

### **SBHA Standard for Property Improvement Works – Creating Great Places to Live**

SBHA invest in homes to ensure they meet legislative standards such as the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standards for Social Housing (EESH) which is currently ‘on hold’ while a new Scottish Social Housing Net Zero Standard is announced. SBHA operate a 6-Year Planned Maintenance Programme where investment is focussed on 2 of the 12 Strategic Asset Management neighbourhood patches per year on a 6-year cycle. The current cycle is as follows:

| <b>Neighbourhoods</b>   | <b>Year</b> |
|---|-------------|
| 4 (Galashiels – Langlee) & 6 (Peebles)                        | 2026/27     |
| 1 (Galashiels North) & 2 (Earlston/Newtown St Boswells)       | 2027/28     |
| 7 (Kelso) & 9 (Hawick – Burnfoot)                             | 2028/29     |
| 8 (Jedburgh) & 10 (Hawick Central/West End)                   | 2029/30     |
| 3 (Galashiels Central/Melrose) & 12 (Innerleithen/Walkerburn) | 2030/31     |
| 5 (Selkirk) & 11 (Hawick – Silverbuthall/Weensland)           | 2031/32     |

SBHA is committed to enhancing your home by investing in improvements and scheduling the replacement of major components based on their expected lifespan, referred to as the ‘life cycle.’ The table below outlines the anticipated life cycle for key components.

| Major Item  | Expected Lifecycle in Years       |
|---|-----------------------------------|
| Kitchen   | 20                                |
| Bathroom  | 25                                |
| Doors & Windows   | 30                                |
| Gas Boiler Replacement                                  | 15                                |
| Air Source Heat Pump Unit                               | 15                                |
| Full Heating Systems (including pipework and radiators) | 25-30 years depending on the type |
| Solar PV Panels   | 30                                |

SBHA will inspect your home before the planned investment year to assess whether the component needs replacement or if it can continue to function effectively until the next cycle. It is important that you engage with us and provide access for the inspect to ensure that we can maintain your home to a high standard.

SBHA will write to you to provide information on planned works and to make arrangements with you to access your home:

- We will notify you of the need to access to your home to conduct a Stock Condition Survey. If the appointment offered is not suitable, we will work with you to find an alternative time.
- In March each year we will notify tenants in the 2 patches for the coming financial year, of what works are planned in their home and where possible provide timescales for when the install will likely take place. Properties with more than one element to be replaced may have works phased over the financial year where there are multiple contractors involved in the delivery.
- We will notify you of the need to survey for the improvement works planned and agree any choices with you where there are options available. This survey may be carried out by SBHA or our Contractor depending on who will be carrying out the work. We will aim to give you two weeks' notice unless an earlier appointment is agreed with you.

- Our contractors will give you a minimum of 3 weeks notice of any proposed start date for works to be carried out in your home.

When works are complete, we will visit a sample of homes. If you are contacted, we would appreciate you engaging with us and allowing access to carry out an inspect to assess the quality of work and discuss with you how satisfied you have been with the whole process via our customer satisfaction survey.

The following table outlines the standards you can expect from SBHA for each type of improvement works that we will undertake in your home.

| Item to be Replaced | SBHA Standard  |
|---------------------|--|
| Replacement Kitchen | <ul style="list-style-type: none"> <li>• New base and wall units with a choice of door colour and style of handle</li> <li>• Stainless steel sink and individual quarter turn lever handle taps</li> <li>• 40mm worktop with choice of colours</li> <li>• Wall board splashback between worktops and wall units, matching the worktop colour choice and stainless-steel splashback behind the cooker space.</li> <li>• Non-slip vinyl sheet floor covering in a choice of colours</li> <li>• Relocation and provision of new electric sockets (minimum of 6), new light fitting and electrics re-wired if required</li> <li>• Spaces for standard size appliances will be agreed at the survey stage</li> <li>• Plumbing for a washing machine</li> <li>• An extractor fan with humidistat to ensure adequate ventilation and manage humidity</li> <li>• Redecoration in a choice of colours</li> <li>• Doorstop</li> <li>• Provision of a back door external light where there is an external step or a health and safety risk</li> </ul> |
| Replacement         | <ul style="list-style-type: none"> <li>• A matching white non-slip steel bath with handles, wash hand basin and toilet</li> </ul>  |

