

# **TENANTS CHARTER REPORT**

*How did we perform in 2020/21?*

# Dear Tenants

The impact of Covid19 has been challenging for us all, but Waverley has continued to work with our tenants to provide good housing and high-quality services.

Our main activity is housing management which includes letting, improving and maintaining houses, managing the estates you live in and being actively involved in supporting tenants. We run our own repairs service which allows us to help you keep your home in good condition. You can tell us about faults that need attention and we will fix them as soon as we can. We provide a similar service for tenants of other Registered Social Landlords (RSLs) in the Borders and to Scottish Borders Council.

Waverley is a well-established successful locally-based organisation. We are overseen by a Board of unpaid volunteers. We are non-profit-making and as well as being a registered social landlord and a member of the Scottish Federation of Housing Associations, we are a Scottish Charity. We are a significant local employer and while based in Hawick, our staff come from across the Borders. We try to source materials locally and where we have to use external contractors, we try to get the best deals for you.

The Scottish Social Housing Charter sets out the standards that all social landlords should achieve when providing services and each year we are required to report on how we performed against the Charter. This year we have improved in some areas, remained about the same in others and there are some where we have not done as well as we would have liked. We are including details which explain, for those areas where we might have done better, why we have not performed so well or what we will do to improve. This report shows you our performance set beside last year's and the Scottish average, to help give you a clearer picture.

I hope you find this report interesting and relevant and I assure you that we will maintain our commitment to delivering high-quality homes and services.



A handwritten signature in black ink, which appears to read 'David Gordon', written in a cursive style.

**David Gordon**  
Chair

## Feedback on Tenants Charter Report

We would love to have your views on this report.

Please email [info@waverley-housing.co.uk](mailto:info@waverley-housing.co.uk)

# PARTICIPATION

From **491** responses **405** tenants were satisfied with the opportunities given to them to participate in their landlord's decision making processes

**82.5%**  
2020/21

**82.5%**  
2019/20

**86.6%**  
Scottish  
Average  
2020/21

Whilst we have improved on our performance from earlier years we still need your help to improve further.

We are always looking for more tenants to join our **Customer Review Panel**. The Panel looks to review the services that Waverley provides to its tenants, to make recommendations for improvements to services, and to be part of decision making on a variety of topics from how Waverley allocate it's properties to repairs and maintenance. You could really make a difference by having your views heard. If you are interested in joining other tenants on this Panel or want to hear a bit more about what the Panel does, just contact us.

We also have a Tenants Opinion Panel comprised of tenants who have indicated an interest in receiving policies which we regularly review on a range of subjects like estate management, keeping pets, etc. This Panel does not have meetings but rather draft policies are issued to Panel members to provide an opportunity for members to feedback on policies before they are formally approved by our Board. Please let us know if you would be interested in joining this Panel.

# COMMUNICATION

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

- On our website, including news and events
- Our tenant newsletters - 3 per year
- Tenant and Owner Satisfaction Surveys
- On estate walkabouts and contact with our staff in areas where we have housing
- Annual newsletter to owners who receive our factoring service
- Twitter and Facebook - why not join us!
- At meetings of various tenant groups
- Our annual Tenants Charter Report
- Targeted leaflet drops for events in specific areas
- Via consultations, for example changes in our policies affecting tenants
- Attendance at events held by other community stakeholders, e.g. Burnfoot and Langlee Carnivals

From **495** responses **459** tenants considered we were good at keeping you informed about our services and decisions

**92.7%**  
2020/21

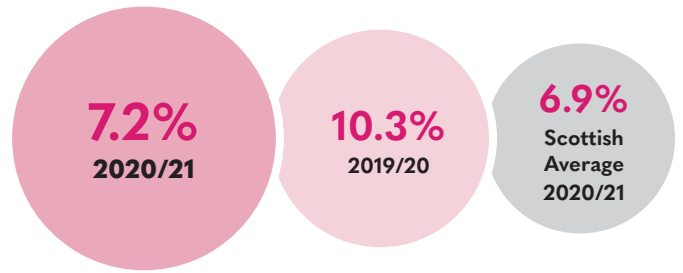
**92.7%**  
2019/20

**91.7%**  
Scottish  
Average  
2020/21

# ACCESS TO SOCIAL HOUSING

1425 lettable homes:

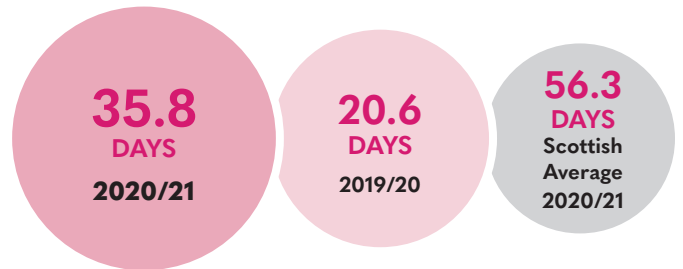
Percentage of our housing stock which became empty and available for relet



108 homes were let



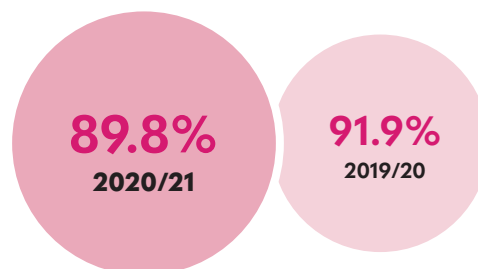
**Average time to relet**  
(in calendar days) to relet all properties in the last year including low demand properties



