



Social landlord contextual information

The information you give us here will allow us to build a profile of you as a landlord and the housing sector. We will use this information to assess performance against the Charter.



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

Please State:

C1.1 the name of Chief Executive	Helen Forsyth
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C1.2 Staff employed by the RSL:	
C1.2.1 the number of senior staff	11
C1.2.2 the number of office based staff	38.05
C1.2.3 the number of care / support staff	0
C1.2.4 the number of concierge staff	0
C1.2.5 the number of direct labour staff	0
C1.2.6 the total number of staff	49.05
C1.3 Staff turnover and sickness absence:	
C1.3.1 the percentage of senior staff turnover in the year to the end of the reporting year	9.1
C1.3.2 the percentage of total staff turnover in the year to the end of the reporting year	9
C1.3.3 the percentage of days lost through staff sickness absence in the reporting year	3.22

Governance

The information you give us here will tell us about your governing body and how your organisation is structured.



Parent, subsidiary and other connected organisations (Indicator C2)

If parent organisation

C2.1	C2.1.2	C2.1.3	C2.1.4
BHA Enterprise Ltd	Not Registered	Not Charitable	commercial activities,development projects,ownership of mid-market rent – low cost home ownership properties,other business activities
Seton Care	Not Registered	Charitable	commercial activities,housing support provider,wider role – community regeneration projects,other business activities

C2.2 If subsidiary of another organisation, please state:

C2.2.1 the name of the parent organisation

C2.2.2 the address of the parent organisation

If connected with another organisation, please state:

C2.3.1	C2.3.2	C2.3.3	C2.3.4	C2.3.5	C2.3.6
BCR	Berwickshire Community Renewables, 55 Newtown Street, DUNS TD11 3AU	Limited liability partnership	Yes	Other commercial	Loan of £250,000



Agent employed by the landlord to provide all of its services (Indicator C3)

If an agent is employed by the landlord to provide all its services, please state:

(i) the name of the organisation

(ii) contact details of the organisation

C3.1 The name of organisation	No Agent employed
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C3.2 Contact name:

C3.2.1 title

Mr

C3.2.2 forename	Not
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C3.2.3 surname	Applicable
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RSL members (Indicator C4)

Please state:

C4.1 The total number of RSL members as at the time of the last Annual General Meeting

145

C4.2 The number of members attending last RSL Annual General Meeting

24



Governing body appointments (Indicator C5)

Please state:

C5.1 The number of governing body vacancies at last Annual General Meeting

4

C5.2 The number of candidates for the vacancies

2

C5.3 The number of vacancies filled

2



Lets

The information you give us here will allow us to build a profile of your lets.



Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C7)

Please state:

C7.1 The number of 'general needs' lets during the reporting year

142

C7.2 The number of 'supported housing' lets during the reporting year

15



The number of lets during the reporting year by source of let (Indicator C8)

Please state:

C8.1 The number of lets to existing tenants	<input type="text" value="22"/>
C8.2 The number of lets to housing list applicants	<input type="text" value="55"/>
C8.3 The number of lets from other sources	<input type="text" value="23"/>
C8.4 The number of applicants who have been assessed as statutorily homeless by the local authority as:	
C8.4.1 section 5 referrals	<input type="text" value="57"/>
C8.4.2 nominations from the local authority	<input type="text" value="0"/>
C8.4.3 other	<input type="text" value="0"/>
C8.5 the number of other nominations from local authorities	<input type="text" value="0"/>



Types of tenancies granted for lets during the reporting year (Indicator C9)

Please state:

C9.1 The number of occupancy agreements granted in the reporting year

0

C9.2 The number of short SSTs granted in the reporting year

1

C9.3 The number of SSTs granted in the reporting year

156



Housing lists (Indicator C10)

Please state:

C10.1 What type of housing list do you operate

Common housing register,Choice based lettings,Mutual exchange scheme

C10.2 The number of new applicants added to the housing list(s)

2698

C10.3 The number of applicants on the housing list(s) at end of reporting year

5477

C10.4 The number of suspensions from the housing list at end of reporting year

139

C10.5 The number of applications cancelled from the housing list during the reporting year

2030

C10.6 The number of Section 5 referrals received during the last reporting year

86



Stock

The information you give us here will allow us to build a profile of your stock and your average weekly rents.



The landlord's wholly owned stock (Indicator C14)

Self contained dwellings are properties where the household has exclusive use of WC, bathroom and kitchen facilities contained within the property.

