

# at home

the newsletter for waverley housing tenants issue 8 – December 2016



**Welcome to the Winter edition of 'At Home', and as we approach Christmas, I would like to take this opportunity to wish you all a very Merry Christmas and a Happy New Year.**

We've had another busy year at Waverley - progressing our Online Lettings system to make registering and searching for a new home easier, as well as working in partnership with our Customer Review Panel in their scrutiny of our Relet Standard, and continuing our work with our other Tenant and Resident Groups. We're very pleased with the results of our External Wall Insulation Programme at Halliburton Place in Galashiels and feedback from those tenants receiving new bathrooms, kitchens, windows or heating as part of our ongoing Planned Maintenance Programme has also been really positive. We recently issued our Tenant Satisfaction Survey and your feedback is welcomed to help us shape and influence our service provision in the future.

As you know we work hard to provide you with the best service that we can and to achieve this, are fully committed to offering our employees as much support with training and development as possible. Therefore, it is with great pleasure that we congratulate the hard working members of our team (pictured above) on their recent achievements.

I hope you enjoy reading this newsletter and find it both interesting and beneficial. If you have a topic to suggest for future editions, just let us know.

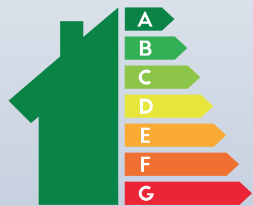
Season's Greetings

*Margaret*

Margaret Ross *Chief Executive*



# GOOD NEWS – improving energy efficiency in Tweedbank properties



We have just heard that our bid to the Scottish Government for funding to install external wall insulation to 20 Waverley properties in Tweedbank has been successful and we will be looking to complete this work by the end of March 2017. The bid was submitted on our behalf

by Scottish Borders Council who have given great support with its preparation. This work will both enhance the look of the properties and should help residents with their fuel bills.

## stock condition survey

We will soon be undertaking a Stock Condition Survey of all our properties. We anticipate this taking approximately 2 years to complete as we propose accessing every home.

A letter will be issued in due course explaining the process. We would encourage you to allow access to our Surveyors as this allows us to evaluate the condition of each individual home and determine what improvements are required and the anticipated timescales for these.

**Our surveyors will have identification so please ask for this and do not allow access to anyone who cannot provide it.**

## warmer homes

In 2015 we were successful in obtaining funding from the Scottish Government Home Energy Efficiency Programme to install external wall insulation to 24 flats in Halliburton Place, Galashiels. Our contractor Everwarm completed the work earlier this summer. You can see from the before and after pictures below that the works have improved the appearance of the flats and will increase the comfort and fuel efficiency of these properties for residents. We also used the funding received to install cavity wall insulation to another 82 Waverley properties throughout the Scottish Borders.



## our responsive repairs service to tenants

In the current financial year, we have completed 2,334 responsive repairs (RRs), with 2,312 completed on or before the target date – 99.1%, which is good news for tenants. 98.42% of tenants have expressed they are Very or Fairly Satisfied with Responsive Repairs carried out this year.

### Average Length of time taken to complete Emergency Repairs

Year to date

Emergency Repairs Completed	93
Average time to complete (hours)	1.01

### Average Length of time taken to complete Non-Emergency Repairs

Non-Emergency Repairs Completed	2241
Average time to complete (days)	5.5

### Percentages of Appointments Kept

% of Appointments Kept	92.2%
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## what can you get for 75p a week?

Last year when we consulted with tenants on the rent increase to apply in 2016/17 we got agreement to charge an additional 75p per week to undertake works on our estates. We had various suggestions on the works that could be carried out but after considering the suggestions with the help of 3 tenant representatives, we chose the following three projects:-

- Remove some trees and carry out works to the remaining trees in Upper Langlee, Galashiels
- Carry out wall repairs and painting works in Grieve Avenue, Jedburgh
- Carry out wall repairs in the Wilson Drive/Fairhurst Drive area of Hawick.

Work on these projects has either started or will do so in the near future with all works scheduled to be completed by the end of March 2017.

## complaints monitoring

### Stage One Complaints Breakdown by Service Area

Service Area	Complaints Received
Annual gas servicing	7
Planned Maintenance	2
Responsive Repairs	10
Staff Conduct	2
Standards of the home when moving in (new tenants)	6
Housing Management – Rent issue	1
<b>Total Stage 1 complaints</b>	<b>28</b>

### Stage Two Complaints Breakdown by Service Area

Service Area	Complaints Received
Annual Gas Servicing – forced access	1
Responsive Repair	1
<b>Total Stage 2 complaints</b>	<b>2</b>

### Complaints monitoring

During the year, Waverley has received a total of 30 complaints – we are delighted to report that we were able to respond to all 30 complaints within our target timescales of 5 working days (Stage One) and 20 working days (Stage Two).

18 of the Stage One complaints received were Upheld and 1 of the Stage Two complaints.

### Learning from our complaints

- We've amended our annual gas servicing procedures in relation to capping off gas meters where the 12 month anniversary date of service is not compromised;
- We've increased the contents of our Decoration Packs and we will take account of any recommendations resulting from scrutiny of our Relet Standard by our Customer Review Panel.

## rent review consultation

It's that time of year again when we review what it costs to continue to provide tenants with a good housing and repairs service and it is important that we hear your views and comments on what we are proposing for 2017/18.

