

# Tenant Newsletter

September 2018

waverley  
housing



## UPPER LANGLEE MATTERS

Big changes ahead for Upper Langlee with new development

Continued on Page 3

### IMPORTANT

Please find inside an important letter regarding significant changes to your Tenancy Agreement

This year's  
AGM  
Tuesday 25<sup>th</sup>  
September 2018  
more details  
on page 7



Hello everyone, what a remarkable summer although here's hoping it isn't another 40+ years until the next one. We are delighted to introduce a new style to our tenants newsletter. We've designed this inhouse and have been supported, and encouraged, by the Customer Review Panel to take a fresh approach. The changes are delivering better value for money and, we think, they make the newsletter easier to read.

Please let us have your feedback and, if you would like to get more involved why not join us as part of our Customer Review Panel. If you would like to take up this offer please get in touch with Ian (Mayo) who can be contacted by phone on 01450 364200 or e-mail at [ian.mayo@waverley-housing.co.uk](mailto:ian.mayo@waverley-housing.co.uk).

**Fraser Kelly, Chief Executive**

## **COMPLAINTS - APRIL TO JUNE 2018**

<b>Number of Complaints received</b>	<b>17</b>	<b>16 at Stage 1, and 1 at Stage 2</b>
<b>Number of Complaints Upheld</b>	<b>7</b>	
<b>Breakdown by Service Area</b>	<b>3</b>	<b>Reactive Repairs</b>
	<b>2</b>	<b>Planned Maintenance</b>
	<b>6</b>	<b>Re-Let Standard</b>
	<b>3</b>	<b>Staff Conduct</b>
	<b>3</b>	<b>Housing Services</b>

### **Trends Identified**

We do not always redecorate void properties before re-letting and where appropriate, we currently offer new tenants the choice of a decoration pack to allow them to redecorate their new home to their own preference.

However, we are finding that some of our new tenants who have accepted a decoration pack are then expressing dissatisfaction with the standard of their new home due to the extent of decoration works required.

We will closely monitor satisfaction levels going forward to ensure that our current practice of offering decoration packs to new tenants is beneficial or otherwise.

# Upper Langlee Matters



A Special Board Meeting was held on 21 June 2018 to consider three possible options for regenerating our housing stock in the Beech Avenue, Hawthorn Road, Larch Grove and Laurel Grove area of Upper Langlee. A preferred option, in principle, was selected subject to consultation with residents in the area and more detailed design and feasibility analysis. The preferred option involves the demolition of 132 properties in Beech Avenue, 6 in Hawthorn Road, 10 in Larch Grove and 22 in Laurel Grove. In their place the intention would be to provide new affordable housing of 30 amenity flats/houses, 57 terraced houses and 26 townhouses. The remaining properties in these streets would undergo refurbishment with measures such as the creation of individual private garden areas being provided for these properties.

In order for this option to progress we will continue to work with Scottish Borders Council to include the proposals in the Councils long term Strategic Housing Investment Plan. The size of the regeneration proposal is such that any demolition and new building works will take place over several years with the first phase expected to start in the 2021/22 financial year.

We are currently undertaking an extensive consultation exercise with residents and the outcome of this consultation exercise will be reported to our Board at its meeting on 25 September 2018. Generally we are receiving a positive response to the estate regeneration proposals and have had some valuable suggestions put forward by residents for further consideration. If you live on the estate and have not yet taken up the offer of a consultation meeting with our staff please call us on 01450 364200 or email us at [info@waverley-housing.co.uk](mailto:info@waverley-housing.co.uk) and we will arrange a visit to you.



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# Garden Competition 2018

Mr & Mrs Boal, Kelso



Congratulations to Mr & Mrs Boal for winning our Garden Competition for the 2nd year in a row. They will receive £50 worth of shopping vouchers for all their hard work!

## THE SCOTTISH BORDERS IS NOW A FULL SERVICE UNIVERSAL CREDIT AREA

If you are in receipt of any of the following six benefits listed below, please read this carefully.

- Income-related Employment and Support Allowance
- Income Support
- Income-based Jobseeker's Allowance
- Housing Benefit
- Child Tax Credit
- Working Tax Credit

Universal Credit (UC) is administered by the Department of Work and Pensions and Full Service means that you will receive and maintain your UC claim online.