Non-self contained units/bedspaces are properties where WC, bathroom or kitchen facilities are communal or shared.

Non-housing units are properties that could be used for respite care; commercial activities; office space.

Please note, parts (a), (b) and (c) of indicator C14 are located at the 'Organisation details' section on the Portal and are not included in the ARC return itself. Further information on this is available in the FAQs at the 'Help & Guidance' section.

Please state:

		Of the stock at year end:					
		(d) Low Demand		(e) unlettable		(f) used for temporary accommodation	
For the landlord's wholly owned stock	C14.1 The number of self-contained units	0		2		7	
	C14.2 The number of non self-contained units / bedspaces	0	0	0	0	0	0

Stock by house types, apartment sizes and average weekly rents (Indicator C17)

The stock by type and apartment size reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

The average weekly rent in this indicator includes service or other charges and is calculated for lettable stock only.

For all wholly owned stock, please state:

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C17 Stock by type, apartment size and rent	House	High rise	Tenement	4 in a block	Other flat / maisonette	Total	Nos. of lettable units	Average weekly rent £
1 Apt	10	0	40	0	0	50	50	59.61
2 Apt	229	0	160	19	23	431	431	68.53
3 Apt	521	0	27	225	4	777	771	69.67
4 Apt	423	0	7	16	0	446	443	74.90
5 Apt +	21	0	0	0	0	21	21	89.87
Total SC	1204	0	234	260	27	1725	1716	70.69

Number of lettable non self contained units at year end

0

Number of lettable non self contained bed spaces at year end

0

Average weekly rent charge per bed space for the reporting year

0

The number of self-contained and non self-contained units and bedspaces, at the year end by age band (Indicator C19)

The stock by age band reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

For all wholly owned stock, please state:

	(a) pre- 1919	(b) 1919 - 1944	(c) 1945 - 1964	(d) 1965 - 1982	(e) 1983 - 2002	(f) Post- 2002	Total
C19.1 The number of self-contained units	17	337	410	671	173	117	1725
C19.2 The number of non self-contained units	0	0	0	0	0	0	0
C19.2 The number of non self-contained bed spaces	0	0	0	0	0	0	0



The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C20)

Please state the number of self-contained properties that:

C20.1 were void at the year end

24

C20.2 have been void for more than six months

11



Development programme – New units and value (excluding Scottish Government funded developments) (Indicator C32)

Please state:

	in the current reporting year		
	Social letting	Midmarket / market rents	Low cost home ownership
C32.1.1 RSL	0	0	0
C32.1.2 subsidiary	0	0	0

	projected for the next reporting year		
	Social letting	Midmarket / market rents	Low cost home ownership
C32.1.1 RSL	0	0	0
C32.1.2 subsidiary	0	0	0

	projected for the following year		
	Social letting	Midmarket / market rents	Low cost home ownership
C32.1.1 RSL	0	0	0
C32.1.2 subsidiary	0	0	0

	in the current reporting year	projected for the next reporting year	projected for the following year
C32.2.1 funded through own cash / reserves	0	0	0
C32.2.2 funded through private	0	0	0



finance			
C32.2.3 funded through other grants / sources	0	0	0
C32.2.4 funded through sales	0	0	0



Comments (Social landlord contextual information)

Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Social landlord contextual information" section.

C32 - BHA's build programme has a level of Scottish Government Funding for all properties, even mid market rent properties which receive a formal grant amount of £1.00.



Overall satisfaction

The information you give us here will tell us how satisfied your tenants are with the overall service you provide.



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

1.1 In relation to the overall tenant satisfaction survey carried out, please state: 1.1.1 the number of tenants who were surveyed

1.1.2 the fieldwork dates of the survey

1.1.3 the method(s) of administering the survey

1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: 1.2.1 very satisfied

1.2.2 fairly satisfied

1.2.3 neither satisfied nor dissatisfied

1.2.4 fairly dissatisfied

1.2.5 very dissatisfied

1.2.6 no opinion

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)	86.26	%
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Comments (Overall satisfaction)

Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Overall satisfaction" section.

Fieldwork was carried out by Knowledge Partnership during April and May 2014.



The Customer/Landlord relationship

The information you give us here will tell us about the relationships you have with your tenants and other service users.

Ethnic origins and disability details of service users, staff and for RSLs only, governing body members (Indicator 2)

Ethnic origins are as based on The Scottish Government and General Register Office for Scotland official Ethnicity Classification for Scottish Official Statistics.

