



SCOTTISH BORDERS
TENANTS
ORGANISATION

giving Tenants a voice

How are we doing?



Landlord Report to Tenants 2016-17





SCOTTISH BORDERS TENANTS ORGANISATION

giving Tenants a voice



Welcome to our annual report to Tenants which outlines how we are performing against standards set out in the Scottish Social Housing Charter and summarises our planned improvements for the coming year.

This report also includes a section comparing SBHA's value for money with other housing associations.

The purpose of the Charter is to allow Tenants to compare their landlord's performance with other landlords and for SBHA to demonstrate that we provide good quality services and value for money.

The format and design of the report has been developed with Scottish Borders Tenants Organisation, the independent Tenant representative group.

We have shown last year's performance 2016-17 and compared it with the previous year 2015-16.



shows an improvement in performance



indicates no improvement since last year.

We welcome your feedback on this report, please send your comments to our Corporate Manager, Catherine Beattie at enquiries@sbha.org.uk or telephone 01750 724444. More information about what we do and the improvements we are making; and, the range of opportunities to participate and influence our decisions is contained in our annual report, newsletters, website – www.sbha.org.uk and Facebook.

Fast Facts



**5,656
homes**



**182
staff**



**Over 40
settlements
covered in
the Borders**



**Average rent
£71.40**

**Scottish average
rent £74.44**

SBHA is in the lowest quartile of housing associations in Scotland.



**Total
rent due
£19,922,907**



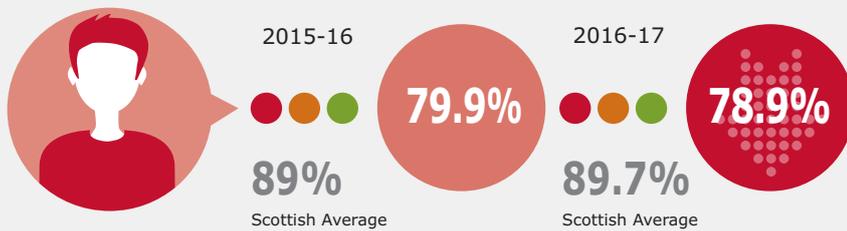
**Rent increase
3.2%**

**Scottish average
rent increase
2.3%**

**Investment
in Tenants'
homes
last year
£9.6 million**

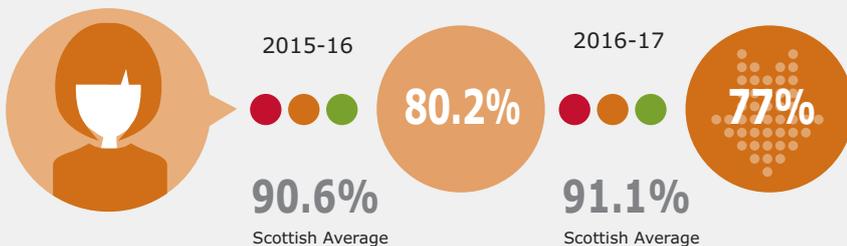
Listening to Tenants and their Communities to Innovate and Improve

Tenants satisfaction with SBHA's overall service



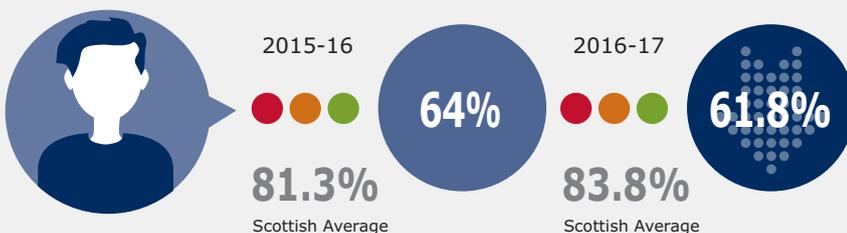
SBTO commission an annual satisfaction survey using an independent customer research company. The results, which are anonymous, help us inform service improvements. Satisfaction over the last four years has remained consistent, with just a slight drop since last year. We are implementing new service access arrangements which we expect to increase satisfaction from 2018-19.

