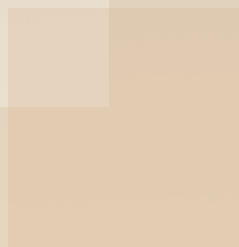




# house in order

**ANNUAL REVIEW**  
2010/11



## Chair's Welcome

I am very pleased to present our Annual Review of performance and activities of the Company over the past financial year, which ended 31 March 2011.

# a review of our annual performance



Last year we celebrated the 21st Anniversary of the establishment of Waverley as a social landlord in the Scottish Borders.

Many people contribute to making Waverley Housing what it is and I would like to extend my thanks to my fellow Board Members who give up their time voluntarily and to the management team and staff for their unfailing commitment to Waverley Housing.

I am confident that Waverley Housing will respond to new opportunities and challenges and will continue to provide quality services to meet the needs of our tenants and stakeholders.

**Margaret Spalding**  
Chair



21st Anniversary Celebrations – Golf Tournament proceeds presented to local charity – The Lavender Touch.

# financial results

## Balance Sheet as at 31st March

	2011 £	2010 £
<b>Tangible Fixed Assets</b>	<b>38,733,065</b>	<b>35,930,070</b>
Current Assets	4,552,689	4,286,702
Creditors (< 1 year)	(408,566)	(563,875)
<b>Net Current Assets</b>	<b>4,144,123</b>	<b>3,722,827</b>
Total Assets Less Current Liabilities	42,877,188	39,652,897
Creditors (> 1 year)	-21,912,834	-22,009,499
	<b>20,964,354</b>	<b>17,643,398</b>

### Represented By:

Revaluation Reserve	15,131,069	12,625,099
Revenue Reserve	2,606,284	3,551,743
Designated Reserves	3,227,000	1,466,556
	<b>20,964,354</b>	<b>17,643,398</b>

## Income and Expenditure Account


For the year ended	31 March 2011 £	31 March 2010 £
Turnover	4,893,242	4,856,346
Operating Costs	(3,087,066)	(2,888,452)
<b>Operating Surplus</b>	<b>1,806,176</b>	<b>1,967,894</b>
Sale of housing properties	43,512	40,548
Interest receivable & similar income	31,378	14,638
Interest payable & similar charges	-1,066,080	-1,037,754
Exceptional Items	0	-198,958
<b>Surplus on ordinary activities</b>	<b>814,986</b>	<b>786,368</b>

This summary is unaudited. The figures have been extracted from the audited accounts, which are available from our registered office.



# performance

## Performance

Key Areas	Target	Achieved 
1 Responsive repairs completed on time	90%	93%
2 Gas safety inspections undertaken	100%	100%
3 Customer satisfaction on survey of overall performance	90%	95%
4 % of lost rent due to lettable voids against total rent due	2%	1.8%
5 Rent arrears as at 31 March	3%	3.35%
6 Settling in visits	95%	99%
7 Void management – void to re-let	25 days	34 days
8 Complaints resolved within 21 days	85%	60%

## Repairs and Maintenance

We have surveyed 82% of our properties. This allows us to target resources where they are most needed and to ensure that we meet the requirements of the Scottish Housing Quality Standard. This is the minimum standard set by the Government for houses in Scotland rented by councils and housing associations. The standard has to be met by 2015.

During 2010/11 we undertook a variety of work including the installation of new kitchens, gas central heating systems, windows and door entry systems. In 2011/12 we are planning to spend just over £800,000 on further installations of this type including installation of new bathrooms, home insulation and damp proof courses.

# 164

## Lettings

A total of 164 properties were let in the year to March 2011.

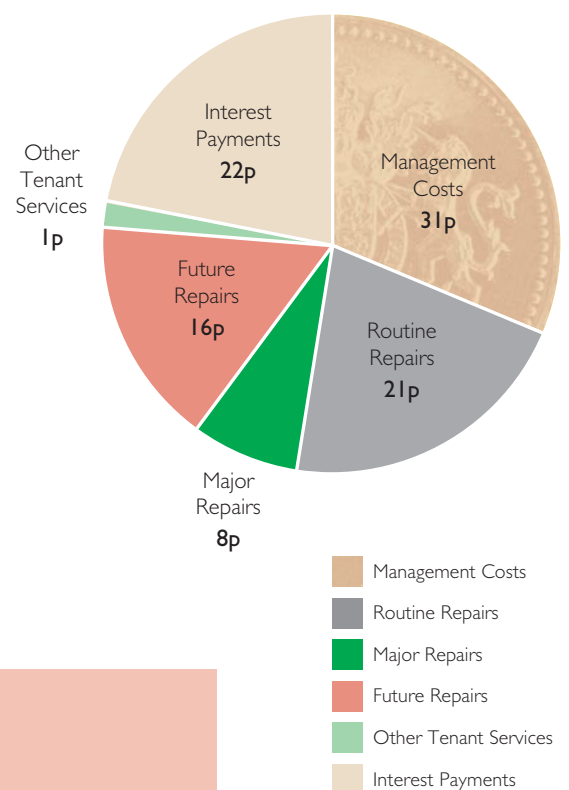
# information

## Rental Income

We are very aware of how challenging the current economic climate is. We also know that money is tight for many of our tenants and the Welfare Reform Bill, which was introduced to parliament in February of this year, is likely to cause further problems for some of our tenants. However, our income must always, at the minimum, match our expenditure. We are committed to continuous improvement so that we can deliver a good service for rents paid.