Disability is as defined under the Equality Act 2010.

Please state:

2.1 The ethnic origins of:

2.2 The number of people who consider themselves to have a disability by:

		(a) staff	(b) existing tenants	(c) applicants on housing list	(d) new tenants	(e) governing body members
2.1.1	White (total)	54	797	3818	134	12
	(a) Scottish	34	568	3345	88	8
	(b) Other British	16	192	203	34	4
	(c) Irish	0	1	4	0	0
	(d) Gypsy/traveller	0	0	1	0	0
	(e) Polish	1	11	50	4	0
	(f) any other white background	3	25	215	8	0
2.1.2	Mixed or multiple ethnic background	0	0	0	0	0
2.1.3	Asian, Asian Scottish, Asian British (total)	0	1	21	0	0



	(a) Indian	0	0	0	0	0
	(b) Pakistani	0	0	2	0	0
	(c) Bangladeshi	0	0	0	0	0
	(d) Chinese	0	0	0	0	0
	(e) Any other Asian background	0	1	19	0	0
2.1.4	Black, Black Scottish, Black British (total)	0	1	26	0	0
	(a) Caribbean	0	0	2	0	0
	(b) African	0	0	11	0	0
	(c) Any other black background	0	1	13	0	0
2.1.5	Other ethnic background	0	3	4	0	0
	(a) Arab, Arab Scottish or Arab British	0	0	0	0	0
	(b) any other group	0	3	4	0	0
2.1.6	Unknown	0	0	1137	23	0
2.1.7	Total	54	802	5006	157	12

	(a) staff	(b) existing tenants	(c) applicants on housing list	(d) new tenants	(e) governing body members
	2	0	1290	35	1



Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)

In relation to satisfaction with how well their landlord keeps tenants informed about their services, please state:

3.1 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?	798
3.2 Of the tenants who answered, how many said that their landlord was:	
3.2.1 very good at keeping them informed	320
3.2.2 fairly good at keeping them informed	348
3.2.3 neither good nor poor at keeping them informed	86
3.2.4 fairly poor at keeping them informed	30
3.2.5 very poor at keeping them informed	14
	798

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)	83.71	%
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Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)

In relation to satisfaction with opportunities given to tenants to participate in their landlord's decision making process, please state:

6.1 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?	765
6.2 Of the tenants who answered, how many said that they were: 6.2.1 very satisfied	228
6.2.2 fairly satisfied	268
6.2.3 neither satisfied nor dissatisfied	249
6.2.4 fairly dissatisfied	10
6.2.5 very dissatisfied	10
	765

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)	64.84	%
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Comments (The customer / landlord relationship)

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Housing Quality and Maintenance

The information you give us here will tell us about the quality of the housing you provide and the repairs service you offer.



Quality of Housing

The information you give us here will allow us to monitor the quality of the housing your organisation gives its tenants.

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C24)

Please state:

C24.1 The date your organisation's stock was last surveyed or assessed for compliance with the SHQS

March 2014

C24.2 What percentage of stock did your organisation fully assess for compliance between 1 April 2011 to 31 March 2014?

90

C24.3 The date of your next scheduled stock condition survey or assessment

July 2014

C24.4 What percentage of your organisation's stock will be fully assessed in the next survey

10

C24.5 How did your organisation use the survey data stated at C24.2 to establish how the stock complied overall with the SHQS

BHA commissioned further stock condition surveys to be carried out to those properties where access was denied to surveyors during our last stock survey programme up to March 2012. The percentage of our stock surveyed for SHQS purposes from 1 April 2011 to 31 March 2014 stands at 90%. This figure does not include properties where external surveys only were carried out as a result of no access.

We have used the information in conjunction with supplementary details from other survey exercises such as EPC's and void inspections, repairs inspections etc to arrive at our final stock assessment records. The returned data is still in the process of being updated to our stock management system. This update was not completed by end March 2014. The process has continued from 1 April 2014 until completion and we anticipate this will alter our number of passes/failures accordingly.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C25)

Please state:

	2014	projected for 2015
C25.1 Total self-contained stock at the end of the reporting year	1725	1788
C25.2 Self-contained stock exempt from SHQS	0	335
C25.3.1 Self-contained stock failing SHQS for one criterion	54	0
C25.3.2 Self-contained stock failing SHQS for two or more criteria	23	0
C25.3.3 Total self-contained stock failing SHQS	77	0
C25.4 Stock meeting the SHQS	1648	1453

C25.5 Total self-contained stock meeting the SHQS by local authority

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	1648	1453
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0

Totals	1648	1453
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**Scottish Housing Quality Standard (SHQS) – Stock failing by criterion
(Indicator C26)**

How many of your organisation's properties did not meet the Standard at the end of the reporting year, and how many are projected to not meet the Standard in 2015?

