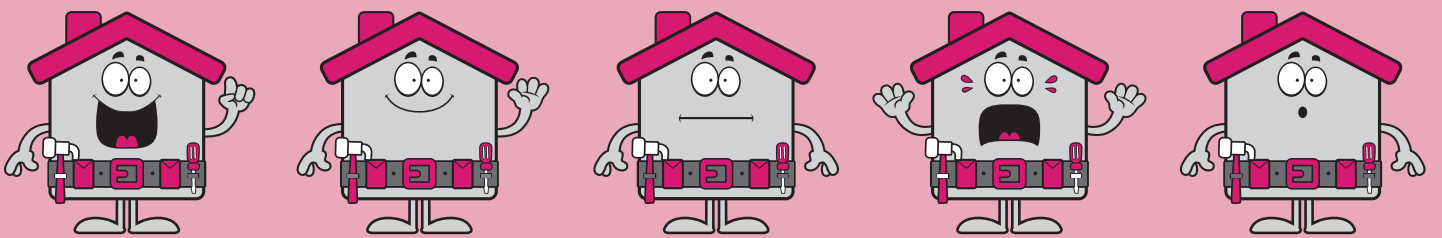
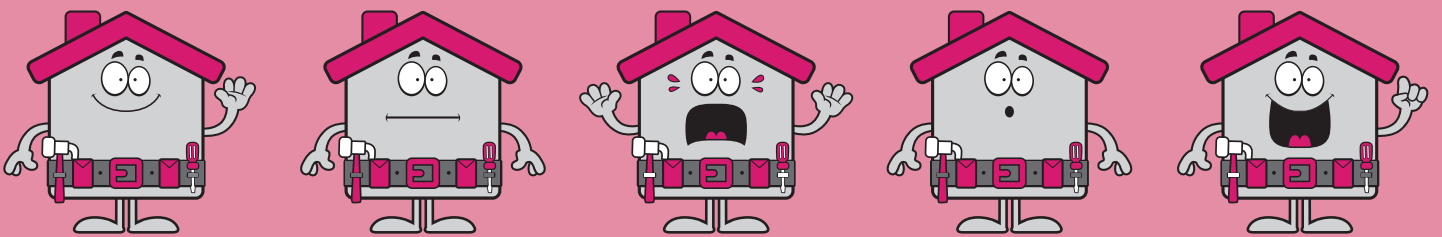
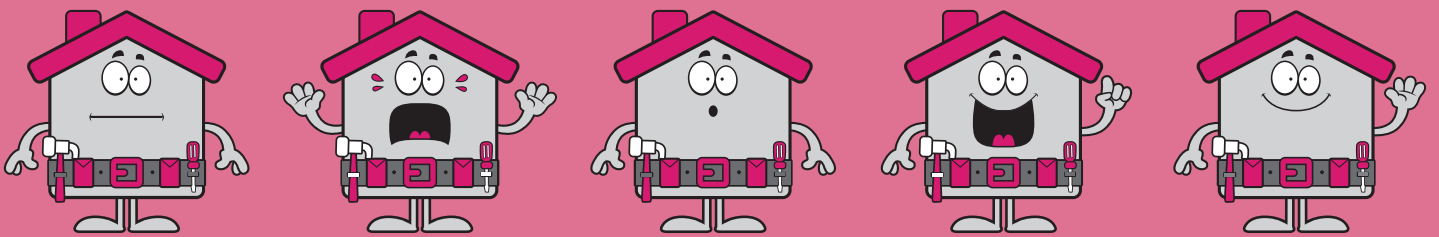
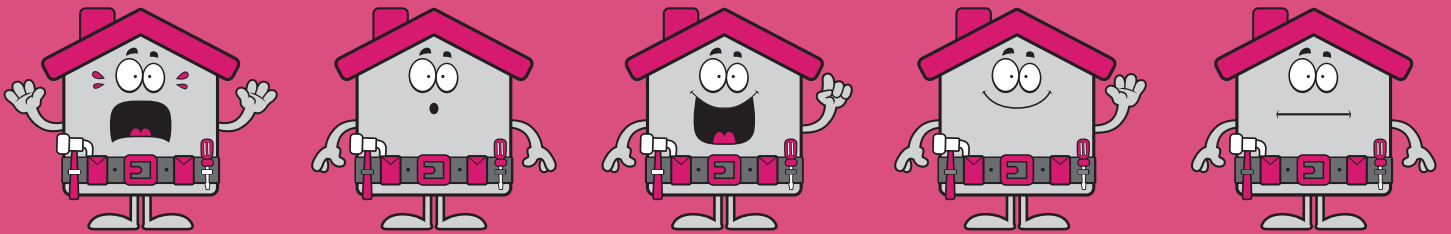


