

How we have been performing

Our Performance Results from April 2020 - September 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.

% of tenants satisfied with the overall service provided by their landlord

76.90% 83.80% 2019/20 2020/21

% of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes

57.40% 73.60% 2020/21

% of repairs appointments kept

92.47% 98.70% 2019/20 2020/21 % of existing tenants satisfied with the quality of their home

71.10% 83% 2019/20 2020/21

% of tenants who feel that the rent for their property represents good value for money

76.90% 80.90% 2019/20 2020/21

% of all complaints responded to in full within SPSO timescales for Stage 1 and Stage 2 (Year to Date)

97% 100% 2019/20 2020/21

% of tenants satisfied with repairs or maintenance service carried out in last 12 months

86.20% 86.30% 2020/21

Average length of time taken to complete emergency repairs (hours)

2.73 3.31 2019/20 2020/21

Gross rent arrears (all tenants) as % of rent due for the reporting year (Year to Date)

4.95% 6.08% 2019/20 2020/21

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

% of tenants satisfied with landlord's contribution to the management of the neighbourhood they live in

83.52% 72.20% 2020/21

Average length of time taken to complete non-emergency repairs (working days)

4.92 5.40 2019/20 2020/21

Average length of time taken (days) to re-let properties (Year to Date)

30.18 34.78 2019/20 2020/21

% of tenants who feel their landlord is good at keeping them informed about their services and decisions

78.60% 84.10% 2019/20 2020/21

% of reactive repairs carried out in the last year completed right first time (Month)

96.30% 96% 2019/20 2020/21



It is important that we have the correct contact details for you so that we are able to communicate directly in relation to our services. If you need to update your email or telephone numbers please call our office on 01361 884000 or email info@berwickshirehousing.org.uk.