	At end of the reporting year	Projected for 2015
C26.1 Because they were Below the tolerable standard	0	0
C26.2 Because they were in serious disrepair	0	0
C26.3 Because they were not energy efficient	54	0
C26.4 Because they did not have modern facilities and services	23	0
C26.5 Because they were not healthy, safe and secure	0	0



Scottish Housing Quality Standard (SHQS) – Working towards the standard (Indicator C27)

Please state:

C27.1 How many properties did your organisation plan to bring fully up to the SHQS during the reporting year?

300

C27.2 How many properties did your organisation fully bring up to the SHQS during the reporting year

277

C27.3 If C27.1 and C27.2 are not the same, please provide an explanation for the difference

C27.3 –

We are sure more properties have been improved during 2013/14 to meet the standard however as previously explained we are still in the process of updating our stock database at end March 2014 therefore all improvements may not have been entered. It is anticipated our actual numbers of stock failures will be less than the 23 identified. The difference between our target of 300 and actual of 277 will be less as a result. Some of our targets changed from the 300 anticipated at the start of the reporting year. This was as a result of survey updates and not having to address other issues that were previously thought to have failed. Once this was apparent we redirected funding to the attributes that did require attention.

C27.4 How many properties does your organisation plan to bring fully up to the SHQS during 2014-15

77

C27.5 The number of properties at C27.4 should equal the difference between the projected pass rates for 2014 and 2015 (as reported at C25.4). If it does not, please explain the difference

C27.4 –

BHA will address the requirements of 77 properties that are currently identified as failing SHQS.

Scottish Housing Quality Standard (SHQS) – Anticipated exemptions as at 31 March 2015 (Indicator C28)

Please state:

C28.1 The number of self-contained properties with anticipated exemptions

335

C28.2 The range of elements not met

C Energy Efficiency: 31 Cavity wall insulation,C Energy Efficiency: 34b Efficient central heating,C Energy Efficiency: 35 An energy efficiency rating of NHER 5 or SAP 2001 of 50 (oil, LPG, electric, solid fuel and biomass systems) or 60 (oil, LPG, electric, solid fuel and biomass systems),D Modern Facilities and Services: 39 Kitchen Facilities: adequate electrical sockets,D Modern Facilities and Services: 40 Kitchen Facilities: adequate food storage space

C28.3 The reason(s) the elements are not met

(d) Work cannot physically be done at any cost, or doing the work would cause unacceptable problems in the building,(e) Work could be done but the costs would be disproportionate

C28.4 What action is your organisation taking or planning to take to address these exemptions

We have given careful consideration to applying for exemptions and are satisfied we have explored all feasible options to avoid having to apply for these. Some of the properties involved with the CWI failures cannot be physically carried out and EWI is not an option due the design and style of the building. Where we cannot provide adequate kitchen storage or the minimum number of electrical sockets it is because it is physically impossible to do so. Where we have identified inefficient heating systems it is to properties where we installed a form of electric panel heating in 2011 that is not recognised by SAP software therefore we cannot achieve the minimum SAP rating even though other thermal improvements have been carried out.

Scottish Housing Quality Standard (SHQS) – Actual and projected investment by criteria/element (Indicator C29)

Please state:

	(i) for the year 2013/14		(ii) projected for the year 2014/15	
	(a) the actual number of homes improved	(b) the amount invested (£s)	(a) the actual number of homes to be improved	(b) the amount to be invested (£s)
C29.1 Because they were/are below the tolerable standard	0	0	0	0
C29.2 Because they were/are in serious disrepair	44	129708	0	0
C29.3 Because they were/are not energy efficient	261	149507	77	77000
C29.4 Because they did/do not have modern facilities and services	27	105621	0	0
C29.5 Because they were/are not healthy, safe and secure	192	76936	0	0
C29.6 The total number of properties improved	277	461772	77	77000
C29.7 The number of properties demolished as a direct result of the SHQS and the cost of demolition	0	0	0	0



**Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)
(Indicator 7)**

For properties within scope of the SHQS, please state:

