

Request for Information	Ref: 00007 FOI
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Freedom of Information (Scotland) Act 2002

Multiple questions from housebuilding, waiting lists, stock, complaints, rent arrears.

Question 1	Question 1.1 Details of all of the housing association's housebuilding projects approved in the last ten years, including the address of the project, the affected geographical area, the total number of units built, the number of units built for social housing.																																																																								
Answer to Q1	<p>Answer: The table below shows all SBHA approved housebuilding projects in the last 10 years. This covers the geographical area of the Scottish Borders (excluding Berwickshire). This data represents new houses built.</p> <table border="1" data-bbox="295 824 1527 1518"> <thead> <tr> <th>Project Approved</th> <th>Tenure</th> <th>Development</th> <th>Post Code</th> <th>2 Bed</th> <th>3 Bed</th> <th>4 Bed</th> <th>Total</th> <th>Date Complete</th> </tr> </thead> <tbody> <tr> <td>May-12</td> <td>Affordable Housing</td> <td>Jessamine, Earlston</td> <td>TD4</td> <td>0</td> <td>3</td> <td>0</td> <td>3</td> <td>Oct-13</td> </tr> <tr> <td>Dec-14</td> <td>Social Housing</td> <td>Deanfield, Hawick</td> <td>TD9</td> <td>8</td> <td>0</td> <td>0</td> <td>8</td> <td>Feb-16</td> </tr> <tr> <td>Dec-14</td> <td>Social Housing</td> <td>Stonefield, Hawick</td> <td>TD9</td> <td>0</td> <td>8</td> <td>2</td> <td>10</td> <td>Mar-16</td> </tr> <tr> <td>Dec-14</td> <td>Social Housing</td> <td>Stonefield, Hawick</td> <td>TD9</td> <td>18</td> <td>16</td> <td>0</td> <td>34</td> <td>Nov-16</td> </tr> <tr> <td>Mar-16</td> <td>Social Housing</td> <td>Torwoodlee, Galashiels</td> <td>TD1</td> <td>0</td> <td>4</td> <td>0</td> <td>4</td> <td>Dec-16</td> </tr> <tr> <td>Sep-17</td> <td>Social Housing</td> <td>Rose Court</td> <td>TD1</td> <td>0</td> <td>10</td> <td>0</td> <td>10</td> <td>Dec-18</td> </tr> <tr> <td colspan="4"></td> <td>26</td> <td>41</td> <td>2</td> <td>69</td> <td></td> </tr> </tbody> </table>	Project Approved	Tenure	Development	Post Code	2 Bed	3 Bed	4 Bed	Total	Date Complete	May-12	Affordable Housing	Jessamine, Earlston	TD4	0	3	0	3	Oct-13	Dec-14	Social Housing	Deanfield, Hawick	TD9	8	0	0	8	Feb-16	Dec-14	Social Housing	Stonefield, Hawick	TD9	0	8	2	10	Mar-16	Dec-14	Social Housing	Stonefield, Hawick	TD9	18	16	0	34	Nov-16	Mar-16	Social Housing	Torwoodlee, Galashiels	TD1	0	4	0	4	Dec-16	Sep-17	Social Housing	Rose Court	TD1	0	10	0	10	Dec-18					26	41	2	69	
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Question 2	<p>Question 2.1 The total number of people currently on the waiting list for housing properties, broken down by bedroom number?</p> <p>Answer: As at 31 March 2020, there were 2,972 applicants registered with SBHA. The table below shows the breakdown of applicants by stated bedroom requirement:</p>																																																																								

	No. of Applicants
BEDROOMS REQUIRED	Total
1	1892
2	667
3	329
4	73
5	11
Grand Total	2972

Question 2.2 The number of people currently on the waiting list for housing in each geographical area, broken down by property bedroom number?

Answer: SBHA only operate in one geographical area, Scottish Borders (which excludes Berwickshire. Please refer to response to query 1 above.