waverley

housing



Tenants Charter Report - 2017/18

www.waverley-housing.co.uk

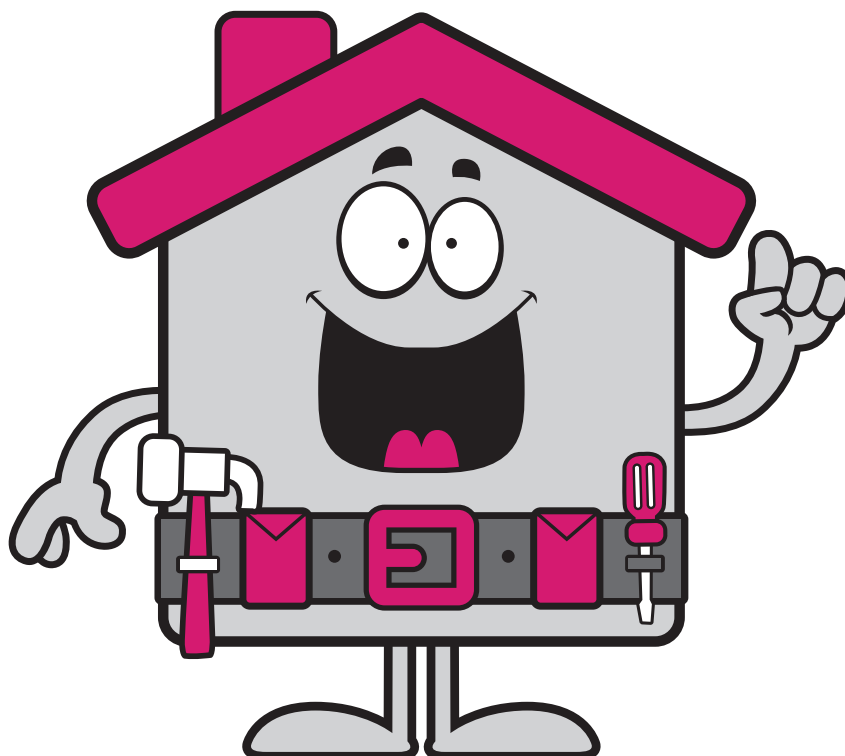
Introducing your Tenants Charter Report

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.

There are 16 Standards and Outcomes within the Scottish Social Housing Charter, 14 of which are reported on here.

Outcomes relating to Homeless people and Outcomes relating to Gypsies and Travellers are not included, as these relate to statutory duties of Scottish Borders Council.

The report provides the information that we, as tenants, thought that other tenants would want to hear about. The information relates to the year between 1st April 2017 and 31st March 2018.



How did we perform?

We think it is really important for Waverley to be led by our voice. This means we need to know what you think.

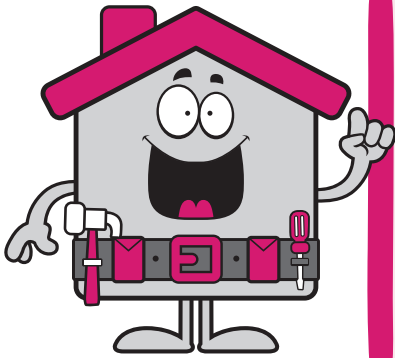
Included with this Charter Report is a Satisfaction Survey which we hope you will complete and return before Friday 30th November. You can do this by using the prepaid envelope or by completing the survey online at www.waverley-housing.co.uk

Last year, just over 40% of tenants completed the survey. We'd like to see that figure increase in 2018/19 so please help your Customer Review Panel by completing the survey.

Everyone who completes, and returns, the satisfaction survey will be entered into a prize draw with the opportunity to win up to **£100 in shopping vouchers (two £100 prizes and eight £50 prizes are on offer)**.