| Item to be Replaced                              | SBHA Standard  |
|--|--|
| Bathroom   | <ul style="list-style-type: none"> <li>• Electric shower with a hinged clear glass shower screen</li> <li>• A thermostatic mixer valve fitted under the bath to prevent scalding</li> <li>• Wall board splash backs to bath, shower, wash hand basin and pipe boxing in these areas as appropriate, with a choice of colours</li> <li>• Bath panel which can be removed for ease of maintenance</li> <li>• Non-slip vinyl sheet floor covering in a choice of colours</li> <li>• New light fitting and re-wiring of electrics if required</li> <li>• An extractor fan with humidistat to help reduce condensation and mould</li> <li>• Decoration with choice of colour</li> <li>• Doorstop</li> </ul>   |
| Central Heating & Energy Efficiency replacements | <ul style="list-style-type: none"> <li>• We will use 'A' rated gas condensing boilers where gas central heating is fitted within the home</li> <li>• When replacing radiators, we will fit thermostatic radiator valves and position these under windows where possible to maximise efficiency</li> <li>• We use modern efficient programmable electric high heat retention storage heaters</li> <li>• We will consider the use of sustainable heating systems such as solar thermal heating, ground and air source heat pumps in areas with no connection to the gas mains.</li> <li>• We will consider the fabric of the building and whether insulation improvements are required and feasible</li> <li>• We will provide insulation to hot water tank and accessible pipework as required</li> <li>• When replacing a heating system, SBHA will remove gas fires for safety reasons and provide a feature fireplace if requested by Tenant.</li> <li>• We will consider devices and initiatives to improve energy efficiency as part of the system specification</li> <li>• Decoration vouchers will be supplied in accordance with the annual agreement with SBTO</li> <li>• We will consider Solar PV depending on property construction type and heating system, subject to grant availability</li> </ul> |
| Windows  | <ul style="list-style-type: none"> <li>• We will generally use white u-PVC, but other materials/colours may be required in certain circumstances e.g. where planning restrictions are in place or in keeping with neighbouring properties.</li> </ul>  |

| Item to be Replaced                | SBHA Standard  |
|------------------------------------|--|
| (excludes communal windows)        | <ul style="list-style-type: none"> <li>• When installing windows the following features will be included:               <ul style="list-style-type: none"> <li>– Designed to ensure improved security</li> <li>– Compliance to Building Regulations in relation to Fire Safety</li> <li>– Double glazing</li> <li>– Lockable handles on downstairs windows</li> <li>– Openings with the facility to be locked in an ‘ajar’ position</li> <li>– Obscure glass in bathroom and WC windows</li> <li>– Ventilation mechanism</li> <li>– Seals to prevent draughts</li> <li>– Window surround finish u-PVC, MDF or timber. U-PVC will be used in bathrooms.</li> <li>– Where decoration of window surrounds is required all new MDF/timber facings, cills and aprons will be primed and painted white.</li> <li>– Decoration vouchers will be supplied in accordance with the annual agreement with SBTO</li> </ul> </li> </ul> |
| Doors<br>(excludes communal doors) | <ul style="list-style-type: none"> <li>• We will generally use timber composite, but other materials may be required in certain circumstances e.g. where planning restrictions are in place.</li> <li>• When installing doors the following features will be included:               <ul style="list-style-type: none"> <li>– Fire doors will meet the required fire standards</li> <li>– Choice of style and colour (not applicable to fire doors)</li> <li>– Designed to ensure improved security</li> <li>– Safety chain, spy hole, numbering and letter plate</li> <li>– Internal thumb-turn locking mechanism</li> <li>– Where the style of door has glass panels these will be double glazed</li> <li>– Seals to prevent draughts</li> <li>– Decoration of door surrounds</li> <li>– Doorstop</li> </ul> </li> </ul>   |

| Item to be Replaced                                | SBHA Standard  |
|--|--|
| Roofs, other external works and communal area work | <ul style="list-style-type: none"> <li>• As part of the 6-year cyclical programme we will assess any works required to the external of the property and the communal internal areas of the blocks. Where works are required, your property is wind and watertight, these will be planned and undertaken as part of a programmed area of work.</li> <li>• Our ability to undertake some external and communal internal works can be affected by mixed tenure and the willingness of owners to participate and pay their share where this applies. Where this applies consultation with owner occupiers will be had with a scheme decision required before works can progress</li> </ul> |
| Smoke detection                                    | <ul style="list-style-type: none"> <li>• We will maintain all smoke and CO alarms inside homes to legislative standards. This comprises of interlinked smoke alarms in the downstairs hall, the upstairs hall where applicable, and the most habitable room usually the living room, with a heat alarm in the kitchen. Additional alarms may be fitted into bedrooms on assessment. CO alarm will be installed where gas or solid fuel appliances are present or flues run through other areas of your home.</li> </ul>  |