

Landlord name: Scottish Borders Housing Association Ltd

RSL Reg. No.: 313

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Approval

A1.1	Date approved	30/05/2025
A1.2	Approver	Maria Lyle
A1.3	Approver job title	Chief Operating Officer
A1.4	Comments (Approval)	
		N/A



N/A

Social landlord contextual information**Staff**

Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Ms. Julia Mulloy
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	12.79
C1.2.2	the number of office based staff	84.23
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	4.43
C1.2.5	the number of direct labour staff	56.67
C1.2.6	the total number of staff	158.12
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	15.63%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	11.66%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	5.47%

Social landlord contextual information

Lets

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)		
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C3.1	The number of 'general needs' lets during the reporting year	463
C3.2	The number of 'supported housing' lets during the reporting year	18
Indicator C3		481

The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	94
C2.2	The number of lets to housing list applicants	124
C2.3	The number of mutual exchanges	15
C2.4	The number of lets from other sources	2
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	257
C2.5.2	nominations from the local authority	4
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	481

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

C1.3 Staff

We increased our total number of staff by 6.24 FTE in the year compared to last year and the number of leavers reduced (19 cf. 25 last year) and this is reflected in the reduction of % turnover for the year.

Team absence also reduced significantly compared to last year with long term absences reduced. We have continued to promote healthy living and our Healthy Living Group have delivered a range of activities and programmes over the year to encourage health and wellbeing of the team.

C2 & C3 Lets:

The total lets made in the year reduced slightly (481 cf. 492 last year) and reflects the positive increase in tenancy sustainment and the reduction in homes becoming available to let. Demand remains high for housing and, like many local authorities across Scotland, Scottish Borders Council declared a housing emergency in the year. We remain committed to play our part to address this and help prevent and alleviate homelessness and 54% of lets we made in the year were to homeless households referred to us through Section 5s by the local authority.

Overall satisfaction**All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	752
1.1.2	the fieldwork dates of the survey	03/2025
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	294
	very satisfied	
1.2.2	fairly satisfied	290
1.2.3	neither satisfied nor dissatisfied	72
1.2.4	fairly dissatisfied	38
1.2.5	very dissatisfied	50
1.2.6	no opinion	8
1.2.7	Total	752

Indicator 1	77.66%
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Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

6-monthly Tenant Satisfaction Surveys are carried out independently by market research company, Research Resource.

Overall satisfaction has increased and dissatisfaction decreased in the year. Those expressing a neutral/no opinion is 10% which is higher than the sector average of 6%. We also measure tenant advocacy through net promote score which demonstrated a significant positive shift in the year (up from 17 last year to 26). We achieved Customer Service Excellence Accreditation in the year at first time of asking and this has contributed to the drive in the year to strengthen our customer service and improve outcomes for tenants as demonstrated in the improvements in many of the indicators in this return.

We will continue to focus on driving up customer satisfaction in the coming year, listening and acting on tenant and customer feedback and enhancing our service offer to achieve even better outcomes for tenants and customers.

The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	752
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	253
2.2.2	fairly good at keeping them informed	365
2.2.3	neither good nor poor at keeping them informed	69
2.2.4	fairly poor at keeping them informed	42
2.2.5	very poor at keeping them informed	23
2.2.6	Total	752

	Indicator 2	82.18%
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Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	752
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	233
5.2.2	fairly satisfied	464
5.2.3	neither satisfied nor dissatisfied	44
5.2.4	fairly dissatisfied	5
5.2.5	very dissatisfied	6
5.2.6	Total	752

	Indicator 5	92.69%
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Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

Indicator 2 (Communication)

The positive increase achieved last year in Tenant satisfaction with being kept informed has been sustained this year, up 12% compared to previous year. Dissatisfaction has fallen compared to last year as efforts continued in the year to improve communication in key service areas such as repairs and held a series of tenant events in local communities to seek feedback, consult and share information on the services we provide. Listening to tenant feedback, we have redesigned and launched our new website, in consultation with tenants, which provides enhanced functionality and greater accessibility to information and services.

