

at home

the newsletter for waverley housing tenants issue 10 – September 2017



Welcome to our latest edition of At Home. We have had a busy time since the last edition, including the preparation of tender documentation for our maintenance programmes for the year, as well as getting works started.

We've also completed our Annual Return on the Charter providing performance data to our Regulator and you will receive your Tenants Report in October from your Customer Review Panel, comparing our performance against that of other landlords. Why not get involved with the panel and contribute to preparing this report?

We continue to reward tenants who pay their rent on time, make payment by direct debits and provide us with satisfaction feedback on our services. We're still awaiting nominations for our Community Champion/Good Neighbour Award. If you know someone worthy of this award, please let us know - see our article on the back page of this edition.

Finally, why not join us at our Annual General Meeting in September, we'd love to see you there.

Yours

Margaret

Margaret Ross
Chief Executive

this year's AGM

This year our Annual General Meeting will be held on Tuesday, 26th September in the Buccleuch Arms Hotel, The Green, St Boswells from 5.30pm to 6.00pm.

Tenants requiring assistance with transport should please contact us and we will be happy to help you. We look forward to seeing you in St Boswells on the 26th September.

Business will include consideration of our financial statements, and the appointment of new Directors.

waverley
housing



fire safety in communal areas

Following the tragic fire at the Grenfell tower block in London, it serves as an important reminder about our need to make sure that any communal areas such as corridors, stairwells and landings in

blocks of flats are kept free of items that could cause trips, falls or increase risks in the event of a fire.

We all need to make sure that these areas are free of clutter and flammable materials and that the emergency services can get access when needed. We would request your co-operation in ensuring you remove any items you have stored in communal areas. Our staff will be monitoring these areas and if we notice anything that is not safe we will contact the person concerned and advise that it needs to be moved for everyone's safety. In the event that the person does not co-operate with our request, we will take further action to ensure that the problem is resolved. **If you notice anything in your block of flats which constitutes any form of hazard, please call us on 01450 364200.**

Waverley provides free home contents insurance cover to all its tenants, unless they have specifically opted out of this cover, to replace any contents lost or damaged in a house fire. This insurance does not, however, cover any tenant who has outstanding debt due to Waverley, unless a repayment arrangement is in place and has been adhered to leading up to any claim, to reduce this debt. Please ensure you do not put yourself in a position where you have no contents insurance cover.

stock condition surveys

A reminder that we are progressing with our programme to survey all of our stock as part of our stock condition survey.

If you have not yet had a survey completed on your home, our Surveyor, Alan Peffers will be in touch with you to arrange this. Please be aware that we anticipate it will take us to November 2018 to complete all surveys so please do not stay in waiting for our visit.



painting progress

After completing a tender exercise, we have selected Mitie to carry out external painting works to 94 of our properties in Galashiels, Lauder, Kelso, Morebattle, Newtown St Boswells, Bowden and Melrose.

The Bell Group will carry out external painting to a further 209 properties in Ancrum, Jedburgh, Hawick and Newcastleton. All of these works will be carried out over the Summer and will be finished by mid- September.



planned maintenance

Magnets have been selected as our supplier of kitchens for the following three years.

We have chosen a longer term contract for the supply of kitchens, in order to secure the most competitive prices.

This year we are also carrying out a pilot project where our own trades staff are carrying out the installation of new bathrooms in Waverley properties, and the early signs are that this is working well. However we will carry out a full review of the project before the end of the year to assess results.

Waverley Housing can, for a charge, carry out a range of jobs that we do not provide as part of our normal service to tenants. For example if you wished to have an additional kitchen unit provided and fitted by us then our Trades Staff could do this for you. Please contact us on 01450 364 200 if you would like to find out more about this service.

One of the range of kitchens available from Magnet (for illustration purposes only)



complaints April to June 2017

Stage One complaints – breakdown by service area

Service Area	Complaints received	Upheld
Reactive Repairs	6	4
Major Works	2	2
Gas Servicing/Gas Repair	2	1
Relet Standards	1	0
Staff Conduct	1	0
Totals	12	7

The majority of complaints received during the period are for missed appointments in relation to reactive repairs reported. We have reminded trades staff to ensure where there is an issue on their part in attending appointments, that they keep tenants informed. Given however we have attended to over 1000 reactive repair jobs in the period, we're not doing too badly.

We are pleased to report we have not received any Stage 2 complaints, being of a more serious nature. All of our Complaints were responded to within our 5 working days timescale.

allocations April to June 2017

Needs of Applicants:

Bedroom size	Numbers of Applicants
1	1427
2	695
3	284
4	52
5+	14
Total Housing List Applicants	2472

Relets by areas:

Galashiels	15
Hawick	12
Jedburgh	7
Selkirk	2
Kelso	4
Earlston	1
Ancrum	1
Total Relets	42

Relet sizes:

Bedroom size	No. of Relets
1	11
2	16
3	13
4	2

Relets: Ethnicity

Priority	Relets
White Scottish	30
White English	10
Polish	1
Did not disclose	1

Relets: Priority Awards

Priority	Relets
No priority	26
Gold	4
Silver	11
Bronze	1

On average, applicants waited 5½ months for a home with Waverley.