Tenants satisfaction with keeping them informed



Satisfaction has dropped despite considerable information campaigns on services and activities. You have told us that you want a range of methods to be used to keep you informed. We will continue to do so through newsletters, social and local media to raise your awareness of our services. We are also introducing online service access in 2018 which will keep you informed on our progress on issues you raise with us.

Tenants satisfaction with opportunities to participate



This is a downturn from last year, although still higher than the previous year. Although 6 out of 10 are satisfied, only 3% are dissatisfied. We have increased our activities in local areas and estates such as offering walkabouts with local Community Teams. Our successful Summer 2017 Tenant Roadshow highlighted how much you value local events and we will build on this in the coming year.

Tenants satisfaction with neighbourhood as a place to live



Our Neighbourhood Teams carry out regular Estate Walkabouts at which Tenants are encouraged to share their concerns and ideas on how we could make things better. We will be focussing on ensuring the outcomes of walkabouts are shared with Tenants and empower local Community Teams to address your concerns through estate improvement budgets for small environmental projects.

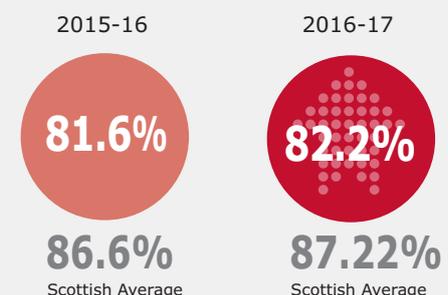
Anti social behaviour



We carry out satisfaction surveys and are pleased to see this service is helping manage cases of anti-social behaviour and achieve successful outcomes, despite an increase in cases.

