

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

**follow us on...**



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



**tenant participation update**

**Sadly we are saying goodbye to Pamela Martyn, our Tenant Participation Officer.** Pamela has worked extremely hard with tenants and staff alike to ensure that you, our tenants, have always had the opportunity to voice your opinion on our policies and the way that we run Waverley Housing. A huge thank you to Pamela for all her work over the past 10 years.



**keep safe**

Keep Safe is a Scottish Borders initiative developed in partnership with safer communities and people with disabilities. The initiative works with a network of businesses such as shops, libraries and cafes who have agreed to make their premises a Keep Safe place for people to go if they feel frightened, distressed or are a victim of crime when out in the community.

Businesses who agree to take part are issued with a Keep Safe sticker to display in their premises to let vulnerable people know that they provide a Keep Safe place.



**carnival time**

We were delighted to support **Burnfoot Community Carnival** again this year by sponsoring the Fancy Dress Parade.

We have booked our stall at the **Langlee Community Carnival** on Saturday 10th September, we look forward to seeing some of you there.

**happy to help**

We were happy to provide a donation to Galashiels Community Council towards flower planters on the new railway platform in Galashiels, as well as making a donation to Stonefield Residents Group towards a bench for their residents in Hawick.



**resident groups**

Don't forget there are local Resident Groups in several areas, it's a great way of finding out what's happening in your local community.

- Stonefield Residents Group, Hawick**
- Fisher Avenue Tenants and Residents Group, Hawick**
- Langlee Residents Association, Galashiels**
- Galashiels 5th Ward Community Association, Galashiels**

Full details of meeting times and topics visit website or call Customer Services Team on 01450 364200

**under scrutiny**

The Customer Review Panel is in the process of gathering data to help them with their scrutiny project of looking at the re-let standard of empty homes. The Panel is on schedule to present their report to the Waverley Board in November. They are also currently working with the Tenants Opinion Panel to agree a scrutiny framework for future activities going forward.

If you would like to become part of the Customer Review Panel or a member of the Tenants Opinion Panel please contact Housing Services Manager Lenore Suddon on 01450 364200 or [info@waverley-housing.co.uk](mailto:info@waverley-housing.co.uk)

**a happy retirement to Elaine**



After 27 years with Waverley Housing, Elaine Turnbull retired in August. Latterly, Elaine has served as PA to the Chief Executive and to Waverley's Board. We would like to take this opportunity to thank Elaine for her many years of hard work and dedicated service and to wish her well in her retirement when she hopes to enjoy more time with her family and grandchildren.

**at home**

the newsletter for waverley housing tenants issue 7 – September 2016



Welcome to our latest edition of 'At Home'.

In this edition we have a packed Tenant Participation section which keeps you updated on the good work of our Residents Groups, we invite you to get involved with our Customer Review Panel, to join us on a Walkabout on one of our estates and we inform you that after 10 years, we will be saying goodbye to Tenant Participation Officer Pamela Martyn.

As ever, we hope that you find this edition informative and useful and we hope that you can join us at our AGM.

And finally we would also like to wish long serving employee Elaine Turnbull a very happy retirement.

*Margaret*  
 Margaret Ross Chief Executive

**Waverley Housing**  
**this year's AGM**  
 This year our Annual General Meeting will be held on Tuesday 27th September, from 5:30pm till 6pm at Jedburgh Town Hall. If you need assistance with transport please contact us and we will be happy to help you along to the meeting. We look forward to seeing you in Jedburgh on the 27th September.



To request a larger print version of this document please call 01450 364200

## tenant reward scheme

Following consultation with our Customer Review Panel, we have improved our Tenant Reward Scheme. Most of our tenants act responsibly by paying their rent on time, looking after their homes and generally abiding by the terms of the tenancy agreement they signed up to. The Scheme recognises this and offers a reward for good tenant behaviour and also for those tenants in our local communities who watch out for their neighbours.

All tenants of Waverley Housing automatically become members of the scheme and there are 2 categories of membership (qualifying and non-qualifying). Tenants will cease to be a qualifying member if they fail to meet the required qualification criteria for incentives/prize draws or for any breach of their tenancy conditions.

A summary of our awards are detailed below and further details can be found on our website.

- ✓ **Rent Account**  
Keep your rent account fully paid up at the end of each month for 3 consecutive months, or if in arrears, keep to your repayment agreement for 3 months and you will automatically be entered into a draw with the chance to win £250 in shopping vouchers.
- ✓ **Direct Debit**  
Pay your rent by direct debit for at least a year and we will automatically enter you into a quarterly prize draw with £50 in shopping vouchers to be won.
- ✓ **Community Champion & Good Neighbour**  
We all know people in our communities who 'go that extra mile' to help their neighbours and we think their efforts should be rewarded. We have an annual award of £100 in shopping vouchers for the winner.
- ✓ **Satisfaction Surveys**  
Complete a survey when you have a repair carried out to let us know what you think of our service and you'll be entered into a quarterly prize draw to win £100 in shopping vouchers.
- ✓ **Local Initiatives**  
Registered Tenants Organisations and groups of tenants linked to Waverley now have a chance of winning our annual award of £1,000 by submitting proposals for projects which help tenants in their local areas.

## paying your rent

Regardless if you are in receipt of Housing Benefit, Universal Credit or if you pay your rent by PayPoint, through your bank account or in person at the office, it is your responsibility to ensure that your rent is paid.

The rent you pay enables Waverley Housing to continue to maintain our properties through our Planned Maintenance Programme i.e. to install new bathrooms, kitchens, windows and heating systems as well as to pay for day to day repairs.

