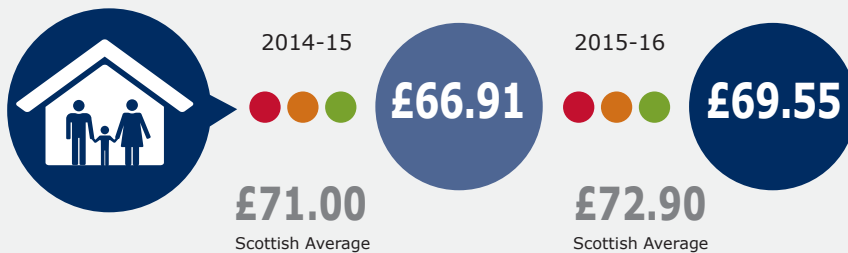


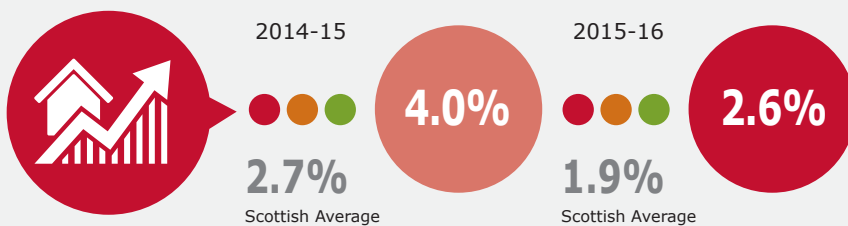
●●● Delivering Excellent Value for Money

Average weekly rent



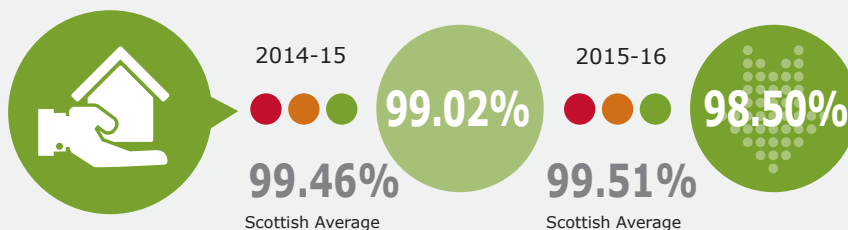
Our rents continue to be below the Scottish Average and remain one of the lowest in Scotland. Ensuring value for money and that rents remain affordable for our Tenants is a key part of our business. Your rent pays for the investment in your homes, with £7.5 million spent last year.

Average weekly rent increase applied



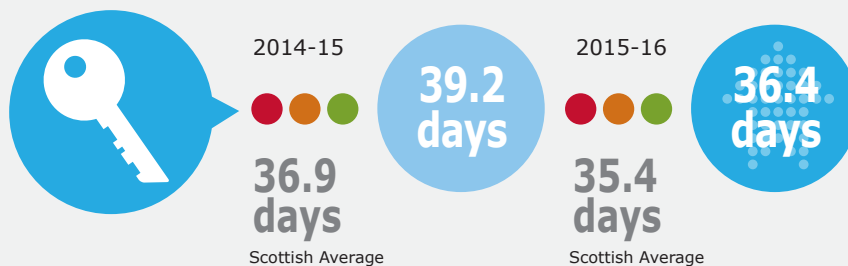
We talked to Tenants about rent increases by phoning Tenants direct, and we also ask for feedback through our newsletter. 85% of those surveyed told us the rent increase was about right; with 93% surveyed telling us their rent was good value for money.

Percentage collected of rent due



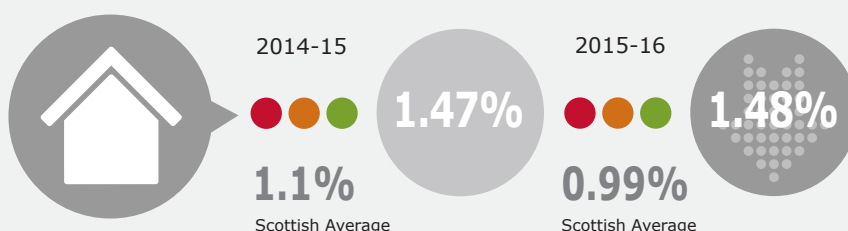
Our performance from last year has been maintained, with a slight dip of 0.52% points. We promote a wide range of services to help Tenants with rent and money management including welfare benefits, help finding a job or training, and support on debt management and budgeting.