Question 2.3 The anticipated waiting time for housing accommodation, broken down by bedroom number.

Answer: SBHA allocate properties through a Choice Based Letting system, which means applicants bid for available properties. As we do not operate a waiting list we are unable to answer this question.

Question 2.4 The anticipated waiting time for housing accommodation in each geographical area, broken down by bedroom property number.

Answer: SBHA only operate in one geographical area, Scottish Borders (which excludes Berwickshire). SBHA allocate properties through a Choice Based Letting system, which means applicants bid for available properties. As we do not operate a waiting list we are unable to answer this question.

Question 2.5 The average waiting time for housing accommodation, broken down by bedroom number, in each of the **last ten years**.

Answer: SBHA allocate properties through a Choice Based Letting system, which means applicants bid for available properties. As we do not operate a waiting list we are unable to answer this question.

Question 2.6 The average waiting time for housing accommodation in each geographical area, broken down by bedroom number, in each of the **last ten years**.

Answer: SBHA only operate in one geographical area, Scottish Borders (which excludes Berwickshire). SBHA allocate properties through a Choice Based Letting system, which means applicants bid for available properties. As we do not operate a waiting list we are unable to answer this question.

Question 3

Question 3.1. Details of all complaints made by tenants about the organisation's housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.

Answer: *Information about complaints performance is publicly available and is published on Scottish Housing Regulator's website Indicators 3 & 4 for years 2 – 5 follow link [SHR Annual Return on the Charter page - Financial Years](#) . Information is not split by tenant and non-tenant and all complaints are fully investigated.*

The below table provides a summary over the past 5 years on the service areas the majority of complaints were received from tenants and non-tenants and the percentage of these complaints that were upheld. We are unable to provide you with the exact date and specific details of each complaint as to do so could potentially identify the individuals involved and therefore section 38 of the Freedom of Information (Scotland) Act 2002; personal information would apply.

Service-Area	2019-20		2018-19		2017-18		2016-17		2015-16	
	No. received	% upheld	No. received	% upheld	No. received	% upheld	No. received	% upheld	No. received	% upheld
Planned Maintenance	129	28%	114	46%	117	51%	178	74%	141	75%
Responsive Repairs	96	32%	84	50%	98	49%	143	75%	136	74%
Tenancy Management	25	8%	23	30%	17	41%	16	75%	14	71%

Question 3.2. Details of all complaints made by prospective tenants and applicants about the organisation's housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was. *Answer: See 1 above.*

Question 4

Question 4.1. The total number of social housing properties owned by the housing association, broken down by geographical area and bedroom number. *Answer: SBHA covers one geographical area, the Scottish Borders (except Berwickshire). The following table breaks down SBHA stock as at the 31 March 2020.*

2019/20 Stock Breakdown	
	Total
1 Apt - Bedsit	72
2 Apt - 1 Bedroom	1678
3 Apt - 2 Bedroom	2684
4 Apt - 3 Bedroom	1068
5+ Apt - 4+ Bedrooms	103
Grand Total	5605

Question 4.2. The total number of social housing properties built by the housing association in each of the past ten years, broken down by geographical area and bedroom number. *Answer: This response has included the number of new build units by bedroom number.*

Question 5

5.1 The total number of people currently on the waiting list for housing properties, broken down by bedroom number?
Answer: As at 31 March 2020, there were 2,972 applicants registered with SBHA. The table below shows the breakdown of applicants by stated bedroom requirement:

	No. of Applicants
BEDROOMS REQUIRED	Total
1	1892
2	667
3	329
4	73
5	11
Grand Total	2972

5.2 The number of people currently on the waiting list for housing in each geographical area, broken down by property bedroom number?
Answer: SBHA only operate in one geographical area, Scottish Borders (which excludes Berwickshire. Please refer to response to query 1 above.

