



## **Disclosure Log – July 2020 to September 2020**

### **FOI/E/7**

**Question:** Details of all of the housing association's housebuilding projects approved in the last ten years, including the address of the project, the affected geographical area, the total number of units built, the number of units built for social housing, the number of affordable houses built, and the date the project was approved.

**Answer:** BHA has built 172 properties over the last 10 years, 10 of which are mid-market rent and the remainder being social housing. I have attached a breakdown of this information as requested. For note, the 'geographical area' was clarified with you on 6 July as the local authority area which in this case is the Scottish Borders. All our properties have been built in the Scottish Borders area only. We have provided the date of approval as the year the funding was approved by the Scottish Government under the HAG scheme. Where the exact date is unknown the year has been provided. We have only included completed houses within our figures.

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### **FOI/E/7 – Further response**

Further to my email below, I apologise but one property was omitted from our original response. Please find attached the correct spreadsheet which contains 173 properties that have been built over the last 10 years as opposed to 172.

[Link to data](#)

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### **FOI/E/8**

**Question 1:** Details of all complaints made by tenants about the organisation's housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.

**Question 2:** Details of all complaints made by prospective tenants and applicants about the organisation's housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.

**Answer:** Please find attached a breakdown of the number of complaints received covering the years 2015/16, 2016/17, 2017/18, 2018/19 and 2019/20. This information has been broken down into the categories used by our complaint recording system.

Each complaint recorded is investigated and reaches a conclusion/outcome of either; upheld, not upheld or partially upheld and this has been noted within the document attached. I would like to point out that there has been a significant increase in the number of complaints recorded in 2019/20 as a

result of a change in our complaint handling procedure to which the definition of a complaint has been amended and therefore resulted in an increase in numbers.

We are unable to provide you with the exact date and specific details of each complaint as to do so could potentially identify the individuals involved and therefore section 38 of the Freedom of Information (Scotland) Act 2002; *personal information* would apply. With regards to the second part of your request, the category relating to prospective tenants and applicants would be “offer/sign up”.

[Link to data](#)

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#### **FOI/E/9**

Thank you for your request for information received on 6 July 2020, where you asked for information relating to housing waiting times. I have attached a copy of your request for reference.

Your request has been processed and considered under the terms of the Freedom of Information (Scotland) Act 2002. Unfortunately, I am unable to assist as much as I would like. BHA do not record this information, we operate a choice based lettings system and therefore do not hold a waiting list. We hold a register of people who wish to apply for housing but the onus is on them to apply for properties they are interested in and wish to be considered for. As that is the case, section 17 of the Freedom of Information (Scotland) Act 2002; *information not held* applies.

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#### **FOI/E/10**

Thank you for your request for information received 6 July 2020, where you asked for information relating to housing waiting times. I have attached a copy of your request for reference.

Your request has been processed and considered under the terms of the Freedom of Information (Scotland) Act 2002. Unfortunately, I am unable to assist as much as I would like. BHA do not record this information, we operate a choice based lettings system and therefore do not hold a waiting list. We hold a register of people who wish to apply for housing but the onus is on them to apply for properties they are interested in and wish to be considered for.

We are unable to work out a time as it is entirely dependent on who applies for which property. Some people apply for a property and never apply again or they don't apply for the same type of property next door to the one they applied for, for example, in a new build development some people will apply for all of the 2 bed houses advertised and some will only apply for half. As that is the case, section 17 of the Freedom of Information (Scotland) Act 2002; *information not held* applies.

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#### **FOI/E/11**

**Question 1: The total number of social housing properties owned by the housing association, broken down by geographical area and bedroom number.**

**Answer:** Please find attached a copy of our Annual Return on the Charter submission for 2018/19 which provides the information you have requested within Indicator C17. To note, the 'geographical area' was clarified with you on 6 July 2020 and confirmed as Scottish Borders.

**Question 2: The total number of social housing properties built by the housing association in each of the past ten years, broken down by geographical area and bedroom number.**

**Answer:** Please find attached a spreadsheet containing the total number of social housing properties built by BHA in the last 10 years alongside the bedroom number. As above, the geographical area has been confirmed as the Scottish Borders.

[Link to data](#)

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## **FOI/E/12**

The majority of the information you have requested is recorded against our Annual Return on the Charter which is submitted to the Scottish Housing Regulator every year. I have noted the sections within the Return where the information can be found. This information is also available via the Scottish Housing Regulators website (<https://www.housingregulator.gov.scot/>)

### **Question 1: Percentage increases on rent imposed on social tenants by the housing association in each of the last ten years.**

**Answer:** Please find attached a copy of our Annual Return on the Charter submissions for the last 10 years which contains the information requested. The percentage of rent increase is recorded within Section 4 for returns 2009/10, 2010/11, 2011/12, 2012/13 and within Indicator C21 for 2013/14, 2014/15, 2015/16, 2016/17, 2017/18 and 2018/19. All of our returns are published on the website at <https://www.berwickshirehousing.org.uk/freedom-of-information/> Under **Class7: How we are performing**

### **Question 2: The total number of housing association tenants in each of the last ten years.**

Please find attached a copy of our Annual Return on the Charter submissions for the last 10 years which contains the information requested. The total number of lettable units provided within Section I for returns 2009/10 – 2012/13 and within Indicator C17 for 2013/14 – 2018/19 shows the number of tenancies at the year end.

### **Question 3: The total value of rent arrears accumulated by housing association tenants, as well as the total number of tenants who have entered rent arrears, in each of the last ten years.**

**Answer:** Please find attached a copy of our Annual Return on the Charter submissions for the last 10 years which contains the information requested. The information you have requested is recorded within Section 4 for returns 2009/10 through to 2012/13 and under Indicator 31 for the remaining reporting years; 2013/14 through to 2018/19.

### **Question 4: Details of all evictions carried out on housing association tenants in the last ten years, including the number of evictions carried out and the reasons for the evictions.**

**Answer:** BHA have carried out a total of 23 evictions within the last 10 years. The reasons for these are broken down as follows: 19 x arrears and 4 x anti-social behaviour.

Unfortunately, I am unable to break the information down into the detail you have requested. BHA covers a small rural area and having examined the data it is believed that providing a breakdown of the number of evictions per year along with the reason for the eviction could lead to the identity of the individuals involved as for some years the numbers were very low. This would therefore be a direct breach of data protection legislation and therefore section 38 of the Freedom of Information (Scotland) Act 2002; *personal information* would apply.

### **Question 5: The number of housing association tenants currently facing evictions, including all active eviction notices**

**Answer:** BHA has a total of 11 cases whereby tenants are potentially facing eviction.  
*[END OF DISCLOSURE LOG]*

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