Indicator 5 (Participation)

The high level of satisfaction with opportunities to participate in decision making achieved last year has also been sustained this year, remaining higher than peer group and sector average. Members of the registered tenants organisation, Scottish Borders Tenants Organisation (SBTO), have remained extremely active in the year engaging with the wider tenant group over the year and sharing their feedback and views. In the coming year, we will collaborate with them to shape our 5 year tenant engagement strategy, Voices Together Strategy.

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2025
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	60.00
C8.3	The date of your next scheduled stock condition survey or assessment	03/2026
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	21.00
C8.5	Comments on method of assessing SHQS compliance.	

Stock condition surveys are conducted internally as part of an ongoing program aligned with our six-year Planned Maintenance Program. A stock condition database is used to collect, track, and continuously update data from all stock condition surveys, ensuring components are accurately updated. This database assesses overall compliance by calculating pass/fail rates, generating reports to evaluate adherence to SHQS standards. Each year, reports highlight properties with failing elements, as well as components nearing the end of their expected lifecycles, identifying those due for re-surveying.



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	5,667	5,748
C9.2	Self-contained stock exempt from SHQS	35	32
C9.3	Self-contained stock in abeyance from SHQS	272	252
C9.4.1	Self-contained stock failing SHQS for one criterion	211	126
C9.4.2	Self-contained stock failing SHQS for two or more criteria	1	0
C9.4.3	Total self-contained stock failing SHQS	212	126
C9.5	Stock meeting the SHQS	5,148	5,338



C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0

North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	5,148	5,338
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	5,148	5,338

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)	
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	5,667
6.1.2	projected to the end of the next reporting year	5,748
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	5,148
6.2.2	projected to the end of the next reporting year	5,338

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	90.84%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	92.87%

Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	752
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	266
7.2.2	fairly satisfied	344
7.2.3	neither satisfied nor dissatisfied	56
7.2.4	fairly dissatisfied	51
7.2.5	very dissatisfied	35
7.3	Total	752

	Indicator 7	81.12%
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Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	3,460
8.2	The total number of hours taken to complete emergency repairs	6,386

Indicator 8		1.85
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Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	13,308
9.2	The total number of working days taken to complete non-emergency repairs	139,554

Indicator 9		10.49
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The number of reactive repairs completed right first time during the reporting year	11,202
10.2	The total number of reactive repairs completed during the reporting year	13,302

Indicator 10		84.21%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	N/A

Indicator 11	0
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	307
	12.2 Of the tenants who answered, how many said that they were:	160
12.2.1	very satisfied	
12.2.2	fairly satisfied	89
12.2.3	neither satisfied nor dissatisfied	16
12.2.4	fairly dissatisfied	26
12.2.5	very dissatisfied	16
12.2.6	Total	307

	Indicator 12	81.11%
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Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

Indicator 6 (SHQS)

The % of homes meeting SHQS increased slightly in the year, and of the 9.2% that did not meet the standard, 5.4% are exempt/abeyance and 3.8% fail, both lower than last year.

Indicator 7 (Satisfaction with Quality of the home)

Tenant satisfaction with the Quality of the homes increased to a 10 year high this year (up 6% from last year) and dissatisfaction reduced by 3%. Tenant satisfaction of with major works in the year has also significantly improved (up 12% to 85%). This reflects our commitment to continue to invest in tenants homes, delivering programmes of work throughout the year in accordance with our cyclical 6-year investment programme.

Indicators 8 - 10 (Repairs, Maintenance & Improvements)

The volume of reactive repairs completed in the year increased compared to last year (16,768 cf. 16,010) and the time taken to complete emergency repairs reduced, remaining within the 2hr target promised to Tenants. The average time taken to complete non-emergency repairs has also improved, comparable to our peer group, as has right first time (up 3% compared to last year). This positive progress was achieved as we continue to implement our action plans to achieve sustainable improvements and better outcomes for Tenants.

Indicator 12 (Satisfaction with the Repairs Service)

Satisfaction with the repairs service increased slightly in the year. We ask tenants to tell us about their experience of key elements of the repairs service and satisfaction with these key elements is high and increased further this year. In the coming year we will be reviewing our repairing standards with Tenants and continuous improvements to the Repairs Service will remain a key focus.

Health & Safety

Gas - We fully met our gas safety obligations in the year, with 100% of all homes serviced within the anniversary date.