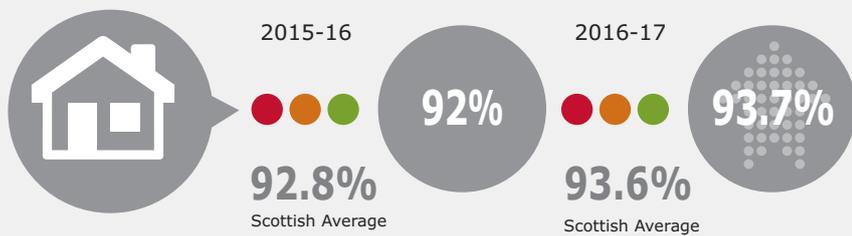


Anti social behaviour - cases resolved within locally agreed target times



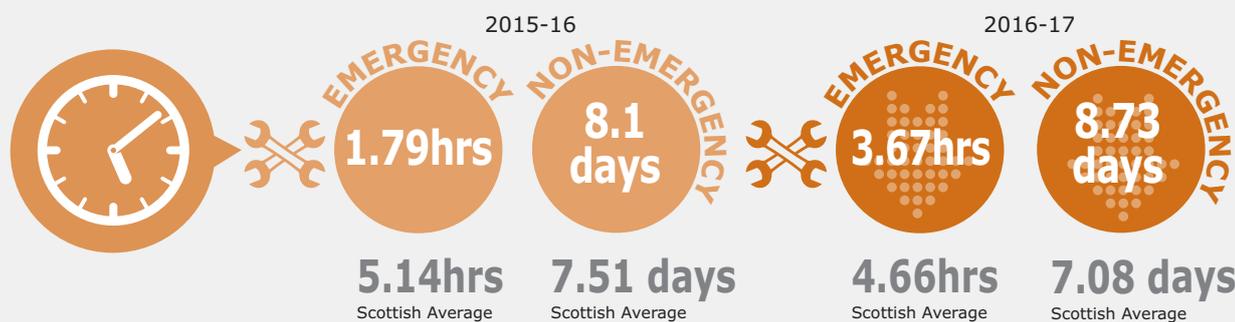
●●● Creating Great Places to Live

Homes meeting Scottish Housing Quality Standard



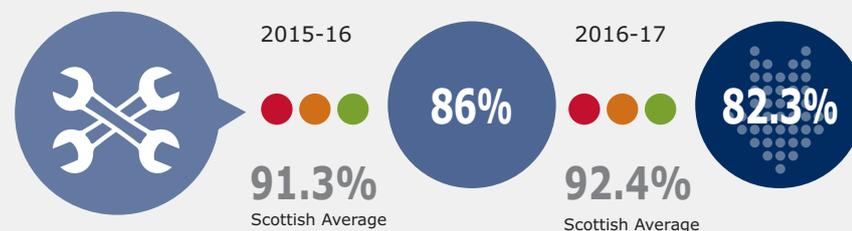
Improved performance reflects increased investment in Tenants homes. You told us that a warm home which is affordable to heat is a priority and we continue to work towards the Scottish Government Energy Efficiency Standard for Social Housing (EESH) target by 2020. To improve the quality of whole neighbourhoods we are now delivering Year 1 of the SBHA 6-Year Investment Plan.

Average time taken to complete repairs



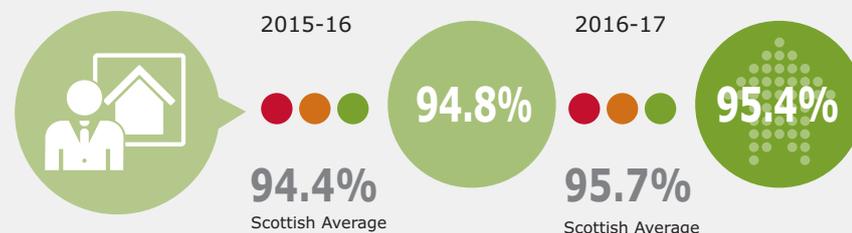
Overall the number of repairs increased this year, with a significant increase in emergency repairs. We changed the Gas Contractor early in the year and this took time to settle and performance improved considerably as the year progressed.

Repairs completed right first time



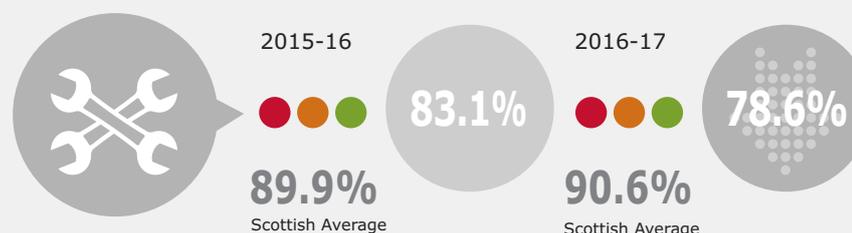
This figure fell mainly due to the Gas Contractor change identified above. For other repairs the average remained similar to the previous year. Again, performance improved as the year progressed. We are in the process of appointing a new Gas Contractor and this is expected to begin in Autumn 2017.

Repairs appointment system – appointments kept with Tenants



The repairs appointment system is very much valued by Tenants and we have improved this service further by introducing a text back system to remind Tenants of appointment dates and times. We are delighted to see that the figure for appointments kept has improved this year.

Tenant satisfaction with repairs service



This has fallen and reflects the drop in customer experience over the year. We will continue to focus on getting the repair right first time and keeping appointments to improve customer experience. We are developing mobile working for our teams so that when visiting Tenants' homes they can book repairs and appointments on site.

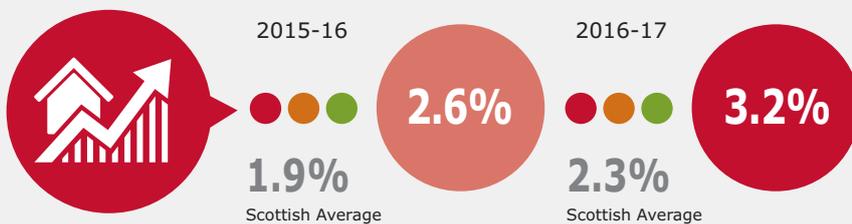
●●● Delivering Excellent Value for Money

Average weekly rent



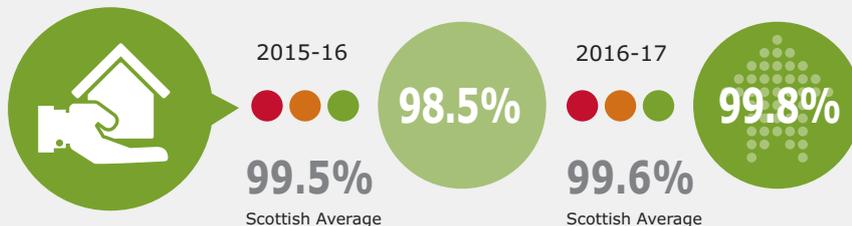
Our rents continue to be below the Scottish Average and remain one of the lowest in Scotland. Ensuring value for money and that rents remain affordable for our Tenants is a key part of our business. Your rent pays for the investment in your homes and the services we provide, with £9.6million spent on planned maintenance last year.