Existing Applicants - If you are in receipt of any of the above benefits, The Department of Works and Pensions will contact you and advise you what you must do to continue receiving your benefits. Please do not ignore their letter, if you do, you will not receive any money and will be unable to pay your rent.

New Applicants – Before applying you must have an email address and all the necessary information to hand:-

- Details of bank/building society, sort code and account number
- Post code
- NI Number
- Email address
- Landlord details (Waverley Housing)
- Weekly rental charge
- Details of earnings/income/any other benefits you receive
- Details of savings

To apply please go to [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit). Once you have made your claim, you will be given an online account (journal) that you will need to access regularly.

If you are having difficulty with your claim please contact your local job centre or us here at Waverley at [infoboxuc@waverley-housing.co.uk](mailto:infoboxuc@waverley-housing.co.uk)

## CYCLICAL MAINTENANCE



In previous years we have undertaken one year contracts for external painting works to our properties however earlier this year we undertook a procurement exercise where we tendered for a 3 year contract with the option of a further 2 year extension subject to satisfactory performance. We received four tender submissions and after evaluating these submissions on a 60% price and 40% quality basis we have selected Bell Group who carried out some external painting work for us last year. Bell Group are now on site and by working on a five year cycle we will ensure that over this period all of our properties will benefit from these works. By tendering for a longer contract we have been able to save on average £20,000 per annum for our expenditure on external painting.



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# Competition Time!

Answer the following six simple questions and you could receive a £100 credit to your rent account or alternatively choose to receive a £100 decoration pack. Answers to all questions can be found on Waverley's website at: [www.waverley-housing.co.uk](http://www.waverley-housing.co.uk)  
To enter the competition you must be a current Waverley tenant.

Email your answers to: [info@waverley-housing.co.uk](mailto:info@waverley-housing.co.uk) or send them by post to: Tenants' Competition, Waverley Housing, 51 North Bridge Street, Hawick, TD9 9PX.

## Q1. Location of Waverley Properties

Waverley has over 1500 properties located throughout the Scottish Borders within 19 different areas. The majority of our properties are within Galashiels, Hawick, Jedburgh and Kelso. Can you name three other areas where you will find Waverley properties?

## Q2. How Houses are Allocated

We allocate all of our properties using set criteria e.g. best use. Can you name any of the other criteria used?

## Q3. Repair Timescales

Our response times for repairs are split into three categories:

- Emergency
- Urgent
- Routine

We aim to complete routine repairs within 10 working days. What is our response timescale for emergency repairs?

## Q4. Gas Servicing

We have a legal requirement to carry out gas safety inspections. How often should these be undertaken?

## Q5. Keeping Pets

Unless Waverley has granted express permission, what is the maximum number of pets allowed in any Waverley property?

## Q6. Getting Involved with Waverley Housing

Our tenants are at the heart of everything we do and we try to involve them when we make decisions affecting them. One way tenants can do this is by joining our Customer Review Panel. Can you give us another example in which Waverley tenants can get involved in our work?

Name: .....

Address: .....

Tel: ..... Email: .....

Winner will be picked at random from all correct entries received.

## Quarterly Prize Draw Winners

Congratulations to Mr Tsuma from Kelso for winning £100 worth of shopping vouchers in our quarterly satisfaction survey prize draw.

Pictured right is Gary Kinnear from Hawick who won £250 worth of shopping vouchers in our quarterly rent account prize draw.

Make sure you return our satisfaction surveys if you would like the chance to win a prize!



## Burnfoot Carnival 2018



Lenore Suddon, Housing Services Manager and Rachel Hunter, Housing Assistant ready to greet visitors to Waverley's stand at Burnfoot Carnival



### Burnfoot Carnival Competition Winner

Natalya Anderson was the lucky winner of the teddy bear at this year's Burnfoot Carnival

## THIS YEAR'S AGM

### Tuesday 25<sup>th</sup> September 2018

Waverley Housing Offices, 51 North Bridge Street, Hawick TD9 9PX

Time: 5.30pm

*The AGM is open to all Waverley Tenants.*



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# waverley housing

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