If you are having difficulty paying your rent, please contact us immediately on 01450 364200 and we can help you. Failure to pay your rent could lead to you losing your home.

## universal credit

### What you need to do if you move on to Universal Credit.

Universal Credit is here and is replacing most non-contributory in work benefits. But at present in our area, only single claimants are affected. If you claim Universal Credit here are some tips to help you manage your rent when claiming or transferring over to Universal Credit.

- If possible, make sure your rent account is up to date before you claim.
- Contact your Housing Officer to advise them you are now claiming Universal Credit.
- Be aware that for the first seven days of your claim no benefit will be paid and that it can take up to six weeks for your first monthly payment to be made.
- Universal Credit is paid monthly in arrears; are you confident that you can budget and monitor your spending to get you through the initial assessment period and beyond? Prioritise your bills; top of your list should be your rent, council tax, electric, gas and TV licence.
- If you need help setting up a budget The Financial Inclusion Project can help.
- Make sure you have a bank account or Post Office account that can receive your Universal Credit.
- Universal Credit must be claimed on line; do you have access to the internet and are you comfortable using it? We offer access to the internet for tenants in the reception area of our office in Hawick; also your local library may offer access.
- If your job does end and you need to make a claim do not make a claim for Universal Credit until you have received your last payment from your employer, as any income received during your initial assessment period will be taken into account and you may not receive any Universal Credit payment for that month.
- Remember you will need to make a separate claim for Council Tax reduction.

**If you think you might struggle with any aspect of Universal Credit, please contact your Housing Officer or The Financial Inclusion Project Borders on 07899 943364 for help and advice.**

### Stonefield Residents Group

We are delighted to announce that Stonefield Residents Group in Hawick is now fully constituted as a Registered Tenants Organisation. The Group meet every two months to discuss local issues and SBC Councillors are also in attendance.

If you would like to join the Stonefield Group, please contact us and we would be happy to put you in touch with members.

## complaints report summary

Complaints received from April – June 2016		
No. of Complaints	Stage One*	Stage Two*
<b>Total number of complaints*</b>	<b>20</b>	<b>2</b>
Responded to in full	20	2
Upheld	12	1
Not Upheld	8	1
Responded to within SPSO timescales	20	2

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

Complaints Breakdown by Service Area		
Service Area	Complaints Received	Trend
Reactive Repairs	40%	The complaints received in respect of reactive repairs were of a diverse nature with no particular trend arising.
Relet Standard	20%	Our relet standard has been under scrutiny by the Customer Review Panel. Their findings are due to be reported to our Board of Directors in November 2016.
Gas Servicing Contractor	25%	We continue to monitor the work undertaken by our gas servicing contractor to ensure that it is to an acceptable standard. Improvements to Service identified as a result of this type of complaint is detailed below.
Miscellaneous	15%	

### Learning from Complaints Received

As a result of a complaint received about an Annual Gas Service forced access visit, we have now reviewed our policy, procedure and associated correspondence to tenants.

This clarifies our process for capping off meters where it is necessary to carry out a forced entry, and to allow relevant staff to exercise discretion for a further appointment taking account of the tenant's circumstances for failure to meet other appointments and where the anniversary date for service is not compromised.

### Repairs Report

The Repairs Team have been busy as usual since our last edition. 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 1311 repairs.

## on walkabout

The first of our Estate Walkabouts for 2016 took place in May at Fairhurst Drive and Wilson Drive in Hawick. One Board Member accompanied Waverley staff on this visit and discussions were held with tenants and residents. The main issues raised related to the condition of paths and walls on the estate, grounds maintenance and the condition of external painting on some of the houses.

As a result, some improvement work to walls on the estate is scheduled for later in the year and the areas of grounds maintenance have been referred to the contractor for action. The condition of the external painting will be taken into account when drawing up future painting programmes.

From feedback received from tenants, the next two Walkabouts took place in the early evening at Grieve Avenue and Blair Avenue in Jedburgh in July, with the final one for the year taking place in the Stirches area of Hawick on the 22nd September.

Letters will be sent to all residents in the Stirches area inviting them along. Do join us if you can to let us know what the issues regarding the estate are.



## allocations report

January – June 2016

For the period ending 30th June 2016 we had a housing list of 1582 applicants.

### Applicant's requirements:

78% 1 bed      8% 3 bed  
12% 2 bed      2% 4 bed +

### Priority Passes Awarded

7.5% bronze priority pass  
9.5% silver priority pass  
1.8% gold priority pass  
81.2% awarded no priority

### We relet 97 properties

38 Galashiels      9 Kelso  
27 Hawick      1 Melrose  
12 Jedburgh      1 Heiton  
3 Selkirk      2 Morebattle  
4 Newtown St Boswells

### The ethnic origin of these relets is

Any Other White Background      1  
Arab, Arab Scottish or Arab British      2  
Not Disclosed      1  
Other British      5  
Polish      1  
White English      11  
White Scottish      76  
Grand Total      97

### Sizes of relets were:

1 bedsit  
28 1 bedroom property  
43 2 bedroom property  
23 3 bedroom property  
2 4 bedroom or more

### 26 of the 97 successful applicants

had a priority need and on average, all applicants waited 7.5 months from application to being rehoused.

### wipe out blocked drains - advice from Scottish Water

It's easy in the bathroom just follow the Three P's rule and only flush pee, poo and toilet paper. Everything else should go in the bin, not down your toilet.

For further information visit [www.scottishwater.co.uk](http://www.scottishwater.co.uk)

**If you dispose of inappropriate items down the toilet and cause damage/blockages, we will recharge the cost of dealing with the damage.**

