

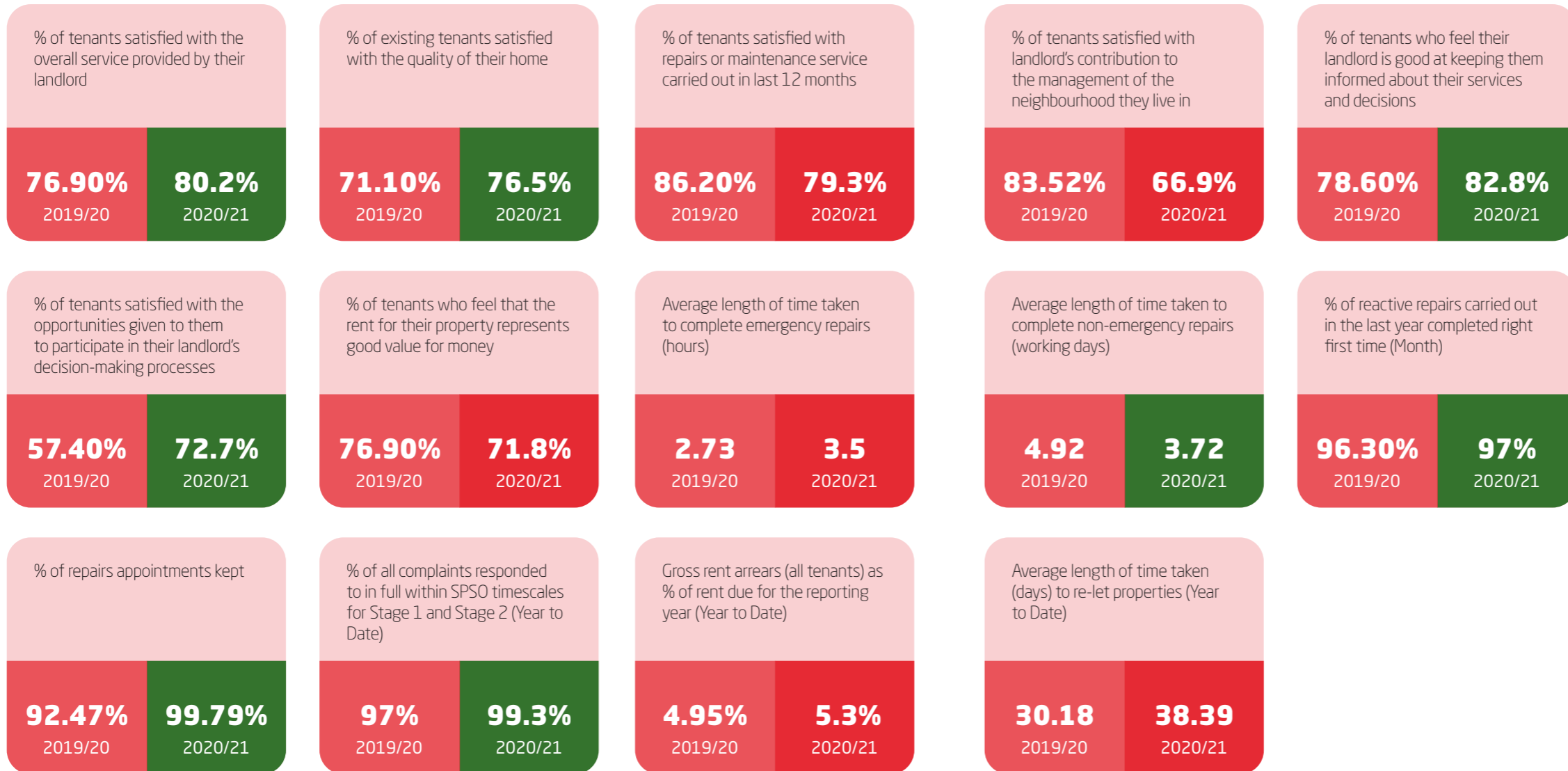
How we have been performing

Our Performance Results from April to December 2020

For the first time we have changed how we evaluate the way we capture your satisfaction of our services. We have successfully introduced an independent surveying partner, The Knowledge Partnership.

Working closely together we have the ability to increase our return rates which will give us a better sense as to how you feel about the services we offer. As part of this process we carry out a customer survey every month across approximately 80-90 randomly selected customers.

We are fully committed to improving our performance which is guided by the Scottish Housing Regulator against key indicators and targets set out on an annual basis.



Scottish Housing Regulator

The Scottish Housing Regulator are charged with regulating and protecting the interests of people who receive services of social landlords (Housing Associations). You can review our performance which is submitted to the Regulator every year via their website:

<https://www.housingregulator.gov.scot/landlord-performance/landlords/berwickshire-housing-association-ltd>