Electrical safety - 99.52% of homes have a current electrical test certificate (EICR) with the remaining 0.48% (27 properties) being either in abeyance or exempt. The reason for the 8 properties in abeyance, are for social reasons (Tenant restricting access- we are working with the Tenants to ensure access is achieved safely at the earliest) and awaiting Mains Isolator Switches being fitted for works to progress. The 19 properties exempt in accordance with guidance are not being let awaiting future regeneration.

Fire safety - 99.93% of SBHA homes have an LD2 fitted with the remaining 0.07% (4 properties) exceptions not being let awaiting future regeneration.

Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	274	73
Complaints carried forward from previous reporting year	9	4
All complaints received and carried forward	283	77
Number of complaints responded to in full by the landlord in the reporting year	283	72
Time taken in working days to provide a full response	1,335	1,498

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	93.51%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.72
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	20.81

Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	752
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	265
13.2.2	fairly satisfied	328
13.2.3	neither satisfied nor dissatisfied	99
13.2.4	fairly dissatisfied	37
13.2.5	very dissatisfied	23
13.2.6	Total	752

	Indicator 13	78.86%
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Percentage of tenancy offers refused during the year (Indicator 14)		
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14.1	The number of tenancy offers made during the reporting year	909
14.2	The number of tenancy offers that were refused	0

Indicator 14		0.00%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)	
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15.1	The number of cases of anti-social behaviour reported in the last year	186
15.2	Of those at 15.1, the number of cases resolved in the last year	171

Indicator 15		91.94%
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Abandoned homes (Indicator C4)		
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C4.1	The number of properties abandoned during the reporting year	51
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	41
22.2.1	22.2 The number of properties recovered: because rent had not been paid	6
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	3

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	14.63%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	7.32%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	21.95%

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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

Indicator 13 (Satisfaction with the landlord's contribution to the management of neighbourhood) Satisfaction has increased by 9% for the second consecutive year and is at its highest level, although remaining below the sector average. Dissatisfaction has reduced and those expressing a neutral opinion remains similar to last year at 13%. More tenants advise that they are satisfied with the neighbourhood as a place to live (87% compared to 85% last year) and the majority advise that they feel safe (90% compared to 87% last year). Dog fouling, fly tipping, noise nuisance and parking remain the main neighbourhood issues experienced. We operate in mixed tenure estates and do not own all land and facilities in these communities, therefore, will continue working with partners and residents to address locally identified priorities.

Indicator 14 (Offers Refused)

All offers of tenancy are made verbally by SBHA. Written offers of tenancy are not provided, therefore, in accordance with the advice provided by the Scottish Housing Regulator, no offers by SBHA have been reported for this Indicator as the number of written offers made equates to the number of tenancy agreements signed which defines a 'Tenancy Offer' as 'offered in writing'. However, for information only, of the 909 verbal offers made during the reporting year 301 (33%) were refused, a slight reduction from the 35% refused last year.

Indicator 15 (ASB)

The trend in reducing ASB cases continued this year - down from 212 last year to 186 and improvements have been made in the level of cases resolved - up from 90% to 92%. Of the 15 unresolved cases at year end, 13 were received in the last month of the year and remain within locally agreed targets; and the remaining 2 outstanding are complex cases with legal action in progress. This improvement in performance is due to increased activity from our team and strengthened partnership working in the year, including working with communities.

Indicator 22 (Court Actions & Evictions)

The number of court actions intimated increased in the year resulting in more evictions carried out but remains significantly lower than pre-Covid.

Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)	
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17.1	The total number of lettable self-contained stock	5,615
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	427

Indicator 17		7.60%
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Number of households currently waiting for adaptations to their home (Indicator 19)		
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19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	137
19.2	The number of approved applications completed between the start and end of the reporting year	100
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	37
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19		37
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)		
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20.1	The cost (£) that was landlord funded;	£59,993
20.2	The cost (£) that was grant funded	£191,262
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£251,255
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	9,081
21.2	The total number of adaptations completed during the reporting year.	100

		Indicator 21	90.81
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Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	322
23.2	The total number of individual homeless households referrals received under other referral routes.	8
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	330
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	253
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	5
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	258
23.7	The total number of accepted offers.	257

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	78.18%
Indicator 23 - The percentage of those offers that result in a let	99.61%

Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	448
30.2	The total number of calendar days properties were empty	19,649