Average days to re-let homes



We are pleased to see the time taken to re-let homes drop by almost three days. We've worked with Tenants and Scottish Borders Tenants Organisation to improve how we market homes, promote our lettable standard and listen to what customers want.

Percentage of rent lost because homes were empty



In the last five years we have focussed on addressing the 239 hard to let homes, providing regeneration solutions in some cases, and successfully bringing over 100 homes back into use.

●●● Delivering Excellent Value for Money

Scottish Borders Tenants Organisation worked with us to look at what value for money means to them. Below are some of the facts they felt were important for Tenants.

Last year SBHA delivered...

Money in Tenants' Pockets



Affordable rent levels

SBHA in lowest quartile of housing associations in Scotland



Help with Money

800
Tenants



Benefits entitlement assistance brought in **£1.1** million

Job Creation & Support



9 Apprenticeships

17 Placements for Young People

2 Internships



42

Advice on Employment & Training for Young SBHA Tenants

In the coming year we will be talking to Tenants about value for money, which things are important to Tenants and the business, and how we can be open and transparent by publishing this information.



Created by Tenants, for Tenants



HAPPY TO TRANSLATE

To request a larger print version of this document please call **01750 724444**

We welcome your comments and feedback, please contact:

Catherine Beattie, Corporate Manager or
Alison Notman, Tenant Participation Manager
enquiries@sbha.org.uk

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www.sbha.org.uk

Scottish Charity Registered No. SC 030751
Co-operative and Community Benefit Societies Act 2014 – Registered No. 2573R(s)
The Scottish Housing Regulator Registered No: 313

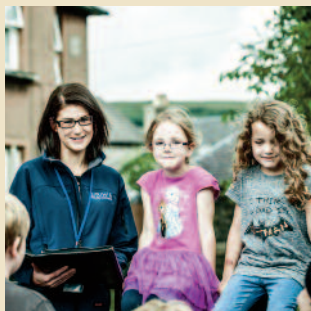




SCOTTISH BORDERS
TENANTS
ORGANISATION

giving Tenants a voice

How are we doing?



Landlord Report to Tenants 2015-16





SCOTTISH BORDERS TENANTS ORGANISATION

giving Tenants a voice



Welcome to our 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 2015-16 and compared it with the previous year 2014-15.



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 2015-16.

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

● ● ● Fast Facts



5,638 homes



185 staff



Over 40 settlements covered in the Borders



Average rent £69.55

Scottish average rent £72.90



Total rent due £19,487,512



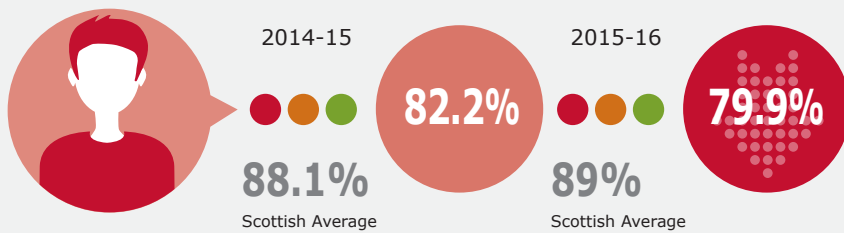
Rent increase 2.6%

Scottish average rent increase 1.9%

Investment in Tenants' homes last year £7.5 million

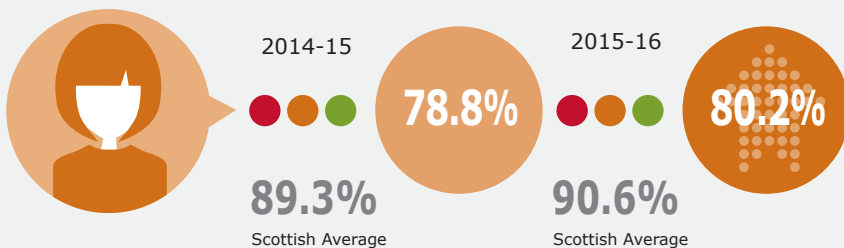
Listening to Tenants and their Communities to Innovate and Improve