7.1 The total number of properties within scope of the SHQS:

7.1.1 at the end of the reporting year

1725

7.1.2 projected to the end of the next reporting year

1788

7.2 The number of properties meeting the SHQS:

7.2.1 at the end of the reporting year

1648

7.2.2 projected to the end of the next reporting year

1453

Percentage of stock meeting the SHQS at the end of the reporting year (Indicator 7)	95.54	%
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Percentage of stock meeting the SHQS projected to 2015 (Indicator 7)	81.26	%
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Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS, as at 31 March each year (Indicator 8)

8.1 The total number of properties within scope of the SHQS:	
8.1.1 at the end of the reporting year	1725
8.1.2 projected to the end of the next reporting year	1788
8.2 The number of properties meeting the appropriate NHER or SAP ratings specified in element 35 of the SHQS:	
8.2.1 at the end of the reporting year	1338
8.2.2 projected to the end of the next reporting year	1788

Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS at the end of the reporting year (Indicator 8)	77.57	%
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Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS projected to 2015 (Indicator 8)	100.00	%
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Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)

In relation to tenant satisfaction with the standard of their home when moving in this year, please state:

9.1 Of the tenants who moved into their property in the last year, how many answered the question Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?	71
9.2 Of the tenants who answered, how many said that they were:	
9.2.1 very satisfied	32
9.2.2 fairly satisfied	23
9.2.3 neither satisfied nor dissatisfied	5
9.2.4 fairly dissatisfied	6
9.2.5 very dissatisfied	5
	71

Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)	77.46	%
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Percentage of tenants satisfied with the quality of their home (Indicator 10)

In relation to tenant satisfaction with the quality of their home, please state:

10.1 How many tenants answered the question Overall, how satisfied or dissatisfied are you with the quality of your home?

791

10.2 Of the tenants who answered, how many said that they were:

10.2.1 very satisfied

221

10.2.2 fairly satisfied

376

10.2.3 neither satisfied nor dissatisfied

67

10.2.4 fairly dissatisfied

100

10.2.5 very dissatisfied

27

Percentage of tenants satisfied with the quality of their home (Indicator 10)	75.47	%
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Repairs, Maintenance & Improvements

The information you give us here will tell us about the repairs service you offer.

***Average number of reactive repairs completed per occupied property
(Indicator C13)***

Please state:

C13.1 The total number of reactive repairs completed during the reporting year

5718.0

C13.2 The number of occupied properties during the reporting year

1720

Average number of reactive repairs completed per occupied property (Indicator C13)	3.32	
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Average length of time taken to complete emergency repairs (Indicator 11)

Emergency repairs are reactive repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property.

Please state:

11.1 The number of emergency repairs completed in the reporting year

381

11.2 The total number of hours taken to complete emergency repairs

248

Average length of time taken to complete emergency repairs (Indicator 11)

0.65

hours



Average length of time taken to complete non-emergency repairs (Indicator 12)

Non-emergency repairs are reactive repairs that are not categorised as emergency.

Please state:

Please state:

(i) The number of non-emergency repairs completed in the reporting year

(ii) The total number of working days taken to complete non-emergency repairs in the reporting year

12.1 The total number of non-emergency repairs completed in the reporting year

5337

12.2 The total number of working days taken to complete non-emergency repairs

23646

Average length of time taken to complete non-emergency repairs (Indicator 12)	4.43	days
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)

Please state:

13.1 The number of reactive repairs completed right first time during the reporting year

5124

13.2 The total number of reactive repairs completed

5232

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)	97.94	%
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Percentage of repairs appointments kept (Indicator 14)

Please state:

14.1 Does your organisation operate a repairs appointment system?

Yes

14.2 The number of reactive repairs appointments made in the reporting year

1835

14.3 The number of reactive repair appointments kept in the reporting year

1826

Percentage of repairs appointments kept (Indicator 14)

99.51

%



Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)

Please state:

15.1 As at the end of the reporting year, how many properties required gas safety records

972

15.2 For properties which had current gas safety records in place at the end of the reporting year, how many had been renewed by their anniversary dates

970

Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)	99.79	%
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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 16)

In relation to tenant satisfaction with the repairs service provided for those with a repair carried out in the reporting year, please state:

16.1 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?