		Indicator 30	43.86
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Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	90
16.1.2	applicants who were assessed as statutory homeless by the local authority	272
16.1.3	applicants from your organisation's housing list	120
16.1.4	nominations from local authority	3
16.1.5	other	0
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	83
16.2.2	applicants who were assessed as statutory homeless by the local authority	249
16.2.3	applicants from your organisation's housing list	110
16.2.4	nominations from local authority	2
16.2.5	other	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	92.22%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	91.54%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	91.67%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	66.67%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	N/A

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

Indicator 16 (Tenancy Sustainment)

Tenancy Sustainment has improved again this year and is at its highest level, close to the sector average. Continuing the trend seen in previous years, sustainment remains highest for transferring tenants (92% although reduced from 98.9% last year) and sustainment amongst homeless is similar to the higher level achieved last year. The largest increase in sustainment was those housed from our housing list, up almost 5% from last year. We enhanced our tenancy support offer this year, providing Tenancy Support Service as well as the Financial Inclusion Service and Warm & Well Service to support those most vulnerable and households experiencing financial hardship. Other likely contributors to this improvement are efforts made to improve the quality of the home and management of the neighbourhood, and satisfaction in both these increased in the year. This positive shift in sustainment is reflected in the reduction of homes becoming available for let which is at its lowest level at 7.6%.

Indicator 17 & 30 (Turnover & Relet of Empty Homes)

Turnover of empty homes reduced for the fourth consecutive year from 12.5% in 2019-20, down to 7.6% and similar to the sector and peer group average. This reflects the positive increase in tenancy sustainment reported in this return. Empty homes management improved in the year with fewer homes remaining empty at the end of the year and rent loss reducing. The average days to re-let empty homes remains comparable to last year - this is adversely impacted by the letting of some 11 low demand homes in the year, taking an average 50 days to let and this, alongside more homes requiring significant work to bring them back up to lettable standard. Satisfaction with the quality of the home when moving remains high at 90% and unlettable and low demand homes have reduced. Reducing the time taken to re-let will remain a focus of improvement in this service area in the coming year.

Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)		
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26.1	The total amount of rent collected in the reporting year	£27,331,644
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£27,463,995

Indicator 26		99.52%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£1,639,910
27.2	The total rent due for the reporting year	£27,724,190

Indicator 27		5.92%
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Average annual management fee per factored property (Indicator 28)		
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28.1	The number of residential properties factored	156
28.2	The total value of management fees invoiced to factored owners in the reporting year	£4,410

Indicator 28		£28.27
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)	
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18.1	The total amount of rent due for the reporting year	£27,724,190
18.2	The total amount of rent lost through properties being empty during the reporting year	£260,195

Indicator 18		0.94%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	5.00%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	3,060
C6.2	The value of direct housing cost payments received during the reporting year	£12,435,834

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)	
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C7.1	The total value of former tenant arrears at year end	£441,264
C7.2	The total value of former tenant arrears written off at year end	£249,054

Indicator C7		56.44%
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Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	752
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	195
25.2.2	fairly good value for money	379
25.2.3	neither good nor poor value for money	113
25.2.4	fairly poor value for money	35
25.2.5	very poor value for money	30
25.3	Total	752

Indicator 25	76.33%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	23
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	6
29.2.2	fairly satisfied	7
29.2.3	neither satisfied nor dissatisfied	6
29.2.4	fairly dissatisfied	2
29.2.5	very dissatisfied	2
29.3	Total	23

Indicator 29	56.52%
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

Indicators 26 & 27 (Rent collection & Arrears)

Rent collection improved further this year and is at the highest level since 2016-17, similar to peer group average and closer to the sector average. Gross Arrears also reduced. Improvements in both these indicators reflect the focussed and timeous activity in this area over the year and our Financial Inclusion Service have continued to support tenants to maximise their income, generating £389k in the year to 688 households.

Indicator 25 (Value for Money)

The level of Tenants who advise they feel their rent represents good value for money increased compared to last year. Alongside the agreed rent increase, we continued our phased approach of implementation of the new rent model in the year to ensure rents remain affordable.

Other customers

Gypsies / Travellers

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)		
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31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

		Indicator 31	N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord’s management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.

SBHA does not own nor manage any gypsy / traveller sites.