Tenants satisfaction with SBHA's overall service



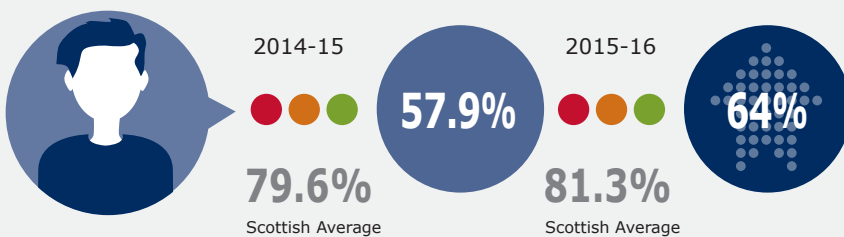
SBTO commissioned a third annual satisfaction survey using an independent customer research company. The results, which are anonymous, help us inform service improvements. Satisfaction over the last three years has remained consistent. We have a greater focus on communications and have rolled out our Neighbourhood Model which we anticipate will have a positive impact on satisfaction.

Tenants satisfaction with keeping them informed



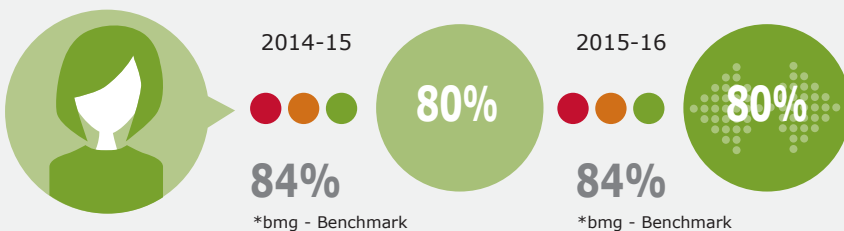
We listened to your feedback and have re-designed our newsletters, annual report and other publications making them more relevant and accessible. We were also out and about last year at community events, carnivals and pop-up shops. With a greater focus on digital communications, we're pleased that satisfaction has significantly increased by 6% points in the last three years.

Tenants satisfaction with opportunities to participate



A big improvement in the last three years, up by 5% points, Tenants have been getting involved joining us on estate walkabouts, taking part in Scrutiny groups, participating in our telephone surveys, and coming to talk to us at events. Watch out for opportunities to get involved in our publications, Web and Facebook pages.

Tenants satisfaction with neighbourhood as a place to live

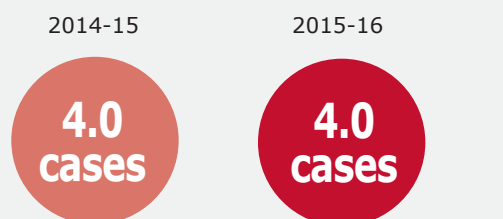


Our Neighbourhood Teams are working with Tenants enabling them to make decisions about their areas and the improvements they would like to see. We will be developing our **Estate Tenant Champions** shortly, working with Tenants to strengthen links with estates and empower communities.

Anti social behaviour

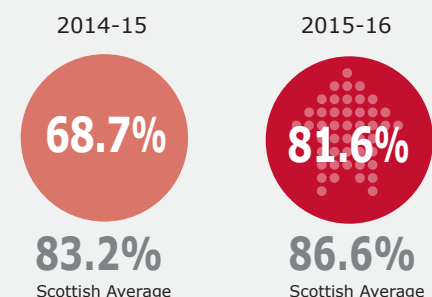


We carry out satisfaction follow-up surveys and are pleased to see this service is helping manage cases of anti-social behaviour and achieve successful outcomes.