Thanks on behalf of your Customer Review Panel





95.73%

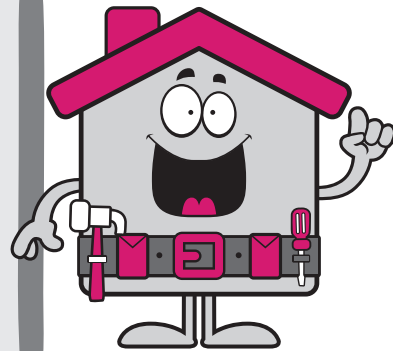
% of stock meeting with the SQHS
(The Scottish Housing Quality Standard)

94.2% – Scottish Average

93.92%

of tenants satisfied with the standard
of their home when moving in

90.24% – Scottish Average



81.7% tenants

satisfied with the quality of their home

87.9% – Scottish Average

We have increased our tenants satisfaction with the standard of their home when moving in from

90.1% in 2016/17 to 93.9% in 2017/18.

This is well above the Scottish average.

98.1% of tenants

who have had repairs and maintenance carried out in last 12 months satisfied with the repairs and maintenance service

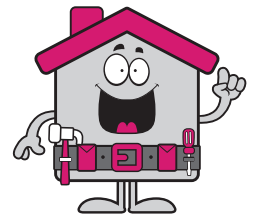
92.13% Scottish Average

Reactive Repairs carried out in the last year completed Right First Time

99.21%
carried out Right First Time



92.23%
Scottish Average

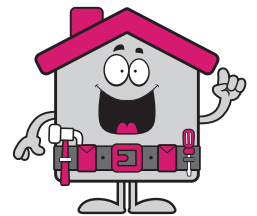


Average length of time (in hours) taken to complete emergency repairs

1.89
hours



3.96
Scottish Average

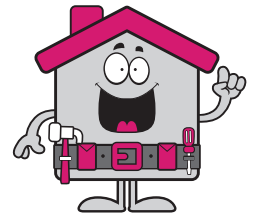


Average length of time (in days) taken to complete non-emergency repairs

5.45
days



6.38
Scottish Average

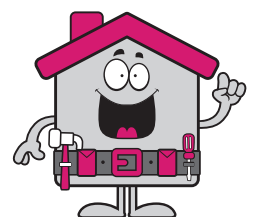


% of appointments kept

96%



95.45%
Scottish Average



43

medical
adaptation
requests
approved



32

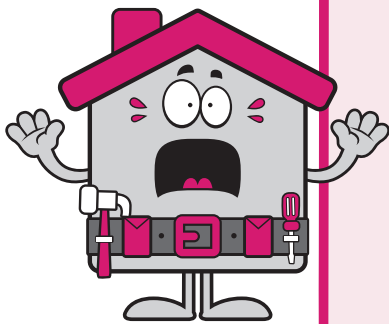
completed



11

placed on a
waiting list

as our funding allocation from Scottish
Government was spent for 2017/18



71.26 DAYS

Our average time-scale to complete adaptations

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 time-scales.