5.3 The anticipated waiting time for housing accommodation, broken down by bedroom number.
Answer: SBHA allocate properties through a Choice Based Letting system, which means applicants bid for available properties. As we do not operate a waiting list we are unable to answer this question.

5.4 The anticipated waiting time for housing accommodation in each geographical area, broken down by bedroom property number.
Answer: SBHA only operate in one geographical area, Scottish Borders (which excludes Berwickshire). SBHA allocate properties through a Choice Based Letting system, which means applicants bid for available properties. As we do not operate a waiting list we are unable to answer this question.

5.5 The average waiting time for housing accommodation, broken down by bedroom number, in each of the **last ten years**.
Answer: SBHA allocate properties through a Choice Based Letting system, which means applicants bid for available properties. As we do not operate a waiting list we are unable to answer this question.

5.6 The average waiting time for housing accommodation in each geographical area, broken down by bedroom number, in each of the **last ten years**.
Answer: SBHA only operate in one geographical area, Scottish Borders (which excludes Berwickshire). SBHA allocate properties through a Choice Based Letting system, which means applicants bid for available properties. As we do not operate a waiting list we are unable to answer this question.

Question 6

Rent and Arrears over 10 years

- 6.1 Percentage increases on rent imposed on social tenants by the housing association in each of the last ten years.
- 6.2 The total number of housing association tenants in each of the last ten years.
- 6.3 The total value of rent arrears accumulated by housing association tenants, as well as the total number of tenants who have entered rent arrears, in each of the last ten years.
- 6.4 Details of all evictions carried out on housing association tenants in the last ten years, including the number of evictions carried out and the reasons for the evictions.
- 6.5 The number of housing association tenants currently facing evictions, including all active eviction notices.

Table of Answers to Questions 1-5:

Questions	Year 1; 2019-20 SBHA Annual Return of the Charter (not yet published)	Years 2 – 7 2018-19 – 2013-14 Information Available on Scottish Housing Regulator Website	Years – 8 – 10 2012-13 – 2010-2011 Archive Information no longer publicly available – SBHA APSR
6.1	4.05%	<u>SHR Annual Return on the Charter page - Financial Years</u>	Yr – 8: 4.50% Yr – 9: 7.44% Yr – 10: 7.28%
6.2	5,466	<u>SHR Annual Return on the Charter page - Financial Years</u>	Yr – 8: 5,509 Yr – 9: 5,553 Yr – 10: 5,566
6.3	£1.421M Gross Rent Arrears: 1,321 Tenants in arrears	<u>SHR Annual Return on the Charter page - Financial Years</u>	Yr – 8: £1.02M: 1,366 Tenants in arrears

					Yr – 9: £1.02M: 1,695 Tenants in arrears Yr – 10: £1.24M: 1,737 Tenants in arrears
	6.4	18 evictions (rent arrears)	<u>SHR Annual Return on the Charter page - Financial Years</u>		Yr – 8: 11 evictions (rent arrears) Yr – 9: 28 evictions (rent arrears) Yr – 10: 17 evictions (rent arrears)
	6.5	n/a	n/a		Yr – 8: n/a Yr – 9: n/a Yr – 10: n/a
Question 7	Waiting Times across 10 years				
	<p>7.1 The average waiting time for housing accommodation, broken down by bedroom number, in each of the last ten years.</p> <p>7.2 The average waiting time for housing accommodation in each geographical area, broken down by bedroom number, in each of the last ten years.</p> <p>7.3 The longest waiting time for housing accommodation, broken down by bedroom number, in each of the last ten years.</p> <p>7.4 The longest waiting time for housing accommodation in each geographical area, broken down by bedroom number, in each of the last ten years.</p> <p>Registered Social Landlord lettings information is published by the Scottish Housing Regulator on their website, or available in the Publication Scheme of the Association's website; see Question above relating to waiting times.</p>				
	Please note that this response constitutes full release under the Freedom of Information (Scotland) Act 2002.				

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