



autumn 2025



SBHA

Delivering
Excellence Together



Being
Responsible



Always
Improving



Everybody
Matters



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SBTO is proud to work in partnership with SBHA to shape services and strengthen our communities - and this edition showcases just a few highlights.

The Tenant Gardening Competition continues to bring neighbours and generations together. Overall winner, Janice McDonald recently shared tips with Young Grower Connor - a lovely example of gardening connecting all ages. Thank you to everyone who entered.

Thanks also to those who took part in the SBTO Calendar Photo Competition. The standard was outstanding, and your 2026 Calendar will arrive with the Winter newsletter in time for Christmas.

Have you explored the new SBHA website? Designed with tenant input, it offers easier access to services like repairs and self-help guides. Features such as the 'Monochrome On' button improve accessibility for those with dyslexia or visual sensitivity. We welcome your feedback to keep improving. The SBTO AGM took place on 28th October - look out for a full update in the Winter newsletter.

We hope you enjoy this edition!



*Gordon Saunders,
SBTO Chair, on behalf
of the Editorial Panel*



*Ian McDonald, SBHA Chair (left)
with Chief Executive Julia Mulloy
and outgoing Chair, Robin Hill*

Welcome to this Autumn Newsletter.

A big thank you to all shareholders who attended our recent Annual General Meeting (AGM). We're pleased to introduce our new Chair, Ian McDonald. A Chartered Accountant with over 20 years of strategic financial experience, Ian has served on SBHA's Board since 2017 and convened the Audit & Compliance Sub-Committee.

Speaking of his appointment, Ian says: *"I'm really excited to be stepping into the role of Chair. Robin's done a fantastic job, and I'm looking forward to building on that - working closely with tenants, partners, fellow Board members and the SBHA team to deliver our ambitious Strategic and Business Plan for 2025-2030."*

"Together, we'll keep making sure people have safe, warm, and affordable homes, while helping communities grow stronger and people to have better futures."

We've got some exciting updates and opportunities coming over the next couple of months - keep an eye out for more details in your next newsletter!

Thank you, Robin!

We would like to express our sincere thanks to Robin Hill, who stepped down as Chair at our recent AGM after five years of exceptional leadership.

Throughout his time as Chair, Robin has shown outstanding dedication, guiding the organisation through periods of growth and change while always keeping tenants at the heart of every decision.

Under his leadership, we've strengthened our services, invested in homes and



communities, created new homes and continued to improve the support we offer tenants.

We are deeply grateful for his commitment, energy and the positive impact made during his tenure as Chair. We wish him all the very best for the years to come.

Julia

Our Annual Report



Watch out for our 2024-25 Annual Report, available on our website at end of October. This provides you with details on our performance against the Social Housing Charter and our activities over the year. If you would like to receive a paper copy, contact communications@sbha.org.uk



Investing in neighbourhoods

You said

We did

Exciting changes are underway in Croft Street and the surrounding area in Galashiels. We are delivering major upgrade works shaped by your feedback - thanks to a £3 million boost from the UK Government's Community Regeneration Partnership Fund.

Flat roof works are already underway, and we welcomed local tenants and residents to our recent community feedback event to find out how their feedback is shaping further improvements, focusing on safer, greener, and more welcoming spaces.

Key priorities highlighted include new railings, upgraded drying greens, secure cycle and pram storage, new bin enclosures and improved boundaries with timber fencing and planting. Procurement starts this Winter, with work expected to start in January and be complete in Spring 2026.

Thank you for shaping the future!

 **Funded by
UK Government**

Your rent

Your voice

Have Your Say on Your Rent

Your voice matters! Each year, we consult with you on rent levels and listen to your feedback to ensure we keep rents affordable while continuing to deliver the services that you tell us are important to you. These include investing in your homes, making them warmer and more affordable to heat, improving estates and providing the support services many tenants rely on.

We'll consult with you in December and January, and we'd love to hear your views. Take part online, over the phone, or by completing a paper survey included in our next newsletter. By sharing your thoughts, you'll help shape future decisions - and you'll also be entered into a prize draw with a chance to win a £50 shopping voucher!



How we're doing

PERFORMANCE 	April-June 2024	April-June 2025	How we're doing
Time taken to carry out an emergency repair	1.6 hrs	1.78 hrs	
Time taken to carry out a non-emergency repair	11 days	10.7 days	
Percentage collected of rent due	91.99%	94.08%	
Days to re-let an empty home	39	34	
Calls resolved at first contact	78%	75%	

COMPLAINTS OUTCOMES	April-June 2024	April-June 2025	How we're doing
Total complaints responded to	90	95	
% of complaints responded to within SPSO timescales*	Stage 1 89% Stage 2 78%	99% 95%	 
Average days taken to respond	Stage 1 5 Stage 2 20	4 16	 

Timescales for responses are set by the Scottish Public Services Ombudsman - www.spsso.org.uk/spso



Interested in joining our next community initiative or sharing your ideas for enhancing your local area? Join us on our next estate walkabout near you.

YOUR AREA	Neighbourhood Housing Officer / Property Officer	Date & time
Wellington Court, Hawick	Clair Forrest / Keir Ballantyne	Wednesday 5th November, 2pm. Meet at the car park.
Gala Park, Galashiels	Fiona Mallin / Greig Murray	Thursday 6th November, 1pm. Meet at the main car park.
Dalatho Crescent and Edinburgh Road, Peebles	Lisa Pegg / Colin Sandilands	Wednesday 12th November, 1pm. Meet at 1, Dalatho Crescent.
Cheviot Road area, Hawick	Susan Falconer / Damian Annan	Wednesday 12th November, 2pm. Meet at Cheviot Road.
Church St., Church Square, Glebe Place, Elm Row and Tea St., Galashiels	Fiona Mallin / Greig Murray	Thursday 13th November, 1pm. Meet outside the SBHA office.
Bongate and Bongate View area, Jedburgh	Guy Shillinglaw / Claire Long	Wednesday 19th November, 1.30pm. Meet at the yellow phone box.
Stonefield and Liddesdale, Hawick	Clair Forrest / Keir Ballantyne	Wednesday 19th November, 2pm. Meet at Block 1.
Balmoral area, Galashiels	Fiona Mallin / Greig Murray	Thursday 20th November, 1pm. Meet outside Niki's bar.
Hillbank Terrace, Inch Park, Inch Road, The Tofts/ Inchmead Crescent, Inchmead Drive, Eschiehaugh, Hillbank Terrace, Kelso.	Stacey Aitken / Damian Annan	Thursday 20th November, 11am. Meet at the Factory Shop.
Upper Langlee, Galashiels	Kelly Mitchell / Greig Murray	Wednesday 26th November, 1.30pm. Meet at the Hawthorn Rd/ Heather Court car park.



Beat the Winter blues at our Warm and Well events

We know that many people worry about keeping their homes warm and managing their energy bills during the Winter months. This Winter, we're holding a series of events in our communities, where you can meet members of the SBHA team and partners, and find out about all the ways we can support you in your home. There will also be hot food and drinks and practical giveaways.

Look out for details on our website, social media and in our Winter newsletter.