Scottish average of 51.28 days

HOUSING OPTIONS

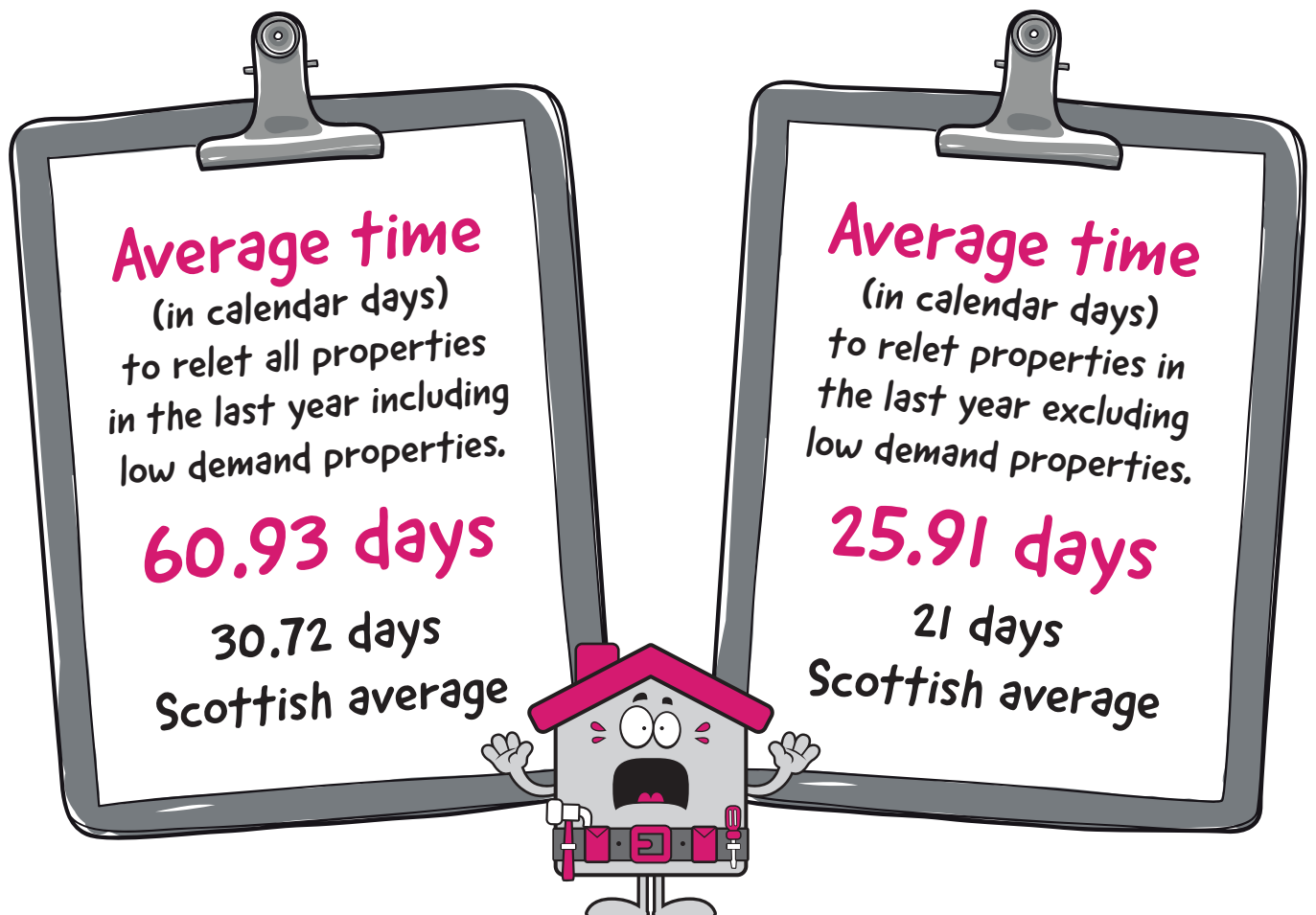
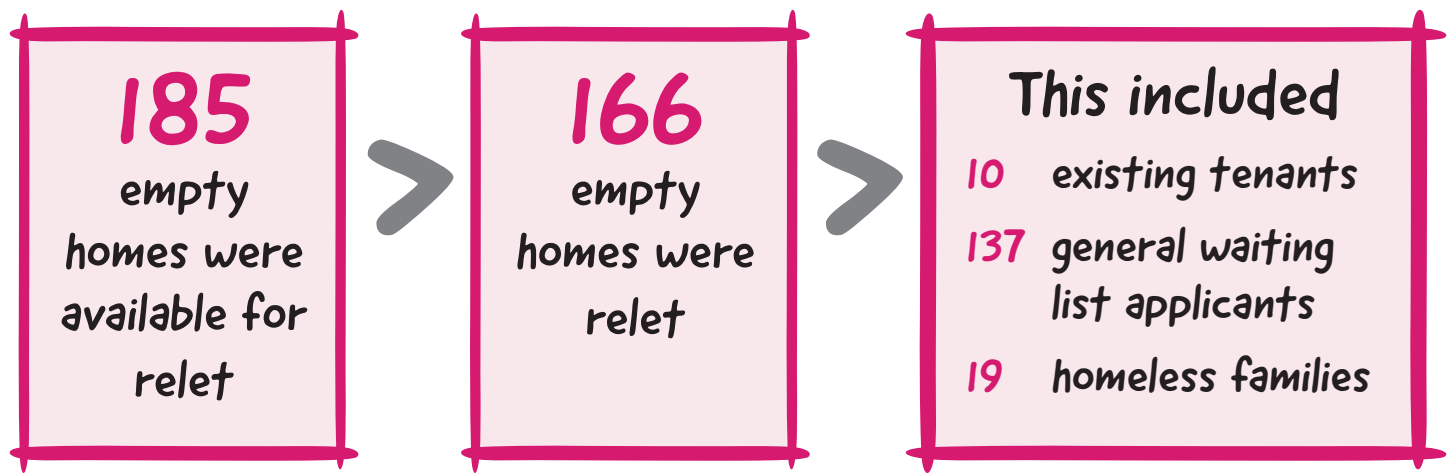
We provide all our applicants with our “Applying for a Home” leaflet, which gives full information on registering on our housing list