If you are interested in a transfer or you know someone who is looking for a new home, please contact us for further information. We have some properties available for immediate relet.

Our available properties are advertised in the Southern Reporter every Thursday, and on our website.

our apprentices

We continue to employ a number of apprentices within our service areas and we have found the apprenticeship scheme to be very successful within Waverley Housing.

All of our apprentices, over the years, have contributed a great deal to Waverley Housing and have been a real asset to our teams. We are delighted to announce that Jack McDonald, our Painter and Decorator apprentice, has been awarded Apprentice of the Year for 2016/17 by Borders College.

Our newest apprentice Jenny Sharp will undertake a Business Administration apprenticeship with us, covering a range of services within our housing, repairs, business support and finance sections over the next 18 months. Good luck to Jenny in gaining an SVQ qualification in Business Administration and to enjoying her time in Waverley.



energy efficiency



We are currently reviewing the information we hold on the energy efficiency ratings for our properties and will soon be in a position to progress various works such as cavity wall insulation. These measures will bring properties up to the Energy Efficiency Standards for Social Housing. All our properties require to meet the energy efficiency standard by 2020.

meet Kendra

Kendra Douglas is our new Tenancy Support Worker. Her role involves working with tenants in our communities who are at risk of homelessness, or tenants who require that little bit of extra support to increase their independence.

Tenancy support is a free service which offers tenants one-to-one support on housing related issues.

Kendra is part of the Housing Services Team, and if you think you would benefit from an appointment with her please contact us on 01450 364200 or email info@waverley-housing.co.uk



Annual Tenants' Charter Report

Along with our Customer Review Panel (CRP) members, made up of tenants just like you, we are currently working on the design and information we consider tenants want provided in the annual Tenants' Charter Report.

This Report tells you all you need to know about Waverley's performance across a wide range of indicators, and makes comparisons on our performance against other housing providers – so you can judge for yourself how Waverley is performing and hear our proposals on any improvements planned in response to areas where we have performed poorly.

If you want to join the CRP to have your say, then feel free to contact us and we'll let you know future meeting dates.

Waverley Housing

51 North Bridge Street
Hawick TD9 9PX
T: 01450 364200
F: 01450 379966
E: info@waverley-housing.co.uk
www.waverley-housing.co.uk

opening hours

Monday to Thursday
8.45am to 5pm
Friday 8.45am to 3.30pm

rewarding good behaviour

We continue to recognise and encourage good tenant behaviour, which rewards tenants who:

- Pay their rent on time
- Pay by direct debit
- Provide us with feedback on our services

For further details visit

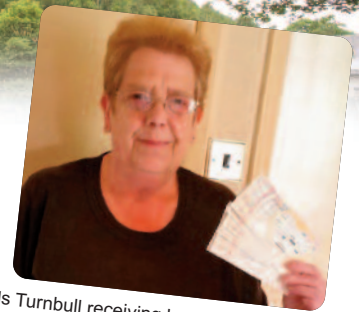
www.waverley-housing.co.uk/tenant-zone/tenant-reward-scheme

Our winners for April to June 2017 were:

Ms Turnbull, Hawick – £250 for paying her rent on time

Ms Walker, Galashiels – £50 for paying by direct debit

Miss Robertson, Kelso – £100 for responding to our repairs satisfaction survey



Ms Turnbull receiving her £250 vouchers

community champion and good neighbour award

We all know people who “go the extra mile” by working in their community or helping their neighbours in some kind way and we think that their efforts should be recognised and rewarded.

If you know someone who you think fits this description and deserves recognition, why not nominate them – the winner will receive £100 in vouchers.

All you need to do is tell us a little bit about the person you are nominating and why you think they deserve our award – but hurry, nominations need to be with us by 31st December 2017.



annual garden competition

Our annual garden competition winner 2017 is Mr Boal from Kelso who transformed the communal garden area at his block of flats into a vibrant and colourful display of garden plants, hanging baskets and potted plants. Not only can he enjoy the area, but his efforts are welcomed by his fellow neighbours too.

Mr Boal received a £50 voucher for his efforts – a job well done to him!



get connected

We are pleased to advise that we now have a computer installed in a private room in our office at 51 North Bridge Street, Hawick which can be used by tenants, free of charge, to submit Housing Benefit or Universal Credit claims or change of circumstances forms to Scottish Borders Council or the Department of Work and Pensions.

Please remember to have details such as your National Insurance number and bank account details available, as this will help you to complete the relevant forms correctly. Do not worry if you are not confident in using computers, as we have staff available to help you get logged on and started, and help if you get stuck. Please make an appointment with us when you wish to use the computer, which will be available during our normal working hours.

The computer can also be used to search for job and work opportunities and to submit job applications.

follow us on...



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