

How did we perform?

TENANTS CHARTER REPORT 2016/17



Introducing your Tenants Charter Report



We have been working closely with Waverley Housing staff to produce this annual Tenants Charter Report. This tells you how Waverley has performed against the various outcomes of the Scottish Social Housing Charter and how their performance compares against other social housing landlords.

The report provides the information that we, as tenants, thought that other tenants would want to hear about. We'd love to hear your views on the information provided and if you think that this is useful to you. Alternatively, for future reports, let us know if there is any other information you would like to see included.

We are always looking for more tenants to join our Customer Review Panel. We meet usually every two months in Hawick for a couple of hours, to review the services that Waverley provides to us as tenants, to make recommendations for improvements to services, and to be part of decision-making on a variety of topics from how they allocate properties to repairs obligations. We can really make a difference by having our views heard. If you are interested in joining us or want to hear a bit more about what we do, just contact Waverley and one of us will get in touch for an informal discussion.

We hope you enjoy reading your annual Tenants' Charter Report for 2016/17 and remember to let us know what you think.

Customer Review Panel

How did we perform?

There are 16 Standards and Outcomes within the Charter, 14 of which are reported on here. Outcome 12 relating to Homeless people and Outcome 16 relating to Gypsies and Travellers are not included, as these relate to statutory duties of Scottish Borders Council.

(Scottish average figures presented throughout this report relate to the performance of Registered Social Landlords)



EQUALITIES

'Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services'

If you would like this report in **LARGE PRINT** let us know.

Want this Report in a different language?

Waverley is a member of Happy to Translate and Language Line and we can arrange translation of the report into different languages.

Just let us know or, alternatively, go to our website www.waverley-housing.co.uk/home/downloads where you will find this Charter report, and can convert the text to available languages.

Browsealoud service is also available on our website.

Our Office is wheelchair accessible and we have induction loops in our reception and interview areas.



Helping to accommodate the changing needs of tenants:

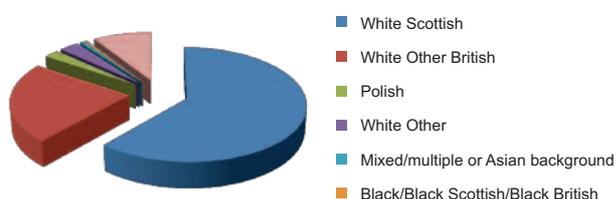
We recognise that tenants' needs can change, particularly as they get older and need their homes adapted in some way to allow them to remain there.

55 medical adaptation requests **32** completed

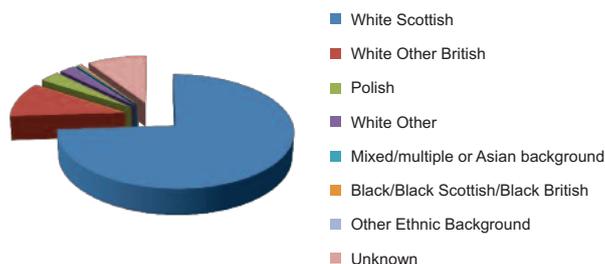
23 placed on a waiting list

as our funding allocation from Scottish Government was spent for 2016/17

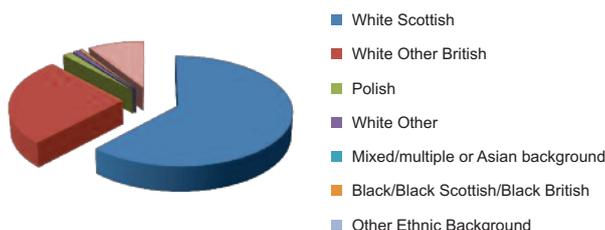
Ethnicity of Applicants for Housing



Ethnicity of Existing Tenants



Ethnicity of New Tenants



Disabilities



175.2 Our average timescale to complete adaptations
days Scottish average of 60.1 days

We will continue to lobby the Scottish Government for increased funding to allow for more adaptations to be completed and to avoid waiting lists, which impacts on our completion timescales.