- How our properties are advertised
- Placing bids on Waverley Housing properties
- Applying for priority status
- How we allocate properties
- 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.

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

- 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



22

Families transferred



90.91%

Families remaining in tenancy a year later

21

Homeless families housed



90.48%

Families remaining in tenancy a year later

156

applicants housed from general waiting list



75%

of those tenants remaining in tenancy a year later

Overall tenancy sustainment

78.5% – Waverley Housing

88.66% Scottish Average

12

tenants evicted for rent arrears

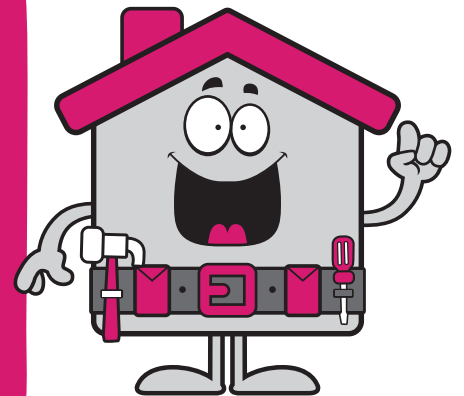
19

abandoned their properties



84.36% of tenants who feel that the rent for their property represents good value for money

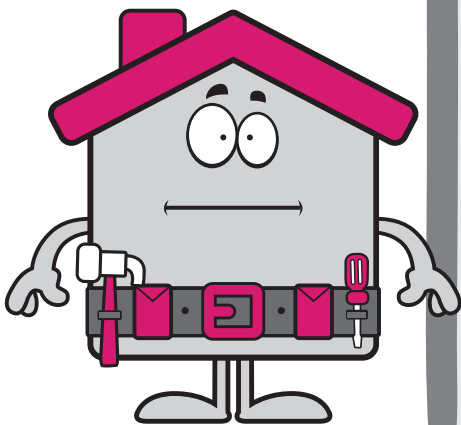
83.19% Scottish average



Average weekly rent

£77.92 Waverley Housing

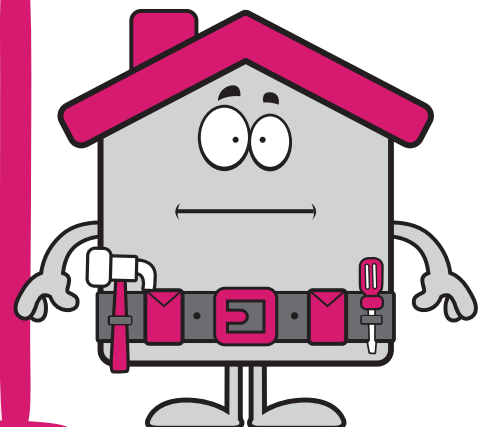
Scottish Average - £76.23

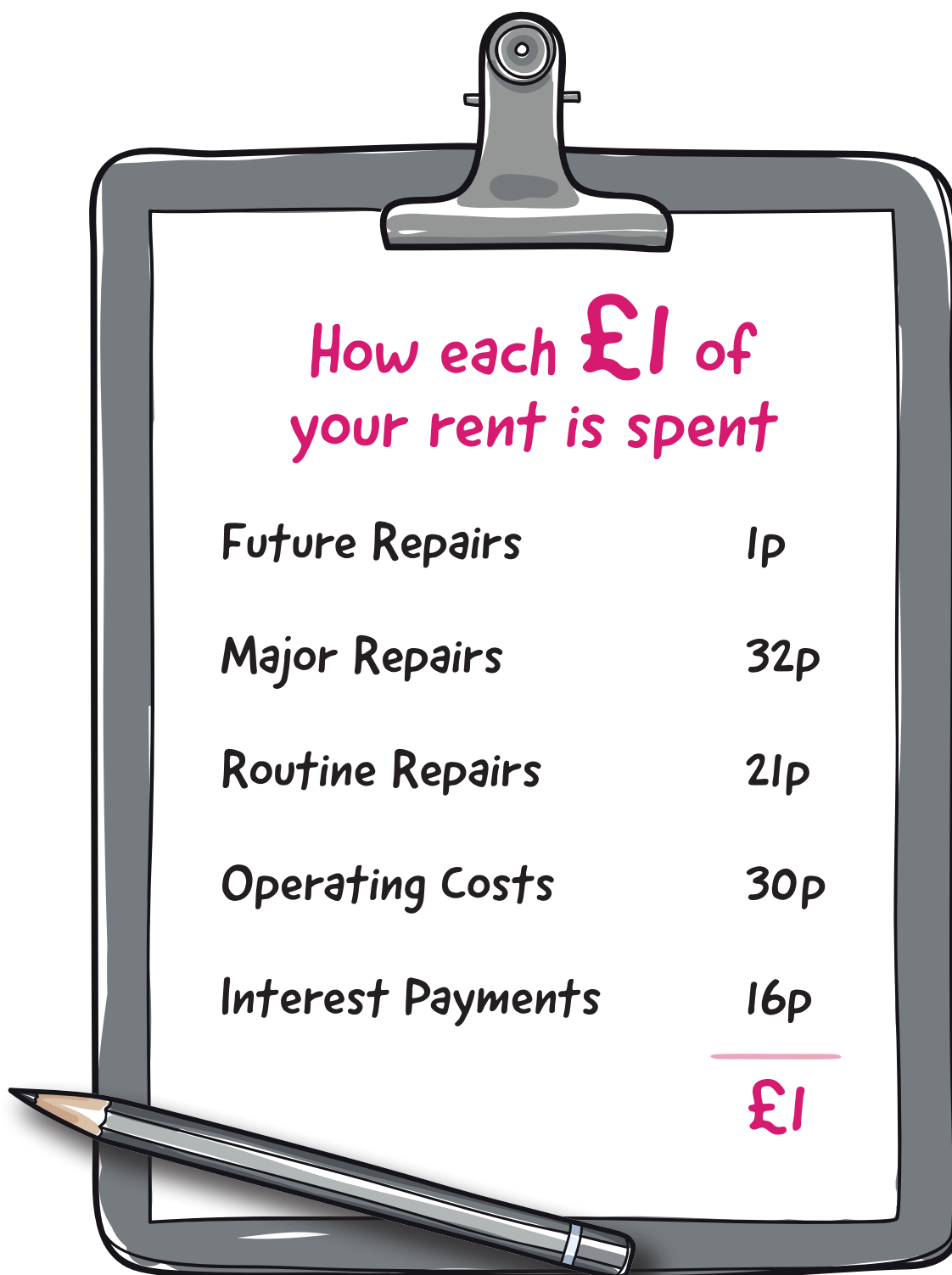


Rent collected as % of total rent due in the reporting year

98.23%

Scottish average - 99.38%





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.