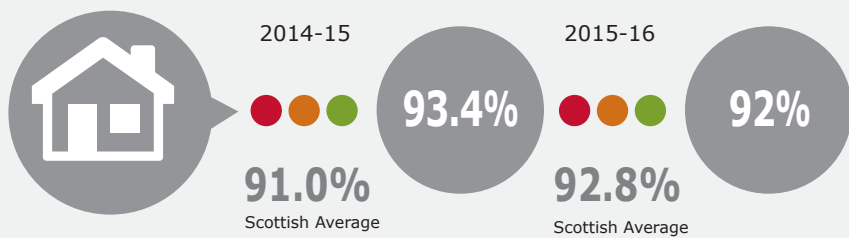
reported for every 100 homes

Anti social behaviour - cases resolved within locally agreed target times



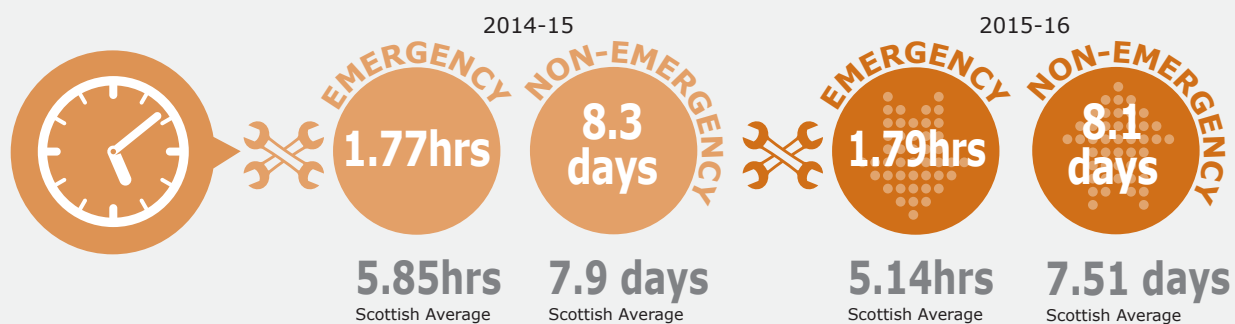
●●● Creating Great Places to Live

Homes meeting Scottish Housing Quality Standard



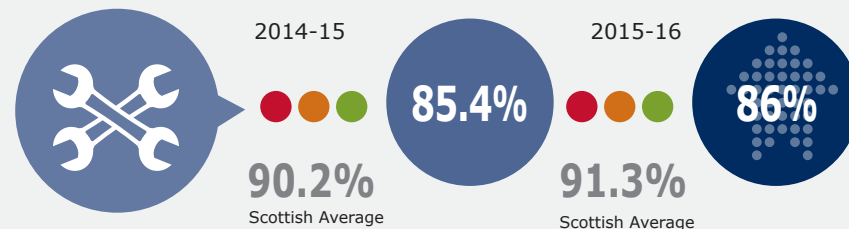
Tenants have told us that having a warm home which is affordable to heat is their priority and we are focusing our investment programme on these energy efficiency works. Replacement of bathrooms and kitchens will continue as well as improving communal and external areas. Last year we met SHQS and we will now be working towards achieving the new energy efficiency standards.

Average time taken to complete repairs



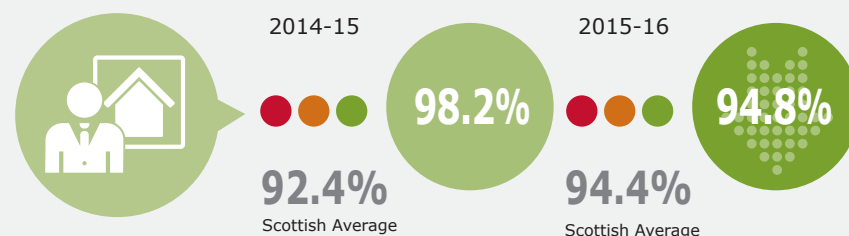
We have over 17,000 response repairs per year with an average of 8 days for a repair. Emergencies are attended to in 1.79 hours, one of the fastest response times in Scotland.

Repairs completed right first time



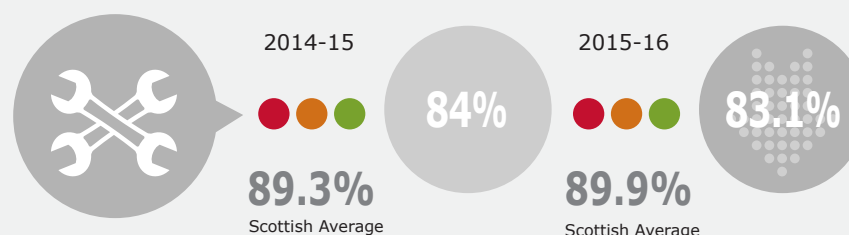
Tenants have told us that getting repairs carried out right first time is important and performance is generally improving. This year we have invested in IT software to manage appointments and the completion of jobs. This target remains a key focus for us.

Repairs appointment system – appointments kept with Tenants



The repairs appointment system is very much valued by Tenants. We were disappointed to see a dip in performance since last year but aim to re-establish our improvement trend. We have improved this service further by introducing a text back system to remind Tenants of appointment dates and times.

Tenant satisfaction with repairs service



We are disappointed not to see an increase in satisfaction this year particularly when there was an improvement in satisfaction by nearly 4% points in the previous year. We are currently undergoing a service review, and aim to re-establish this improvement, listening to feedback from our Tenants.