COMMUNICATION

'Tenants and other customers find it easy to communicate with their landlord and get the information they need and how and why it makes decisions and the services it provides'

Here are some of the ways that we communicate with our tenants and other customers:

- Twitter and Facebook – why not join us!
- On our website, including news and events
- At meetings of our various tenant groups
- On estate walkabouts and contact with our staff within the communities
- Attendance at events held by other community stakeholders, eg. Burnfoot and Langlee Carnivals
- Our tenant newsletters – 3 per year
- Via consultations, for example changes in our policies affecting tenants
- Our annual Tenants Charter Report
- Annual Tenant and Owner Satisfaction Surveys
- Targeted leaflet drops for events in specific areas.

During the year, Waverley carried out a Tenants' Satisfaction Survey across all 1484 of its tenants, and received an excellent 637 responses (43%). Feedback from that survey has been used to inform our Annual Return on the Charter to the Regulator, as well as to tenants within this Charter Report.

91.5%

tenants

agree Waverley is good at communicating with them

92.9% Scottish average



Property Services Team

PARTICIPATION

'Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with'



Here is a selection of the activities that we have participated in during the year:-



before



after

Bannerfield Clean-up

7 staff 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.



Charity Christmas Tree Event, Hawick

An event held by Trinity Church to raise funds for various local charities, and an opportunity for us to promote Waverley and the services we provide.



Mission Hall, Halliburton/Glendingning

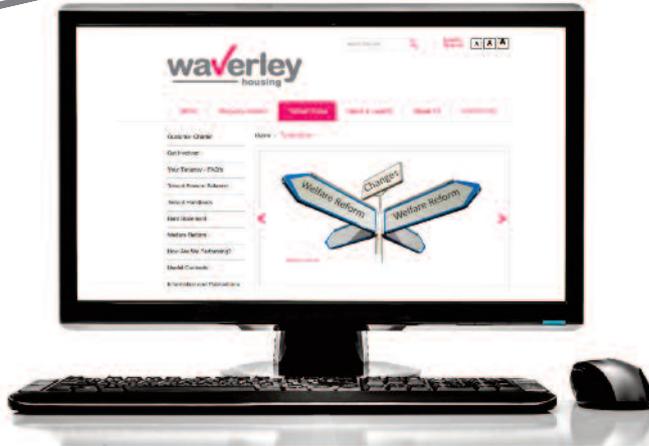
Our painter Stevie and handyman Cliff helped to spruce up the Mission Hall for use by local residents.



Estate walkabouts held during the year in Grieve Avenue, Jedburgh, Wilson/Fairhurst Drive and Stirches, Hawick.



PARTICIPATION CONTINUED...



Working with the Customer Review Panel on:-

- Tenants newsletters
- Tenants Charter Report
- Scrutiny of how we communicate with our customers – reviewing the Tenant Zone on our Website and information on our Allocations.



75.7% owners
very or fairly satisfied with
our factoring services

Waverley acts as Factor for maintenance of some open space areas contained within our estates.

During the year, we carried out a survey of all owners who receive our factoring service and are pleased to report a further 2% increase in satisfaction on the previous year.

68.6% Scottish average



80.7% tenants
satisfied with the
opportunities to participate

85.8% Scottish average

We welcome tenants' views on other events we could engage tenants in, to help improve satisfaction levels on opportunities to participate.

HOUSING QUALITY

'Tenants homes as a minimum must meet the Scottish Housing Quality Standards (SHQS) and when they are allocated are always clean, tidy and in a good state of repair'



81.7% tenants
satisfied with the
quality of their home
88.0% Scottish average

1440 of our
1525 (94.4%)
Waverley homes
now meet the Scottish
Housing Quality Standard –
30 more than last year
93.6% Scottish
average

Some of the reasons for not meeting the Standard relate to door entry systems not being installed as owners refuse to pay their share of costs; failure by tenants to provide access for works or costs of works required to meet the Standard being disproportionate to benefits of completion.

We are also making good progress in bringing our homes to the Energy Efficiency Standard for Social Housing (ESSH) by 2020. At the end of March 2017, nearly 56% of our homes meet this Standard.

46.6% homes are more
than 50 years old

53.2% between 35 and
50 years old

0.2% homes are less
than 35 years old

We will strive to meet tenants' expectations by continuing with our stock condition surveys of all homes, which will then inform future improvement works to maintain these to a high standard.

We have spent **£833,721** on SHQS and ESSH works, as well as major improvements, including:

109 bathrooms
25 external doors
26 heating systems
94 kitchens
24 full window
replacements
21 showers
49 extractor fans

Other expenditure included **£5,626** on external/ communal painting works and **£298,772** on estate management works to trees, railings, walls, stairs, drying areas and pathways.

