

tenant participation news

Your Customer Review Panel recently met to agree their next review of our services. The area they have chosen to scrutinise is the standard by which we re-let our empty homes - our 'Lettable Standard'. The panel will be visiting empty homes, meeting with our staff to learn more about our performance figures and meeting with some of you to gather your opinions before they present a report to the Board in the summer.

Following our **rent increase consultation**, we held our **first working group** meeting for tenants who expressed an interest in helping us to determine how the money raised from the 75p per week supplement should be spent. We are currently looking at external areas which could benefit from investment and will report back on progress with this.

Every year we put together our 'report card' to give you information about how we are performing against the Scottish Social Housing Charter. We want to make sure this document gives you the information you want. Let us know if you are interested in helping us to put this together.

We have booked our stalls at the Burnfoot Community Carnival on Saturday, 9th July and Langlee Community Carnival on Saturday, 10th September – hope to see you there.

We currently work with and support tenant and resident groups in **Stonefield** and **Fisher Avenue** in **Hawick** and **Langlee** and **Glendingin** in **Galashiels**. If you want to get involved with any of these groups, or are interested in starting one in your area, please get in touch.

Have a look at our website and see our Community Engagement Action Plan and see all the activities you can get involved with this year.

If you would like to get involved or have a chat about any of these items please contact Pamela Martyn, Tenant Participation Officer on 01450 364 218 or email pamela.martyn@waverley-housing.co.uk

lump of coal brings good luck!

Congratulations to Mrs Lyndsey of Earlston who correctly told us that it is "a lump of coal" that first footers traditionally bring to the home at New Year in our Christmas Competition. We hope that you enjoyed your New Year Goody Bag prize Mrs Lyndsey.

a good investment

Following the sale of our old offices at 27 North Bridge Street in Hawick, our Board decided that we should help meet the housing demand in the central Borders by investing the funds raised into purchasing other properties. Using this and other funds we managed to purchase three properties that had previously been sold under the Right to Buy Scheme. These properties, two in Hawick and one in Jedburgh, were purchased at competitive prices and we are pleased to report that we have already let two of them, with the remaining property currently undergoing refurbishment before being let.

thank you Pearl

After more than 12 years with Waverley Housing, valued team member Pearl Lauder retired at the end of March.

Of course many of you will have met Pearl in her busy role within the Customer Services Team in Hawick. Pearl started working with Waverley in 2003 when she joined us as a Customer Services Assistant based in the Hawick office as well as helping out in our Galashiels office from time to time too.

Pearl's cheery nature will be missed by staff and tenants alike and we would like to take this opportunity to wish her all the best in her retirement which she plans to enjoy travelling and spending more time with her family and grandchildren.



the newsletter for waverley housing tenants issue 6, April 2016



the young team

We were delighted that our team of young apprentices were publicly recognised recently.

Paul Wheelhouse MSP joined our apprentices in Hawick to officially mark the launch of 'Scottish Apprenticeship Week 2016', which promotes the benefits of Modern Apprenticeships for young people, their employers and the economy.

Our Property Services Manager Lindsey Wilson gave a presentation on why Waverley employs apprentices and the very positive impact on the company in doing so. Following Lindsey's presentation, the Minister met all of Waverley's current apprentices, as well as a former apprentice who is now employed by us.

The Minister also met with Euan Hastie from CITB, Iain Scott from Borders College and Pam Ralston from Skills Development Scotland, all of whom partner with Waverley to help apprentices reach their full potential.

Pictured from left to right: Lindsey Wilson, Property Services Manager; Paul Wheelhouse MSP; Ryan Cockburn, Apprentice Electrician; Rachel Hunter, Business & Administration Apprentice; Craig Matear, IT Assistant (and former Apprentice); Harris Campbell, Apprentice Roofer; Steven Drummond, Apprentice Joiner; Jack McDonald, Apprentice Painter; Margaret Ross, Chief Executive; Ruaridh Macleod, Apprentice Joiner; Louise Davies, Business & Administration Apprentice; Iain Scott, Lecturer in Construction (Borders College).

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opening hours
Monday, Tuesday,
Wednesday and Thursday
8.45am – 5pm
Friday 8.45am – 3.30pm

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HAPPY TO TRANSLATE

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Welcome to the first edition of 'At Home' of the year.

As you will see, we are absolutely delighted that our young apprentices received such well deserved recognition in the press recently at the national launch of Scottish

Apprenticeship Week. We also let you know how we have put the proceeds of the sale of our old offices to very good use and we provide you with details of a £1.2m spend in our Planned Maintenance Programme that will be used to upgrade our properties across the area. We unveil a major insulation project that has started in Galashiels and there's our usual round up of Tenant Participation news and reports to keep you fully informed.

And last but certainly not least we would like to wish long serving employee Pearl Lauder a wonderful and happy retirement.

Yours Sincerely,

Margaret Ross Chief Executive



We are pleased to let you know that work has now started on site at Halliburton Place in Galashiels and we are thrilled with the results so far.

We previously reported that we received £241,400 worth of HEEPS Cashback funding from the Scottish Government. These funds are being used to install cavity wall insulation on three blocks of flats at Halliburton Place and also to upgrade a further 86 of our properties which have failed cavity wall insulation. These properties will benefit from having their old insulation removed and new insulation fitted by our approved contractor Everwarm.

