

Request for Information

Ref: 000120
FOI

Freedom of Information (Scotland) Act 2002

Questions	Information Requested	Response
	How many homes/residential properties are owned by the organisation (SBHA)?	as at 31 st December 2025 5700 Increased to 5702 in January 2026
	Does SBHA receive outside/external funding from anywhere at all? Any funding besides rent income? If so, from whom and how much?	Please refer to SBHA Report and Financial Statement for Year Ending 31 March 2025 in particular page 9 – Smart Investment Choices https://www.scotborders.gov.uk/community-grants-funding/economic-development/2 We are currently working with Clyde Net Zero (CNZ) to install energy efficiency improvements in qualifying SBHA homes which are fully funded via the Energy Companies Obligation (ECO) grant scheme. Link below to the OFGEM page on the ECO scheme. https://www.ofgem.gov.uk/environmental-and-social-schemes/energy-company-obligation-eco SBHA do not receive any of this funding directly, CNZ establish eligibility, install the measures, then retrospectively claim the grant from the scheme to cover the costs. We do not receive information on the level of funding they secure, only that the measure is 'fully funded'. To date CNZ have installed 41 Solar PV arrays to our homes, we do not receive information on the funding received
	What criteria is SBHA required to meet to be eligible for this funding?	Refer to: 25-26 SBHA Adaptations Signed Grant offer Recipient Guidance – SBC CLLD 202425 Signed Grant Offer Letter
	Can I be provided with copies of this criteria?	Refer to: 25-26 SBHA Adaptations Signed Grant offer Recipient Guidance – SBC CLLD 202425 Signed Grant Offer Letter https://www.gov.uk/government/publications/local-regeneration-fund/local-regeneration-fund-technical-guidance For CNZ https://www.ofgem.gov.uk/environmental-and-social-schemes/energy-company-obligation-eco For Development:

		https://www.gov.scot/publications/affordable-housing-supply-programme-ahsp-process-and-procedures-mhdgn-2023-01/
	How many complaints have been made against SBHA in the last five years?	2020/21 190 Stage 1, 24 Stage 2 = Total 214 2021/22 246 Stage 1, 38 Stage 2 = Total 284 2022/23 295 Stage 1, 60 Stage 2 = Total 355 2023/24 303 Stage 1, 63 Stage 2 = Total 366 2024/25 274 Stage 1, 73 Stage 2 = Total 347 2025/26 YTD to Dec: 243 Stage 1, 64 Stage 2 = Total 307
	How many of those complaints have been related to the property management/maintenance department or poor-quality repairs?	2020/21 = Total 110 2021/22 = Total 197 2022/23 = Total 232 2023/24 = Total 235 2024/25 = Total 237 2025/26 YTD to Dec = Total 197
	How many of these complaints have been related to the Ombudsman or other regulatory body?	2022/23 - 6 2023/24 - 4 2024/25 - 2 2025/26 - 4
	Can you provide me with a copy of SBHA's policies on safeguarding and duty of care please?	Supplied: SBHA Child Protection Policy SBHA Domestic Abuse Policy SBHA Tenancy Sustainment Policy
	Can you provide me with the SBHA charter please?	SBHA does not have a Charter but follows the Scottish Housing Charter - Supplied
	Can I have dates of repair appointments, including failures to attend for the above names property and can the failures to attend and any appointments cancelled etc be clearly highlighted?	Repair appointments were supplied through the DSAR request. We have supplied details of failures with this FOI
	Can I see electronic proof of dates and times the information regarding the failed/cancelled appointments were added to your system?	Repair appointments were supplied through the DSAR request. We have supplied details of failures with this FOI
	Job Description and Customer Services advisors including Senior Customer Services Advisor	Neighbourhood Property Officer Job Description Head of Programme & Delivery Job Description Customer Services Advisor Job Description Senior Customer Services Advisor Job Description SBHA Salary Pay Scale C to H
	Please note that this response constitutes full release under the Freedom of Information (Scotland) Act 2002.	
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