519

16.2 Of the tenants who answered, how many said that they were:

16.2.1 very satisfied

263

16.2.2 fairly satisfied

171

16.2.3 neither satisfied nor dissatisfied

30

16.2.4 fairly dissatisfied

30

16.2.5 very dissatisfied

25

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)	83.62	%
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Comments (Housing quality and maintenance)

IND 15 - BHA changed gas servicing contractors on 1st April 2014. The incumbent contractor would not provide the incoming contractor with the dates of services due until 31st March 2013. On the change over date between the two contractors, there were 2 inspections due and these failed because the new contractor had no time to plan these inspections.

C25 –

Our stock update process is still ongoing as identified under C24. We anticipate that a number of the houses identified as having 2 or more criteria failures will be shown as passing one or more criteria once our information is updated in our Housing Management System. We also expect this update process will address a number of single criterion failures.

C29.1 – no houses failed this criterion at start of reporting year

C29.2 –

Works carried out during reporting year

- Primary –

7 walls at £57339

1 floor structure at £1500

17 DPC bridging at £14475

- Secondary -

13 chimneys at £22481

3 wall coverings at £15388

2 window replacements at £14600

1 roof covering at £3925

C29.3 –

BHA entered into two separate contracts to improve the thermal efficiency of 121 hard to treat (HTT) properties. 87 houses received external wall insulation (EWI) and 34 received cavity wall insulation (CWI). Both projects attracted significant energy company obligation (ECO) funding that considerably reduced BHA's financial commitment. Although we renewed heating systems during the reporting year none of these replaced systems that failed SHQS therefore they have not been included in stats. We also received ECO funding to improve loft insulation and CWI to other properties but these were not houses where the element actually failed so once again are not included in stats.

In addition we completed 140 EPC's at £6300

We have 39 properties that fall under the east to treat category for CWI. We are negotiating with organisations that can attract 100% funding to complete the works before 31 March 2014.



C29.4 –

We still have a number of houses where we can increase the number of electrical sockets and storage.

During the year we carried out the following under this criteria -

21 kitchens at £91813

6 bathrooms at £13808

C29.5 –

The following works were carried out in the reporting year -

43 fans at £4385

135 houses certified as electrical safe at £43029

14 access paths at £29522

During the reporting year we also upgraded smoke detectors and carbon monoxide detectors at a total cost of £259622 but none of these were to houses that had failed that standard.

Neighbourhood and Community

The information you give us here will tell us about the neighbourhoods and communities you manage.



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

The information you give us here will tell us about the neighbourhoods and communities you manage.

**Percentage of 1st and 2nd stage complaints resolved by the landlord
(Indicators 4 & 5)**

Equities related issues:

	4.1.1 1st Stage complaints		4.1.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	0	N/a	0	N/a
4.1.3 Complaints responded to in full by the landlord in the reporting year	0	0	0	0
4.1.4 Complaints upheld by the landlord in the reporting year	0	0	0	0
5.1 Complaints responded to in full within the timescales set out in the SPSO Model CHP	0	0	0	0

Other issues:

	4.2.1 1st Stage complaints		4.2.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	3	N/a	1	N/a
4.2.3 Complaints responded to in full by the landlord in the reporting year	3	100.0	1	100.0
4.2.4 Complaints upheld by the landlord in the reporting year	3	100.0	0	0.0
5.2 Complaints responded to in full within the timescales set out in the SPSO Model CHP	3	100.0	1	100.0

All complaints:



	4.3.1 1st Stage complaints		4.3.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	3	N/a	1	N/a
4.3.3 Complaints responded to in full by the landlord in the reporting year	3	100.0	1	100.0
4.3.4 Complaints upheld by the landlord in the reporting year	3	100.0	0	0.0
5.3 Complaints responded to in full within the timescales set out in the SPSO Model CHP	3	100.0	1	100.0

Percentage of 1st stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5)	0	%
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Percentage of 1st stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	100.00	%
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Percentage of 1st stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	0	%
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Percentage of 1st stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	100.00	%
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Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5)	0	%
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Percentage of 2nd stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	100.00	%
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Percentage of 2nd stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	0	%
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Percentage of 2nd stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	0.00	%
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Percentage of 1st stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	0	%
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Percentage of 1st stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	100.00	%
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Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	0	%
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Percentage of 2nd stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	100.00	%
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Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)

In relation to tenant satisfaction with their landlord’s management of the neighbourhood in which they live, please state:

17.1 How many tenants answered the question Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?	799
17.2 Of the tenants who answered, how many said that they were:	
17.2.1 very satisfied	271
17.2.2 fairly satisfied	387
17.2.3 neither satisfied nor dissatisfied	95
17.2.4 fairly dissatisfied	34
17.2.5 very dissatisfied	12

Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)	82.35	%
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Percentage of tenancy offers refused during the year (Indicator 18)

Please state:

18.1 The number of tenancy offers made during the reporting year

193

18.2 The number of tenancy offers that were refused

48

Percentage of tenancy offers refused during the year (Indicator 18)

24.87

%



Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)

Please state:

19.1 The number of cases of anti-social behaviour reported in the reporting year

115

19.2 The number of cases resolved in the reporting year

97

19.3 The number of cases resolved within locally agreed targets in the reporting year

93

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)	80.87	%
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 24)

Court actions are initiated by the landlord following the issue of a Notice of Proceedings and raising of a court order.

Please state:

24.1 The total number of court actions initiated during the reporting year

24.2 The number of properties recovered:

24.2.1 because rent had not been paid

24.2.2 because of anti-social behaviour

24.2.3 for other reasons

Percentage of the court actions initiated which resulted in eviction because rent had not been paid (Indicator 24)	0.0	%
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Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour (Indicator 24)	0.0	%
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Percentage of the court actions initiated which resulted in eviction for other reasons (Indicator 24)	0.0	%
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Percentage of the court actions initiated which resulted in eviction (Indicator 24)	0.0	%
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Abandoned properties (Indicator C11)

As defined by the Housing (Scotland) Act 2001, a property is abandoned where the landlord has reasonable grounds to believe that:

the property is unoccupied; and

the tenant does not intend to occupy the property as their home

Please state:

C11.1 The number of properties abandoned during the reporting year

9



Number of notices of proceedings issued and court action initiated (Indicator C12)

Notices of Proceedings are legal documents issued during the first stage in the process of evicting tenant.

Orders for recovery of possession are issued by the court and give a landlord the right to repossess a property.

Please state:

C12.1 The number of notices of proceedings issued during the reporting year

7

C12.2 The number of orders for recovery of possession granted during the reporting year

0

Comments (Neighbourhood & community)

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Access to housing and support

The information you give us here will tell us about how people access your housing stock and how you support new and existing tenants.



Housing Options and Access to Social Housing

The information you give us here allows us to monitor the arrangements your organisation has for providing service users access to its housing, and managing its re-lets.



Percentage of lettable houses that became vacant in the last year (Indicator 21)

Please state:

21.1 The number of empty dwellings that arose during the reporting year in self-contained lettable stock

139

Percentage of lettable houses that became vacant in the last year (Indicator 21)	8.10	%
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Average time to re-let properties in the last year (Indicator 35)

Please state:

35.1 The total number of properties re-let in the reporting year

143

35.2 The total number of calendar days properties were empty

2238

Average time to re-let properties in the last year (Indicator 35)	15.65	days
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Percentage of approved applications for medical adaptations completed during the reporting year and the average time to complete applications (Indicators 22 & 23)

A 'medical adaptation' is a collective term for a broad range of products (including assistive technology) and changes to the fabric of a building that enable people of all ages to carry out ordinary, daily activities that have been affected by:

- impairment;
- ill health;
- traumatic injury; or
- ageing.

Please state:

22.1 The number of approved applications on the list for medical adaptations at the start of the reporting year plus any new, approved applications made during the reporting year	22
22.2 The number of approved applications completed between start and end of the reporting year	16
23.1 The total number of days taken to complete approved applications	2483
23.2 The number of medical adaptations completed in the reporting year	16

Percentage of approved applications for medical adaptations completed during the reporting year (Indicator 22)	72.73	%
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Average time to complete approved applications for medical adaptations in the reporting year (Indicator 23)	155.19	days
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**Percentage of new tenancies sustained for more than a year, by source of let
(Indicator 20)**

Please state:

20.1 The number of tenancies which began in the previous reporting year by:	
20.1.1 existing tenants	19
20.1.2 applicants who were assessed as statutory homeless by the local authority	45
20.1.3 applicants from your organisation's housing list	40
20.1.4 nominations from local authority	0
20.1.5 others	15
20.2 The number of tenants at 20.1 who remained in their tenancy for more than a year by:	
20.2.1 existing tenants	19
20.2.2 applicants who were assessed as statutory homeless by the local authority	41
20.2.3 applicants from your organisation's housing list	38
20.2.4 nominations from local authority	0
20.2.5 others	14

Percentage of new tenancies to existing tenants sustained for more than a year (Indicator 20)	100.00	%
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Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year (Indicator 20)	91.11	%
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Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year (Indicator 20)	95.00	%
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Percentage of new tenancies through nominations from local authority sustained for more than a year (Indicator 20)	0.0	%
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Percentage of new tenancies to others sustained for more than a year (Indicator 20)	93.33	%
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Comments (Access to housing and support)



Getting good value from rents and service charges

The information you give us here will tell us about your charges and the value for money you achieve.

