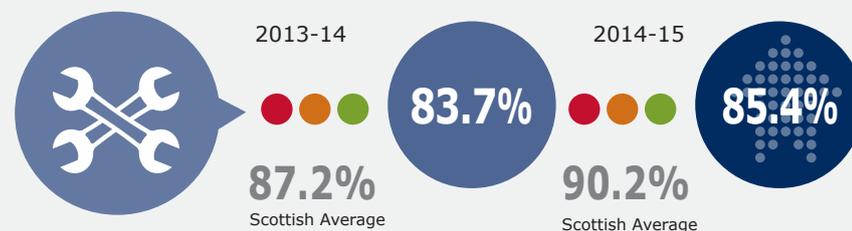
We are delighted to announce that SBHA met the SHQS 100% compliance target, including abeyances and exemptions. Replacements of kitchens, bathrooms and heating systems will continue, but our focus for the next few years will be ensuring homes are affordable to heat, and we continue to improve communal and external areas in neighbourhoods.

## Average time taken to complete repairs



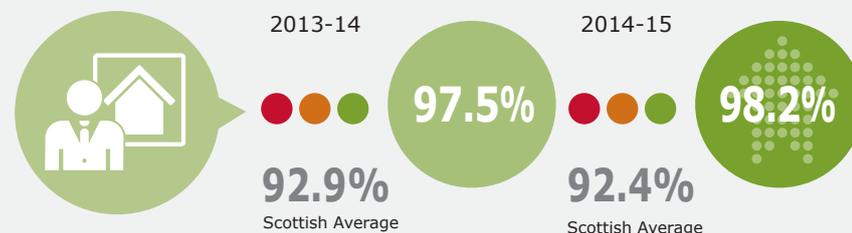
We have had continued improvement in our emergency response repairs to report one of the fastest emergency repairs response times in Scotland. Our non-emergency repairs also showed an improvement across the 18,000 repairs we carry out per year.

## Repairs completed right first time



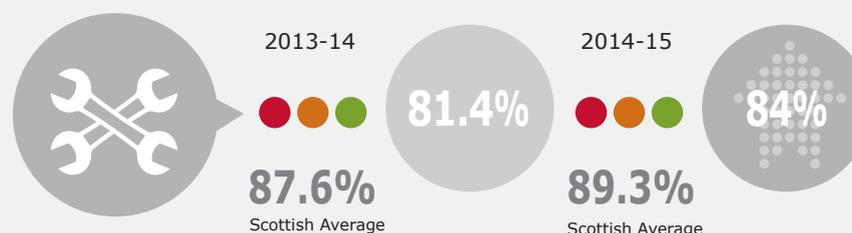
Last year you told us how important getting things right first time is for you. We listened and acted on your comments and are in the process of investing in new IT software and practices which we are confident will see a marked improvement in repairs "first time fix".

## Repairs appointment system – appointments kept with Tenants



Tenants tell us how convenient it is to have the certainty of an appointment system. We are pleased to make continued improvement since last year. We know this is a service you really value, and we continue to aim for that 100% performance and will be launching a new "text-back" repairs appointment service this year.

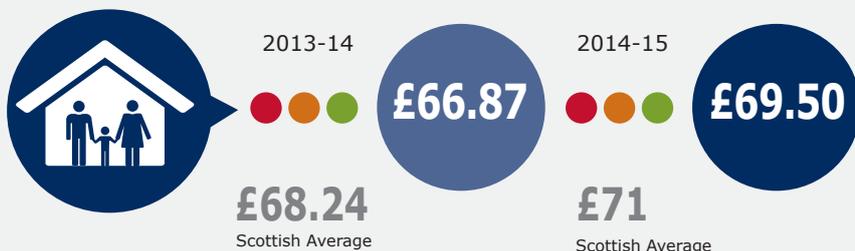
## Tenant satisfaction with repairs service



Great news that our Tenants are happier with this service, but we want to do more. With the ongoing IT investment, review of service and focus on delivering an excellent job first time, we are aiming for continued improvement next year and are currently working with Tenants to build on satisfaction results.

