

Scottish Borders Housing Association

This inspection was carried out by Communities Scotland under section 69 of the Housing (Scotland) Act 2001 on behalf of Scottish Ministers. Our purpose in inspection is to provide an independent external assessment of housing service delivery and make recommendations for improvement. Inspections are conducted within a published framework of performance standards. The inspection of Scottish Borders Housing Association (SBHA) took place in June 2006. We awarded SBHA the following grades:

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| Housing management | C | Fair | Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses. |
| Property maintenance | C | Fair | Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses. |

Inspection Findings

SBHA was registered with Communities Scotland in March 2003, when it acquired 6,730 properties from Scottish Borders Council (SBC). It is constituted as an Industrial and Provident Society and is a Scottish charity. This is our first inspection of it.

SBHA is governed by a Board of Management. Its membership comprises tenant and independent members who are elected by the members of the Association and council members who are nominated by SBC. Two Area Boards enable tenants and others who live locally to be involved in the issues affecting them. Leadership and direction is strong, with the organisation demonstrating a clear and consistent purpose and a commitment to deliver services that tenants want. SBHA demonstrates it will remain financially viable in the medium term.

Our inspection report contains a summary of the Association's progress against the commitments it made to tenants as part of the stock-transfer process.

Key strengths in SBHA's services are:

- its awareness of its strengths and weaknesses in housing management and property maintenance and its action to address the weaknesses;
- it is good at giving choice to people who apply to it for housing;
- it is responsive to tenants in rent arrears and provides support to help them sustain their tenancies and prevent homelessness;
- it deals with anti-social behaviour well, supporting tenants to help them improve their behaviour and thus sustain their tenancies and prevent them becoming homeless;
- the way it responds to tenants' priorities and involves them in planned maintenance work;
- its introduction of a re-let standard for properties;
- its recent introduction of a work-scheduling and appointments system;
- it takes account of the views of tenant representatives in changes to policy and service delivery.

Key areas for improvement in SBHA's services are:

- its limited approach in promoting access to its housing list;
- its management of suspensions and cancellations from its housing list;
- its range and clarity of written information provided to tenants at sign-up;
- its performance in managing rent arrears;
- its performance in letting empty houses;
- its performance in completing repairs within timescales and in ensuring quality;
- meeting its statutory duties on Right to Repair;
- meeting its statutory duties on gas safety or asbestos management;
- monitoring and reporting of performance to the Board, tenants and service users;
- the lack of evidence that customers' views are informing the service.

Next steps

SBHA should produce an improvement plan to show how it intends to respond to our findings. It must agree the plan with us. We require SBHA to give this summary of the inspection report to all its tenants.

How to get more information and contact details

If you would like to see SBHA's improvement plan you should contact:

Scottish Borders Housing Association

South Bridge House

Whinfield Road

Selkirk

TD7 5DT

Telephone: 01750 724444

E-mail: enquiries@sbha.org.uk

The full report is on our website at www.communitiesscotland.gov.uk. A summary can also be made available on tape, in Braille, large print and community languages.

For information please contact Janette Campbell on 0131 479 5163 or email

janette.campbell@communitiesscotland.gsi.gov.uk.

اپنی کمیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے بارے میں معلومات کیلئے برائے مہربانی
جینٹ کیمل Janette Campbell کو 0131 479 5162 پر فون کریں یا اس پتے پر ای میل کریں

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如果索取這文件的翻譯版本，請致電 Janette Campbell

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আপনার সম্প্রদায়ের ভাষায় এই দলিলপত্রের অনুবাদের জন্য জ্যানিট ক্যাম্পবেল-কে 0131 479 5162 নম্বরে
ফোন করবেন অথবা janette.campbell@communitiesscotland.gsi.gov.uk ঠিকানায় ই-মেইল
করবেন।

لمزيد من المعلومات عن ترجمة هذا المستند الى لغة جاليتكم، الرجاء الإتصال ب:
Janette Campbell على رقم الهاتف 0131 479 5162. أو عن طريق البريد الإلكتروني على
النّالي: janette.campbell@communitiesscotland.gsi.gov.uk

Painel de Tradução

Este documento pode ser traduzido, se assim for pedido, para a sua língua comunitária. Por favor contacte Janette Campbell, Communications, Communities Scotland, número de telefone, 0131 479 5162 ou email, janette.campbell@communitiesscotland.gsi.gov.uk.

Zespół tłumaczy

Na życzenie, niniejszy dokument zostanie przetłumaczony na język mający zastosowanie w danej społeczności. Prosimy o kontakt z Janette Campbell, Komunikacja, Społeczności Szkockie, nr telefonu, 0131 479 5162 lub drogą mailową na adres: janette.campbell@communitiesscotland.gsi.gov.uk.