Value for money

The information you give us here will tell us about the value for money you achieve.



Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)

In relation to tenant satisfaction with the value for money provided by the rent they pay, please state:

29.1 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?	794
29.2 Of the tenants who answered, how many said that their rent represented:	
29.2.1 very good value for money	201
29.2.2 fairly good value for money	405
29.2.3 neither good nor poor value for money	123
29.2.4 fairly poor value for money	57
29.2.5 very poor value for money	8

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)	76.32	%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 33)

In relation to tenant satisfaction with the factoring services provided, please state:

33.1 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?

33.2 Of the factored owners who answered, how many said that they were:
33.2.1 very satisfied

33.2.2 fairly satisfied

33.2.3 neither satisfied nor dissatisfied

33.2.4 fairly dissatisfied

33.2.5 very dissatisfied

Percentage of factored owners satisfied with the factoring service they receive (Indicator 33)	0.0	%
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Rents and service charges

The information you give us here will tell us about how you maximise your income.



Rent collected as percentage of total rent due in the reporting year (Indicator 30)

Please state:

30.1 The total amount of rent collected in the reporting year

6375176

30.2 The total amount of rent due to be collected in the reporting year (annual rent debit)

6269451

Rent collected as percentage of total rent due in the reporting year (Indicator 30)	101.69	%
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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 31)

Please state:

31.1 The total value (£) of gross rent arrears as at the end of the reporting year

337378

31.2 The total rent due for the reporting year

6384712

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)	5.28	%
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Average annual management fee per factored property (Indicator 32)

A factored property is where a landlord is responsible for the delivery of a management service to the owner of the property.

Please state:

32.1 The number of residential properties factored

24

32.2 The total value of management fees invoiced to factored owners in the reporting year

3023

Average annual management fee per factored property (Indicator 32)	£	125.96	
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Percentage of rent due lost through properties being empty during the last year (Indicator 34)

Please state:

34.1 The total amount of rent due for the reporting year

6384712.0

34.2 The total amount of rent lost through properties being empty during the reporting year

115261

Percentage of rent due lost through properties being empty during the last year (Indicator 34)	1.81	%
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Rent increase (Indicator C21)

Please state:

C21.1 The percentage average weekly rent increase to be applied in the next reporting year

2.7



The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C22)

Please state:

C22.1 The number of households the landlord received housing costs directly for during the reporting year

991

C22.2 The value of direct housing cost payments received during the reporting year

2709869



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)

Please state:

C23.1 The total value of former tenant arrears at year end

22047

C23.2 The total value of former tenant arrears written off at year end

22047

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)	100.00	%
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Comments (Getting good value from rents and service charges)

Indicator 33 - BHA does not provide a full factoring service to our clients, Berwick Freeman's Society and Scottish Veteran's Garden City Association. BHA provides a property management service and the clients have indicated that they wish to maintain the landlord/tenant relationship themselves. BHA has therefore submitted a NIL return for satisfaction as we don't collect this data.

Other Customers

The information you give us here will tell us about the services you offer to Gypsies/Travellers.



Gypsies/travellers – Average weekly rent per pitch (Indicator 36)

**A pitch is a defined serviced area provided by a landlord for mainly Gypsies and Travellers to place their homes.
Please state:**

36.1 The total amount of rent set for all pitches during the reporting year

36.2 The total number of pitches

Gypsies/travellers - Average weekly rent per pitch (Indicator 36)	£	0.0	
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For those who provide sites – percentage of gypsies/travellers satisfied with the landlord’s management of the site (Indicator 37)

In relation to the satisfaction question on the management of sites provided to gypsies/travellers, please state:

37.1 How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"

37.2 Of the Gypsies/Travellers who answered, how many said that they were:
37.2.1 very satisfied

37.2.2 fairly satisfied

37.2.3 neither satisfied nor dissatisfied

37.2.4 fairly dissatisfied

37.2.5 very dissatisfied

For those who provide sites – percentage of gypsies/travellers satisfied with the landlord’s management of the site (Indicator 37)	0.0	%
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Comments (Other customers)

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