Waverley Housing's rental policy is based on the Retail Price Index (RPI) with proviso that rents shall increase by at least 1% per annum. Following consultation with tenants we agreed a rent increase of 5.5% which is effective from Monday 4th April 2011.

## How each £1 of rent is spent



## Complaints

We have been reviewing our current Complaints Policy and hope to shortly implement a more streamlined process for complaints handling which will reflect Guidelines issued by the Scottish Public Services Ombudsman.

We will let tenants know what changes have been implemented when we issue our summer 2011 newsletter.

### Number of Formal Complaints Received

2009/10	29
2010/11	5



Opening of ball wall at Beech Avenue, Galashiels.

## waverley tenants' organisation

**Waverley Tenants' Organisation (WTO)**, our registered tenants' organisation, has at present a committee of 5 members. WTO continues to successfully manage two community gardens in Langlee and has been working with pupils from Langlee Primary School to help plant and plan the gardens. After the success of the ball wall which was installed by WTO, they are now working to establish a second phase of play facilities at Beech Avenue in Galashiels.

WTO have been consulted on several reviews this year, including our annual rent review, new Communications Plan and our Complaints Procedure.

## tenant opinion panel

Waverley Housing continues to promote tenant participation in a variety of ways. Alongside encouraging participation on WTO, or local tenants groups, our **Tenant Opinion Panel (TOP)** is promoted to every new tenant. Currently we have 32 TOP members and intend to raise the TOP profile with the aim of enticing more members.

Tenant Opinion Panel members choose the areas of housing they are interested in and respond to consultation by survey without the need to attend meetings.



## WIDER ROLE INVOLVEMENT



## next steps school project

Waverley has been involved in this project which aims to increase pupils' awareness of the realities of leaving school and moving into their own home. Staff have attended **Hawick High School** to meet with pupils to discuss how they would apply for a home, manage a budget and to advise them on their rights and responsibilities as a tenant and other practical advice. Staff participating in the project have felt that it has been a worthwhile experience and feedback received has been very positive.

## stable life

We have continued to support the **Stable Life project** run by the charity **GYP Borders** which offers referred young people the opportunity to participate in a programme of therapy sessions with horses, designed to result in positive and sustained attitude change.





## anti-social behaviour core group

We work in partnership with Scottish Borders Council and the police to tackle anti-social behaviour and are part of the **Anti-Social Behaviour Core Group** which meets, on average, once a month to manage anti-social behaviour cases.

Anti-Social Behaviour Recorded for year ended 31 March 2011	
Noise Complaints Received	110
Neighbour Disputes	1
Household issues	2

## strategic partnership against poverty

We work in partnership with Scottish Borders Council, neighbouring local registered social landlords and other agencies as part of the **Strategic Partnership Against Poverty Group**. The group regularly meets to discuss relevant topics affecting the financial welfare of people living within the Scottish Borders and is responsible for monitoring the implementation of the Council's Tackling Poverty and Financial Inclusion Strategy.

We also work collaboratively to try to assist homeless and other vulnerable persons in access to housing.

## COMMUNICATIONS

We recognise that if we wish to communicate effectively with all of our stakeholders, we need to use a wide range of communication tools. We have given this consideration and have prepared a detailed Communication Plan which is due to be approved by our Board of Directors in May 2011.

Our aim is to improve our communications with all stakeholders however, if you have cause to feel that we are failing to communicate effectively with you, we want to hear from you – after all communication is a two way process!

## STAFF

### update



Last year we welcomed **Mark Rodgers** to the post of Director of Housing and Property Services. Mark brings with him a wealth of experience having worked in various capacities in the housing sector for a number of years.



**Robert Johnson**, Chief Executive will retire in July 2011 after 22 years' service with Waverley Housing and we wish him a long and happy retirement.

We have also introduced an **Estates Management Team**. The team have mainly been occupied in the upper Langlee area of Galashiels and in Beech Avenue in particular, where we have had ongoing problems with fly tipping and maintenance of common areas. A service charge has been applied to the tenancies benefiting from this service and feedback has shown that tenants are very pleased with the improvements implemented.

Due to improvements within estates we have been able to reduce the number of estate visits required, allowing staff more time to concentrate on other important issues. We intend to review this service and, providing it remains financially viable, will consider rolling it out to other areas.

### fundraising

Festive fundraising by staff, boosted by a donation from Waverley Housing, saw Margaret Ross, Acting Chief Executive; present a cheque for £150.00 to Gillian Pow and Peter Little from local charity **The Border Holiday Group**.

The charity aims to provide a holiday of a lifetime for sick and disabled people from southern Scotland who would otherwise be unable to travel.





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