Complaints Received

STAGE 1 COMPLAINTS

49

65.31% upheld

STAGE 2 COMPLAINTS

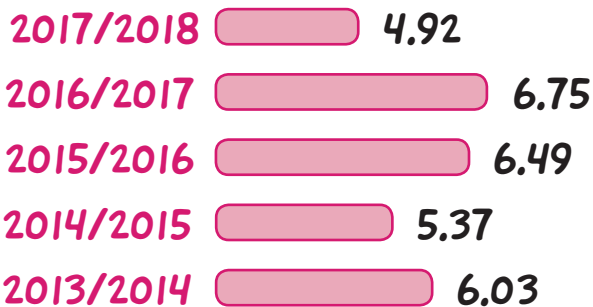
4

50% upheld

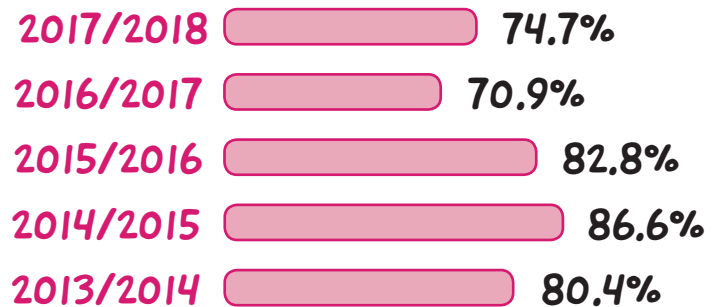
98.11% of all complaints were responded to within 5 working days (Stage 1) and 20 working days (Stage 2) complaints

Antisocial Behaviour & Neighbour Nuisance

Number of ASB cases per 100 homes



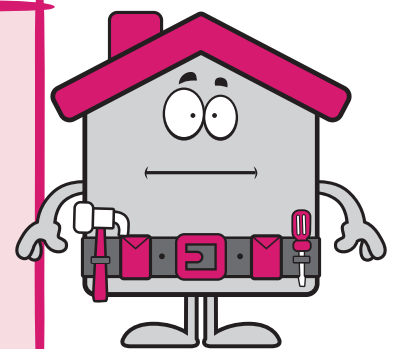
% of ASB cases resolved within locally agreed target



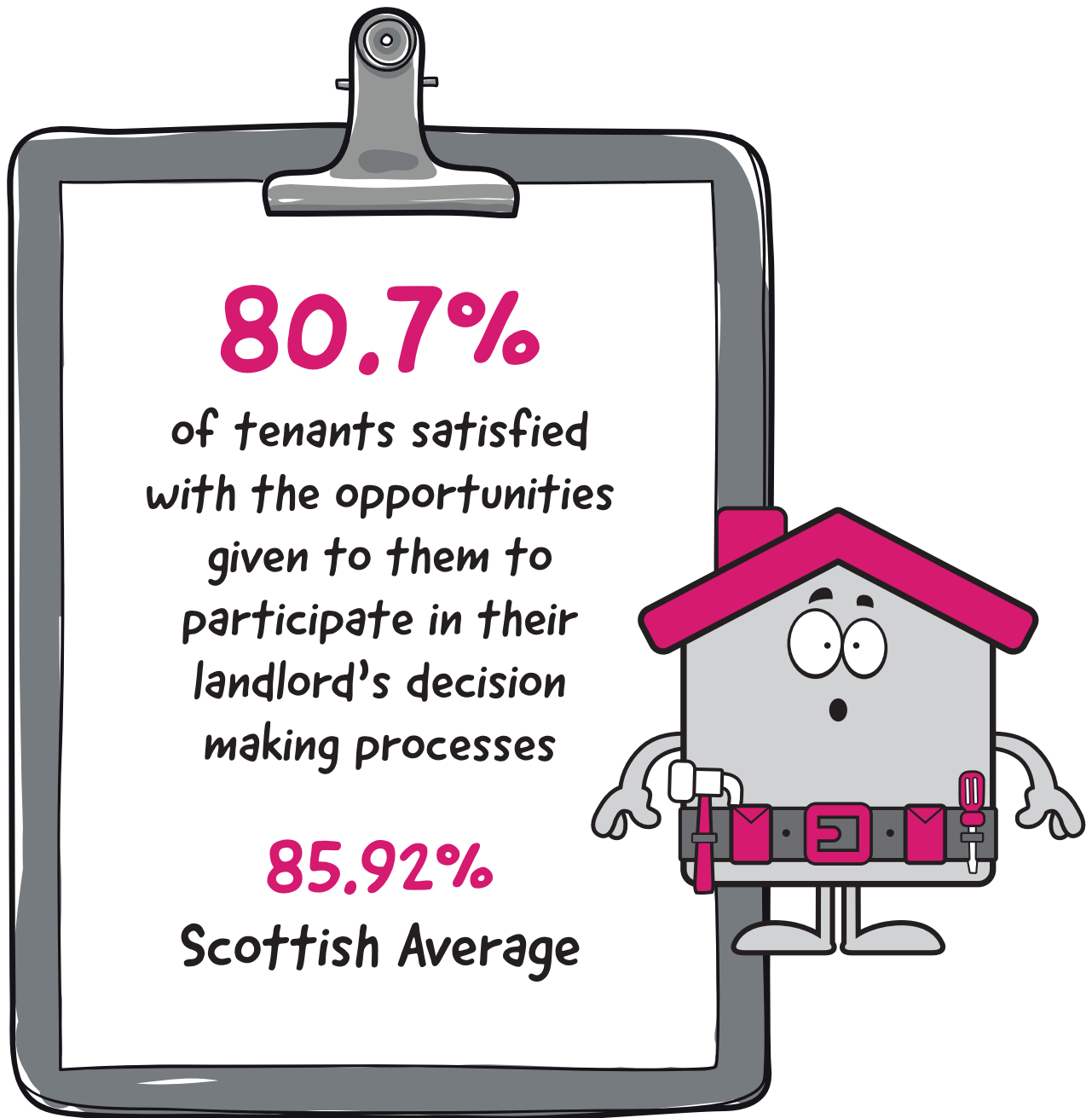
Management of the neighbourhood our tenants live in