90.1% new tenants
moving in
very or fairly satisfied
with the standard of
their home
90.9% Scottish average

Our Customer Review Panel completed a scrutiny exercise of our relet standards and 6 of their 9 recommendations were implemented. These included the recruitment of an additional painter to carry out more decoration works and a "sparkle" clean within empty homes to enhance the condition and appearance of our homes prior to relet. We will assess the benefits of the Panel's recommendations in 12 months' time from implementation.



REPAIRS & MAINTENANCE

'Tenants homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done'



in last 12 months

98.5%
tenants

satisfied with the repairs and maintenance service carried out

91.3% Scottish average

“ Workmen were very polite and kept me updated on what was going on.

Job well done – thanks

Very quick & efficient

Great service

Brilliant ”

Target

Achieved

How we compare

Reactive Repairs

4350

met Right First Time criteria

4309

carried out Right First Time

99.1%

92.7% Scottish average

Emergency Repairs

4
hours

204

emergency repairs

1.9

average hours

3.3 hours Scottish average

Non-Emergency Repairs

up to **10**
days

4478

repairs

5.4

average days

5.5 days Scottish average

Appointments

3614

made

3352

kept

92.8%

96.2% Scottish average

Our repair was done quickly after reporting it. Very happy with your service. ”

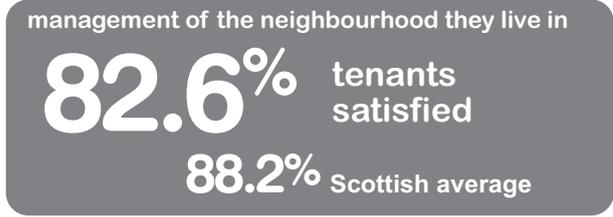
NEIGHBOURHOOD & COMMUNITY

'Tenants and other customers live in well maintained neighbourhoods where they feel safe'



We recognise our satisfaction level is below the Scottish average, however, half of our housing is contained within estates where Waverley is not the majority landlord, and therefore does not have responsibility for maintaining these.

Nevertheless, we do carry out estate walkabouts, and where appropriate take action to deal with issues arising from these. If there is an issue on your estate, or you would like us to arrange an estate walkabout in your area, then feel free to contact us.



Complaints received

stage 1 complaints

58

70.7%
upheld

Scottish average
60.9% upheld

stage 2 complaints

4

50.0%
upheld

Scottish average
53.3% upheld

All complaints were responded to within designated timescales

stage 1 complaints

5 working days

stage 2 complaints

20.1 working days

Where we uphold complaints, we try to change and improve on how we do things going forward, so as not to receive the same complaint again.

During the year, we have:

- Reviewed our gas servicing policy in relation to forced access arrangements;
- Reminded our contractors and trades staff regarding failed appointments;
- Recruited an additional painter and cleaner to improve decoration and condition of our properties before relet.

100% of all complaints received were responded to within SPSO timescales compared to Scottish average of 86.9% (Stage 1) and 85.1% (Stage 2).

As well as complaints received, it is important to note that 376 tenants also praised the services we have provided during the year.

Antisocial behaviour & Neighbour Nuisance

103

103 Antisocial Behaviour complaints received

89

resolved

73

resolved within locally agreed target timescales

We are fortunate in that serious cases of antisocial behaviour and neighbour nuisance are rare in our communities, with the majority of reports relating to noise nuisance. We work closely with the Council's Community Safety and Environmental Noise Teams, Police Scotland and other social landlords, to help us take necessary action to resolve cases as quickly as possible.

14

cases carried forward to 2017/18

We appreciate however in more serious cases, involving court action, that early resolution is not always possible but nevertheless we pride ourselves in seeking this as soon as we can.



HOUSING OPTIONS

'People looking for housing get information which helps them make informed choices and decisions about the range of housing options available to them'

'Tenants and people on housing lists can review their housing options'

We provide all our applicants with our "Applying for a Home" leaflet, which gives full information on registering on our housing list, advertising and placing bids, applying for priority status, how we allocate and what happens next if applicants receive an offer of a home with us. This leaflet is available to download from our website, along with reports on our allocations which also appear in our tenant newsletters.