A tenant consultation evening took place in December for both tenants and owners of the flats in Halliburton Place. An overwhelming majority of those who attended chose the grey and cream colourway as seen here.

repairs team battle the elements

Due to the bad storms and flooding that the Borders area has suffered during the winter, roof leaks and dampness have been a particular issue for our repairs team in recent months.

We continue to strive to support tenants and carry out the necessary repairs within their homes during these challenging conditions. Although we have been battling against the elements, we are happy to report that 99% of repairs were carried out on time and, on average, we completed routine repairs in less than 6 days. In the 3 months that have passed since the last issue of 'At Home' we have carried out a total of 1105 repairs.



safe housing options

A specialist service operated by Scottish Borders Council's Safer Communities team has exceeded one of its first year targets in the space of just nine months. The 'Safe Housing Options' service supports domestic abuse victims with housing issues in the Scottish Borders.

It is recognised that secure, safe and long term housing choices are key to helping families recover from their experience and the service works in partnership with homelessness services, registered social landlords, Border Women's Aid, Children1st and the Domestic Abuse Advocacy Support service to secure a better range of safe options for victims of domestic abuse and their children.

Victims of domestic abuse can find out about the support available and contact details from www.scotborders.gov.uk/domesticabuse or by calling Safer Communities on 01835 823204.

borders drug litter

Discarded needles and syringes carry a risk of blood borne viruses such as Hepatitis B and C and HIV. If you find needles...

DO NOT touch the needle or syringe
DO NOT put them in a litter bin
DO NOT put them down the drain or flush down the toilet

Call 0300 100 1800 – we will come and dispose of them safely or CALL POLICE SCOTLAND - 101

complaints report summary

No. of Complaints	Complaints received from October to December 2015	
	Stage One*	Stage Two*
Total number of complaints*	17	1
Responded to in full	17	
Upheld	5	
Not Upheld	12	1
Responded to within SPSO timescales	17	1

* stage one – frontline complaints
stage two – investigatory complaints
no complaints were equality related

Service Area	Number of Complaints Received
Reactive Repairs	8
Relet Standard	5
Gas Servicing Contractor	5

Dissatisfaction with Standard of Home

- Five new tenants advised via their Satisfaction Survey feedback form that they were dissatisfied with the standard of their home when they moved in. These complaints were not upheld as in each instance the tenants concerned had accepted decoration packs when viewing each property as an alternative to Waverley undertaking outstanding decoration works. We looked into this and discovered that although tenants are signing up to and accepting the decoration packs when they view the property, they are finding that, when they move in and start to decorate, the pack contents do not meet their requirements.

As a result of this we have reviewed the size of the decoration packs issued and have increased the contents accordingly. We will continue to monitor satisfaction levels to ensure that we have fully addressed this issue.

Attitude, Politeness and Care – Gas Servicing Contractor

- Feedback forms returned this quarter show 96% of tenants are satisfied. We received five expressions of dissatisfaction five expressions of dissatisfaction regarding the attitude, politeness and care taken by our gas servicing contractor. Two of these complaints were not upheld though we have brought this dissatisfaction to the attention of the contractor concerned.

Learning from complaints received.

- We will continue to monitor our gas servicing contract to ensure that the contractor performs to the standard we require.



allocations report

October to December 2015

We introduced our own choice based lettings system in October 2015 and as at the end of December, we had a housing list of 1245 applicants.

Applicant's requirements are as follows:

- 54% require a 1 bedroom property
- 33% require a 2 bedroom property
- 7% require a 3 bedroom property
- 6% require a 4 bedroom or more sized property

We relet 43 properties during this period:

- 19 in Galashiels
- 13 in Hawick
- 7 in Jedburgh
- 3 in Kelso
- 1 in Melrose

Sizes of relets were:

- 7 x 1 bedroom properties
- 28 x 2 bedroom properties
- 8 x 3 bedroom properties

Only 7 of the 43 successful applicants had a priority need and on average, applicants waited 6 months from application to being rehoused.

If you are interested in transferring your tenancy or you know someone who is looking to move, please contact us for further information. Some of our properties are available for immediate let. Our available properties are advertised in the Southern Reporter every Thursday and on our website. Our online application form, property search and bidding will shortly be available for applicants' use – see our website for further details.

planned maintenance

We have successfully completed our annual Planned Maintenance Programme for 2015/16 and have upgraded 215 properties across our stock. This includes one or more of the following:

- 76 new heating systems
- 45 bathrooms
- 100 kitchens
- 24 sets of windows and doors

Our programme for 2016/17 will commence from the 1st April. If your property is due to be upgraded you will be given plenty of notice and guidance on any preparation that is required before we visit your home to carry out the works.

This year we plan to spend approximately £1.2 million on upgrading our properties by carrying out the following work:

- 125 bathrooms
- 30 central heating systems
- 24 external doors and windows
- 49 extractor fans
- 79 kitchens
- 21 showers
- 26 smoke detectors
- 239 external fabric and common areas, including paths, steps, walls etc.
- 45 garage upgrades

And in the following areas:

- Earlston
- Galashiels
- Hawick
- Jedburgh
- Kelso
- Newtown St Boswells
- Selkirk
- St Boswells