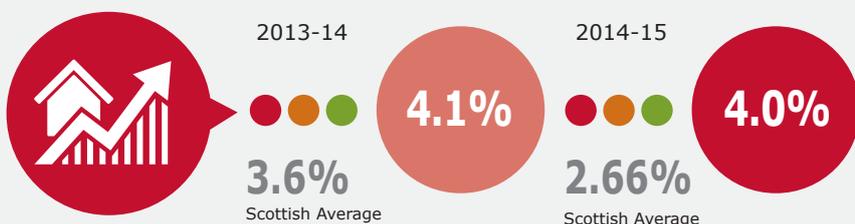
## ●●● Delivering Excellent Value for Money

### Average weekly rent



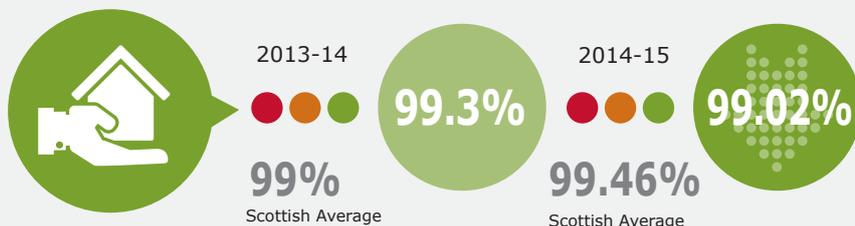
Our rents remain one of the lowest in Scotland and it is important to us that we ensure rent levels remain affordable and that we provide value for money. This coming year we will spend over £11 Million on improving homes and providing new ones. Your rent pays for this investment in homes and the services we provide for you.

### Average weekly rent increase applied



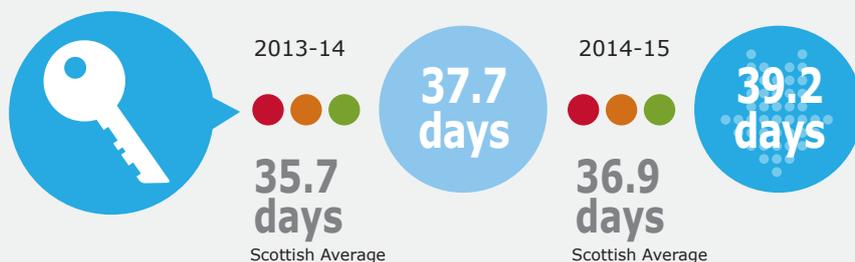
We consulted on our rent increase through our newsletter and by phoning Tenants direct. Seventy-six per cent of those surveyed told us the rent increase was about right; with 92% telling us their rent was good value for money.

### Percentage collected of rent due



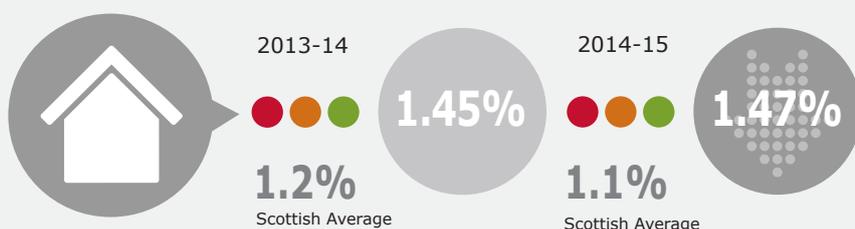
Pursuing rent debt remains a priority. We have a range of services to help Tenants who may find it difficult at times to pay their rent including - welfare benefits, employability, home energy advice, debt management and budgeting.

### Average days to re-let homes



We aim to ensure all of our homes are let as quickly as possible, so it's disappointing that this year did not show an improvement. We listened to what customers and Tenants are telling us - expectations are increasing and there are changes in demand. As a response to your views we worked with SBTO to review our lettable standard.

### Percentage of rent lost because homes were empty



A slight dip in performance by 0.02%. We have put a significant effort into marketing homes, re-branding, targeting potential new customers and investing in homes and areas which are difficult to let. In the last five years we have brought back into use and renovated over 100 long-term empty properties.



Created by Tenants, for Tenants



**We welcome your comments and feedback, please contact:**

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