"People at risk of losing their homes get advice on preventing homelessness"



In addition to our new Tenancy Support Worker mentioned later in this report, we also have a Financial Inclusion Officer as part of a joint Borders-wide project with other local housing associations. This allows Waverley to try to engage tenants who are in rent arrears, to offer assistance with managing their money, budgeting and access to IT facilities to apply for Housing Benefit or Universal Credit. It is important that we provide necessary support to those tenants which enables them to sustain their tenancy. Fuel poverty is a big problem for some tenants, especially those in receipt of benefits, and we can help to claim Warm Home Discount or make referrals for Home Energy Advice.



The overall gain in 2016/17 for tenants assisted by our Financial Inclusion Officer in securing Housing Benefits (including backdates), Council Tax Benefits, Discretionary Housing Payments, and other income such as Disability Living Allowance, Carer's Allowance and Child Tax Credits is an amazing £187,614. If you are struggling financially, please give us a call and we'll help with a review of your finances, make sure you are receiving all the benefits you should be, and help you with any budgeting requirements.

“ If I didn't receive this service I might have been off the rails even more. An excellent service provided by my landlord.

Derek could not have been more pleasant and helpful in assisting us with our problems - would recommend him to anyone. ”

Without Waverley's help, it would have been much more difficult to solve my problems. ”

ACCESS TO SOCIAL HOUSING

'People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed'



Waverley operates a Choice-Based Lettings system and now has a full online service for applicants, who can:

- Register online to go on our housing list.
- Search for available homes and receive a weekly list of available properties by providing an email address.
- Place bids for our available homes, with no restrictions to the number of bids placed.

This year we had:

220
empty
homes
for relet

200
homes
were
relet

This included:

22 existing tenants
156 general waiting
list applicants
21 homeless families
1 refugee family

6 families rehoused as part of the Mutual Exchange Scheme

**overall relet
timescales**

55.8 days

Excluding low demand
properties, our relet days
reduced to an average of

21 days

26.8 days Scottish average

Our relet timescales continue to be of concern, as the longer it takes us to relet our empty homes, the more rent we lose. However, we are aware that our relet times are distorted by our ability to fill low demand empty homes.

We are looking at options available to us with regard to these particular empty properties, which we continue to have difficulty in filling.



TENANCY SUSTAINMENT

'Tenants get the information they need on how to obtain support to remain in their home; and landlords ensure suitable information is available, including services provided directly by the landlord and by other organisations'

during 2015/16

11

families transferred

100%

All 11 families remain in tenancy a year later

24

homeless families housed

87.5%

21 of those families remain in tenancy a year later

176

applicants housed from general waiting list

77.8%

137 of those tenants remain in tenancy a year later

88.9% Scottish average (overall tenancy sustainment)

10
tenants

evicted for rent arrears

17
tenants

abandoned their properties

Eviction is always a last resort and primarily it happens with a small number of tenants who fail to engage and accept our help.



Your Housing Team – here to help you.

New Recruit

To continue to improve performance on our tenancies sustained, and bring this more in line with the Scottish average, we have recruited a new Tenancy Support Worker to engage with tenants who are at risk of homelessness, or who just require that little bit extra support to increase their independence and help them stay in their homes. This is a free service, one-to-one support tailored to individual tenant's needs.

**If you think you would benefit from a little help and support with your tenancy, please contact Kendra Douglas for an appointment:
Tel: (01450) 364200 or email: info@waverley-housing.co.uk**



VALUE FOR MONEY

'Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay'



Waverley achieves value for money for its tenants and other stakeholders by:

- Making careful decisions about how income is spent.
- Ensuring that supplies and services are provided on a competitive cost and quality basis.
- Trying to do things right first time.
- Setting ambitious but realistic performance targets and reviewing these every month.
- Undertaking targeted service reviews.
- Supporting tenant scrutiny activities to encourage continuous improvement of services.
- Exploring good practice.

84.4%

tenants very or fairly satisfied their rent represents
2% increase from last year

GOOD VALUE FOR MONEY

82.6% Scottish average

Average weekly rent

£75.49 Waverley Housing

Berwickshire Housing £79.19

Eildon Housing £79.37

SBHA £71.33

£80.28 Scottish average

Rent collected

101.9%

99.8% Scottish average

We managed to collect more rent in 2016/17 than was actually due. This was because of receipt of backdated housing benefit payments received at the beginning of the year.





RENT & SERVICE CHARGES

'Social Landlords set rents and service charges in consultation with their tenants and other customers...'