Average weekly rent increase applied



We consider a range of factors when setting rents, including cost pressures and affordability to Tenants. We talked to Tenants about rent increases by phoning Tenants direct, we also ask for feedback through our newsletter. 86% told us that they felt their rent was affordable, and 86.8% felt that it was good value for money. 64.8% told us that they thought the proposed increase was either about right or too low.

Percentage collected of rent due



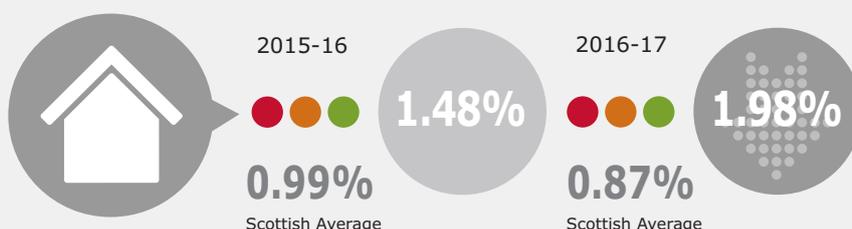
Our percentage of rent collected has increased this year, to the highest level reported since 2009. We promote a wide range of services to help Tenants with rent and money management including welfare benefits, help finding a job or training, and support on debt management and budgeting.

Average days to re-let homes



This year we have let 738 homes. Whilst family homes and houses re-let quickly, letting smaller flats in some areas is an increasing challenge. We will continue to invest in the modernisation and energy efficiency of long term empty homes, whilst ensuring that we re-let as efficiently as possible. This will include use of social media advertising and holding Allocations pop-up shops.

Percentage of rent lost because homes were empty



A slight dip in performance this year. In the past year we have brought the number of long-term empty homes down from 98 to 67, and created a further 38 new build homes. When applicants turn down a home, they are now offered the opportunity to tell us why - this helps to provide us with more information about what prospective Tenants are looking for in a new home.

●●● Delivering Excellent Value for Money

Keeping rents affordable for Tenants remains our priority and we have one of the lowest housing association rents in Scotland. This performance report tells you about how well we are doing and how satisfied tenants are. In this section we provide some information on how much it costs to provide our services. We have worked with Housemark and compared these costs with 25 similar housing associations across the UK, using the most recent collated group results, from 2015-16.

We're working hard to deliver affordable rents and the best value for money for the services we provide and aim to produce more information for Tenants on how we compare with other landlords.

* Median – The median is the middle figure rather than an average, this ensures that landlords with either very high, or very low costs do not skew the figures in one direction.

Housing Management £ per household



This is what we spend on managing and letting homes, collecting rents, engaging with you and dealing with anti-social behaviour.

Responsive repairs and empty homes £ per household



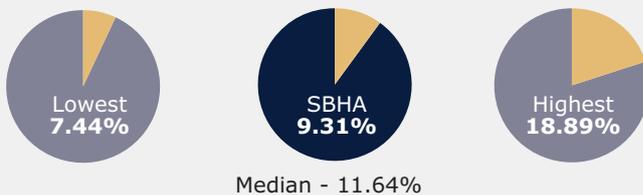
The amount spent on fixing emergency and routine problems that you report to us, as well as getting empty houses ready for new Tenants to move in.

Major works and cyclical maintenance £ per household



Investment in modernising your homes, including new heating systems, kitchens and bathrooms.

Overheads % of adjusted turnover



These are the costs incurred in keeping the business going, including staff costs, IT, office management and finances.



HAPPY TO TRANSLATE



Created by Tenants, for Tenants

We welcome your comments and feedback

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