



who we are

Waverley Housing operates across a wide, sparsely populated rural area in the Scottish Borders. We have 1,531 houses which are dispersed over a number of towns, villages and small settlements, with the main towns being Hawick, Galashiels, Jedburgh, Kelso and Selkirk.

Since our inception in 1989, when we became the first Landlord in Scotland to receive a large-scale voluntary transfer, the Company has evolved through a number of organisational changes.

Waverley Housing is a Company Limited by Guarantee, a Registered Social Landlord and a recognised Scottish Charity.

The Company is managed by a voluntary Board of Directors, comprising an independent Chair and nine Directors, with six places being held for tenants and three for those Directors with the appropriate expertise or experience to represent the general community.



our vision

Waverley Housing aspires to be "a major force in Scottish social housing, working closely with our partners in the Borders to achieve secure and thriving communities."

To achieve this...

...we will continue to review and improve our standards and the services we provide, to ensure these are delivered in an efficient and effective manner. We will keep abreast of an ever-changing environment. We will listen to our tenants and other stakeholders, taking on board their feedback, with due regard to guidance from the Scottish Housing Regulator.

our values



Equality

We will treat everyone fairly and with respect, meeting the diverse needs of our stakeholders.

Excellence

We will strive for excellence in the provision of all our services.

Engagement

We will communicate effectively, sharing information and responding to the needs of all our stakeholders with integrity and transparency.

Environment

We will co-operate with our stakeholders to build strong communities.

our objectives

It is important for any organisation to understand what drives its value, and in our case, it is:

- Doing what matters most to our tenants
- Investing in homes and communities
- Making our business stronger for the future

In order to achieve this we have identified four strategic objectives:

our purpose

Waverley Housing's reason for being is to provide high quality and affordable housing whilst contributing to the broader generation of sustainable communities.

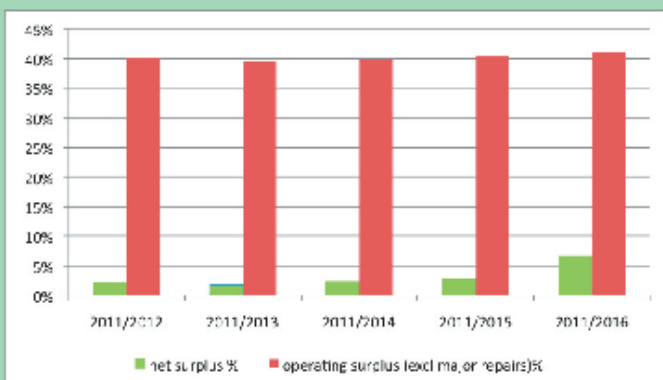
Waverley Housing does this through engaging with its tenants and working in partnership with key stakeholders to create neighbourhoods where people want to live today and in the future.

how best can we

- contribute to tackling housing need
- balance the needs of investing in our housing whilst keeping rents affordable
- build on our strengths
- work with others

financial planning

The Company's five year plan incorporating the budget for 2011/12 complies with the requirements of our Funder and our agreed targets.



1

To provide affordable housing, ensuring its best use, for people in need:

We will:

- Ensure we are letting our properties to the people who need them most;
- Seek to minimise the number of properties which are vacant at any time;
- Co-operate with Scottish Borders Council and other local RSLs, measuring performance monthly to ensure we are providing proper assistance to people who are homeless;
- Maximise our income and improve our rent arrears performance, to ensure we can maintain our Rent Setting Policy;
- Ensure our properties remain affordable to our client group through annual benchmarking.

2

To improve and maintain the quality of our houses, ensuring that they all meet the Scottish Housing Quality Standard (SHQS) by 2015:

We will:

- Collect information on the attributes and condition of our houses, update this continuously, with a full review at least every 5 years;
- Advise tenants of the work to be carried out on their properties;
- Review monthly our programme of planned maintenance and improvements against projections of works and expenditure.

3

To work with our tenants and other stakeholders to help create safe, sustainable and desirable communities, where people want to live:

We will:

- Foster and support our Registered Tenants' Organisation(s)
- Consult tenants' organisation(s) over relevant matters affecting their interest;
- Develop a tenants' portal within our website;
- Support community initiatives developed to improve the quality of life on our estates;
- Publicise examples of good practice in our newsletters;
- Take action with or against people exhibiting poor standards of behaviour;
- Review information obtained from fieldwork on at least a monthly basis, progressing actions as required;
- Work with partner organisations with overlapping interests;
- Explore opportunities for rationalising stock through stock swaps with other RSLs.
- Carry out a feasibility study into the potential of introducing service charges.

4

To ensure Waverley Housing is a strong and successful organisation where Board members and staff feel proud and committed:

We will:-

- Communicate effectively with our staff through meetings and newsletters;
- Ensure we have the appropriate skills and knowledge within the organisation to enable continual development of the delivery of our services;
- Continue to develop the skills and knowledge of our staff, to encourage good performance;
- Continue to develop the skills and knowledge of our Board members;
- Review staff conditions in line with family friendly policies.