We carried out a Rent consultation exercise during the year providing options to tenants to consider rents and service charges for 2017/18.

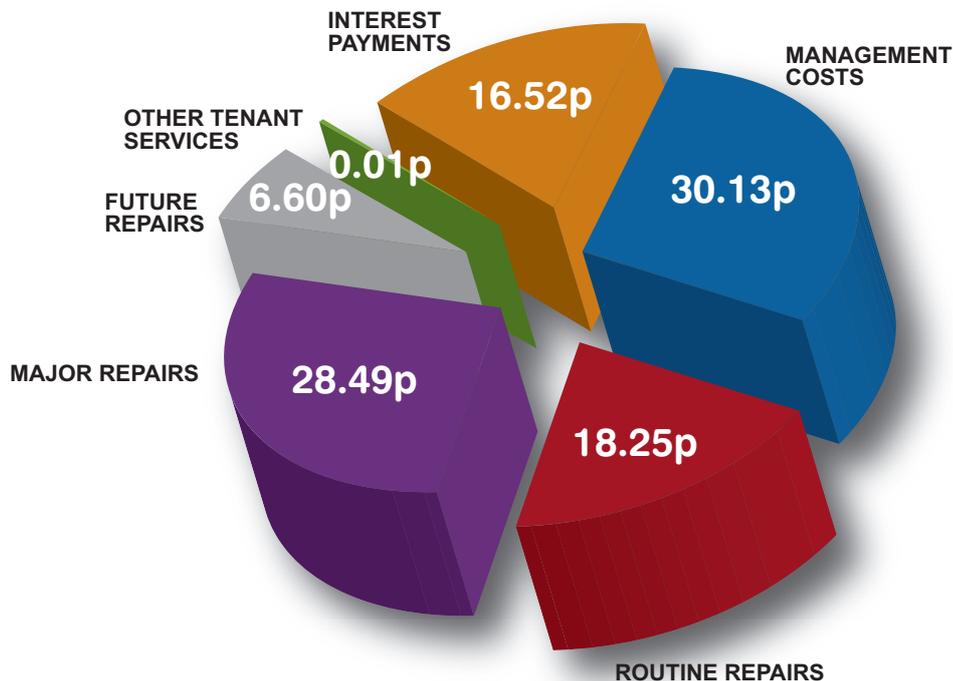
tenants opted for
3% increase to rent and service charges

Some tenants have expressed interest in being part of a new Rent Consultation Working Group to consider rents and service charges for 2018/19 and beyond.

If you would like to be part of this Group, please contact Gregor on 01450 364200.



HOW EACH £1 OF YOUR RENT IS SPENT



FINANCES

For further information on Waverley's Financial Accounts, please go to www.waverley-housing.co.uk/home/downloads/annual-financial-statements or contact us to request a hard copy of these.



How has Waverley done?

Well, it's been another busy year at Waverley, and I'm pleased with the efforts of our staff towards meeting the Company's performance targets across a range of our services. Most important to us all at Waverley, is that 92.6% of our tenants expressed they were very or fairly satisfied with our services overall. This compares favourably with the Scottish average of all Registered Social Landlords (RSLs) at 91.0%.

I consider we have performed well in the following areas in comparison to the Scottish average of all RSLs: (where our performance is 2% or more better than the Scottish average figures quoted)

- % of owners satisfied with our factoring services
- % of tenants satisfied with our repairs and maintenance services
- % of repairs carried out Right First Time
- Length of time to complete emergency repairs
- % of tenants satisfied that their rent represents good value for money
- % of rent collected against rent due.

Our aim is to improve on all outcomes going forward but more importantly to ensure improvement in the areas where we are not meeting the Scottish average figures as a minimum, particularly in the following areas:

- The number of days to complete medical adaptations
- Tenancy sustainment
- Successful appointments for repairs
- Quality of the Home
- % of tenants satisfied with opportunities to participate.

I hope you enjoyed reading this Report and please feel free to give us your feedback. Our contact details are on the back page.

Finally, I would like to express my sincere thanks to the tenants in the Customer Review Panel, who have helped us with preparation of this report, as well as scrutiny of our services and other consultations throughout the year. Your help is much appreciated and is vital to ensure that we meet tenants' expectations in all areas of our business.

Kind regards

Margaret Ross
Chief Executive



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Telephone calls may be recorded for training purposes to improve service standards or to resolve complaints.

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