**For full details of our proposals, please see the separate document inserted with this mailing.**

We value your opinion, so please take the chance to have your say.

## thinking about moving home – or know someone who's looking to move?

**Look no further than Waverley's new ONLINE LETTINGS SERVICE! We allocate around 200 homes a year across the central Scottish Borders.**

We have been running our own Allocations system for about a year now, and are excited to report that our new ONLINE service is now available. You can go to our website [www.waverley-housing.co.uk](http://www.waverley-housing.co.uk) and register an application, search our available properties for let and place bids on any you consider meet your needs.

It couldn't be easier!



## customer review panel



**The Customer Review Panel is an independent Panel made up of Waverley tenants who work in partnership with us to scrutinise the way we deliver our services to tenants.**

In February of this year, the Panel began the exercise of looking at the Relet Standard of our empty homes. They presented their findings to our Board in November, and their report and the Board's responses are available on our website for you to view. This has been an exciting and valuable exercise for the Panel members and staff alike.

We are looking forward to more scrutiny of our services next year and would welcome any other tenants interested in joining the Panel. It involves meeting up one afternoon per month for about 2 hours and Waverley will pay reasonable expenses incurred for attending, i.e. any travel and childcare costs.

If you are interested in joining the Panel, this is what being a Panel member is about and what they are responsible for:-

- Forming an effective working partnership with Waverley Housing and our Board;
- Scrutiny of the services we provide, e.g. Allocations, Recovery of Rent Arrears, Repairs, Complaints including Anti-social behaviour etc and making recommendations for service improvement;
- Recording and evidencing the impact of the Panel work by demonstrating changes to services which they have recommended.
- Acting independently and taking an objective view of our service performance against the Scottish Social Housing Charter;
- Increasing tenant involvement and influence in our decision-making processes;

So go on – get involved in shaping and influencing how we manage your homes and the services we provide.

**Contact Lenore Suddon, Housing Services Manager on (01450) 364200 or email [info@waverley-housing.co.uk](mailto:info@waverley-housing.co.uk) for further information.**





### Waverley Housing

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[www.waverley-housing.co.uk](http://www.waverley-housing.co.uk)

### opening hours

Monday, Tuesday,

Wednesday and Thursday

8.45am – 5pm

Friday 8.45am – 3.30pm

### Festive closure

**Our Office will close at 3pm on Friday, 23 December 2016 and reopen at 8.45am on Tuesday 3rd January 2017.**

In the event of an emergency during this period, please telephone **07721 889 618** where on-call staff will be happy to help.

### follow us on...



@WaverleyHousing

Keep up to date with our latest news and developments, events and competitions on Facebook and Twitter.

**waverley**  
housing

## tenant reward scheme

**Waverley Housing operates a policy of recognising good tenant behaviour through our Tenant Reward Scheme**, to encourage more tenants to comply with their tenancy agreements – pay their rent on time, make payments by Direct Debit and to provide us with feedback on our services. For further details of our Incentives and Rewards visit our website:

**[www.waverley-housing.co.uk/tenant-zone/tenant-reward-scheme](http://www.waverley-housing.co.uk/tenant-zone/tenant-reward-scheme).**

Our voucher winners for the quarter June to September 2016.

- Mr Kreckovic received an award of £250 for maintaining his rent account and having no rent arrears for the whole of the quarter June to September 2016;
- Mr & Mrs Potts won £50 for maintaining their rent payments by Direct Debit for a 12 month period with no rent arrears – Direct Debit is the easiest way to make payments and we encourage more tenants to pay by this method; and
- Mr Blakely responded to a service satisfaction survey and won himself £100.

Mr Blakely with the vouchers presented by his Housing Officer at his home.



## community champion and good neighbour award

We all know people in our communities who 'go that extra mile' working in their community or helping their neighbours in some kind way and we think their efforts should be rewarded. We have an annual award of £100 in shopping vouchers to give to one winner!

If you know someone who fits this description, then why not nominate them! It's easy – just tell us a bit about the person you are nominating and the work they do that deserves recognition.

Nominations should be submitted to us by 31 December 2016.

## working in our communities

### garden challenge day in Selkirk neighbour award

In connection with Selkirk Flood Prevention Scheme and their ongoing commitment to the Bannerfield community, R J McLeod co-ordinated a Garden Challenge in partnership with local organisations to tidy up the gardens of those in need, who were struggling with gardens that were overgrown or which had garden waste needing disposed of.

The Garden Challenge took place in September at Bannerfield Estate, Selkirk and 7 volunteers from Waverley helped to tidy 45 gardens in the area, cutting and strimming grass, trimming overgrown hedges and generally clearing rubbish including sheds and 3 piece suites!

Residents were delighted with the transformation of their gardens and as the day went on, others joined in the efforts to help move waste from gardens to the allocated skips with a procession of residents using various methods, such as wheelbarrows and wheelie bins to transport items to the skips provided – a real community effort.

All in all, a successful day with blood sweat and tears from our Waverley Team – prickly rose bushes and bees nests just a few of the hazards experienced!



## local initiatives

**Registered Tenants Organisations and groups of tenants linked to Waverley still have the chance to win our annual award of £1,000**

by submitting proposals for projects which help tenants in their local areas.

Nominations for this award should be submitted to us by 31 December 2016.

See our contact details above.



HAPPY TO TRANSLATE

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