82.62% tenants satisfied

88% Scottish Average



Roughly half of our housing stock is located on estates where Waverley is not the main landlord and this can make it more difficult to successfully manage neighbourhood issues.



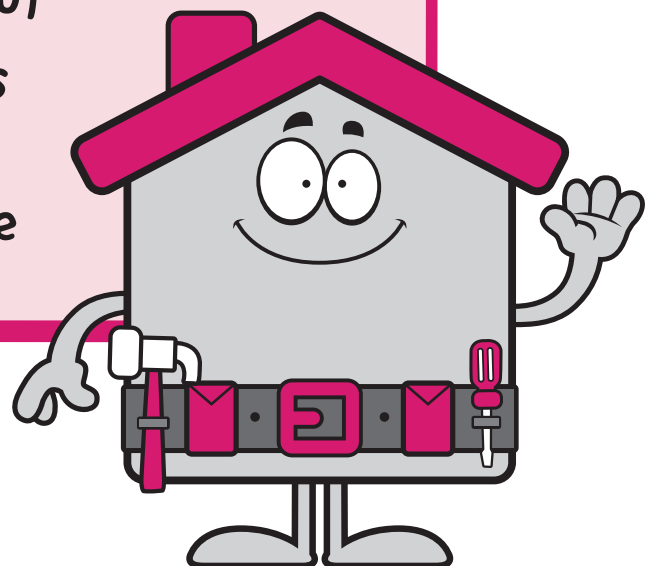
We are always looking for more tenants to join our **Customer Review Panel**. We meet usually every two months in Hawick for a couple of hours, to review the services that Waverley provides to us as tenants, to make recommendations for improvements to services, and to be part of decision-making on a variety of topics from how they allocate properties to repair 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.

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, e.g.. 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
- Tenant and Owner Satisfaction Surveys
- Targeted leaflet drops for events in specific areas

91.48% of tenants
felt that Waverley Housing was good at
keeping them informed about
their services and decisions

91.71% Scottish Average



**WAYS TO GET IN CONTACT
WITH WAVERLEY HOUSING**

www.waverley-housing.co.uk

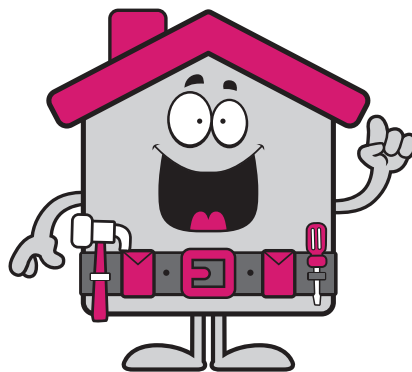
Tel: 01450 364200

Email: info@waverley-housing.co.uk

follow us on....



@WaverleyHousing



If you would like this report in **LARGE PRINT** let us know. Waverley is a member of Language Line.

Want this Report in a different language?

Let us know or alternatively access our website www.waverley-housing.co.uk and convert the text into available languages. Browsealoud service is also available.

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

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.

waverley housing

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www.waverley-housing.co.uk

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