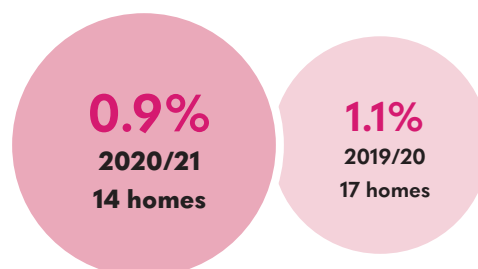
# TENANCY SUSTAINMENT

The percentage of new tenants still holding their tenancy after 12 months

Overall Tenancy Sustainment



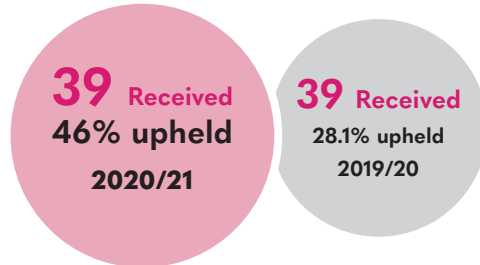
% Properties Abandoned



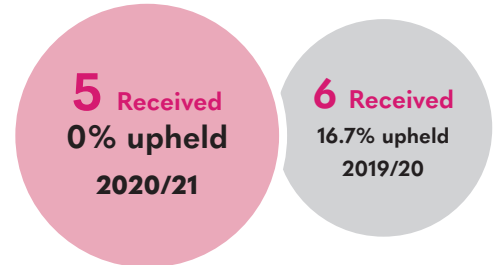
# NEIGHBOURHOOD & COMMUNITY

## Complaints Received

### Stage 1 Complaints

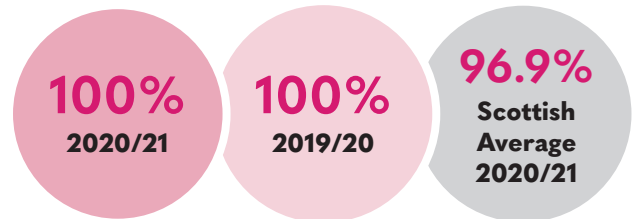


### Stage 2 Complaints

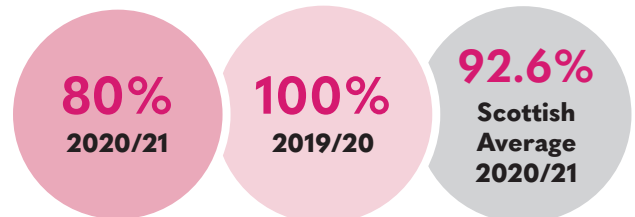


% of complaints responded to within timescales

5 working days (stage 1)



20 working days (stage 2)



## Anti-social Behaviour (ASB) & Neighbour Nuisance

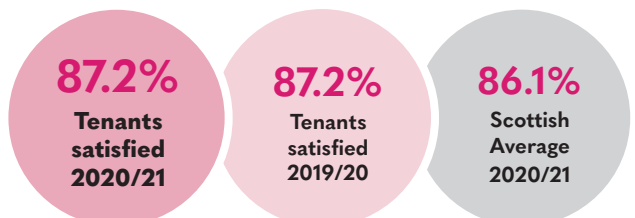
ASB cases reported



ASB cases reported



From 493 responses, 430 tenants expressed satisfaction with the management of the neighbourhood they live in



## VALUE FOR MONEY

From 492 responses, 403 tenants thought the rent for their property represents good value for money

81.9%  
2020/21

81.9%  
2019/20

82.8%  
Scottish  
Average  
2020/21

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

99.5%  
2020/21

98.2%  
2019/20

99.1%  
Scottish  
Average  
2020/21

Average weekly rent for 2020/21 was £79.21.

## RENT & SERVICE CHARGES

% Rent arrears including former tenant arrears

3%  
2020/21

4.9%  
2019/20

6.1%  
Scottish  
Average  
2020/21

### Welfare Benefits Advisor

350 tenants were assisted during the year, and £158,718 gained in benefits to help these tenants by way of maximising their income and helping them with their debts. If you're struggling to pay your rent, don't wait until it's too late - get in touch and we'll support you to get back on track.

589  
Tenants who  
received housing  
benefits

£1,835,301  
Rent being  
paid directly to  
Waverley Housing

16  
Total number of  
court actions  
instituted in the  
reporting year.  
1 Tenant  
was evicted.

# FINANCES

For further information on how each £1 of your rent is spent and for information on Waverley's Financial Accounts, please go to [www.waverley-housing.co.uk/home/downloads/annual-financial-statements/](http://www.waverley-housing.co.uk/home/downloads/annual-financial-statements/) or contact us to request a hard copy of these.

## HOUSING QUALITY

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

98.6%  
2020/21

98.5%  
2019/20

91%  
Scottish Average  
2020/21

From 492 responses 389 tenants are satisfied with the quality of their home

79.1%  
2020/21

79.1%  
2019/20

87.1%  
Scottish Average  
2020/21

**EESSH** - Energy Efficiency Standard for Social Housing was launched by the Scottish Government in March 2014.

14

Properties were brought up to standard in 2020/21

At a cost of  
**£128,751**

97.1%  
Of our properties now meet the EESSH

# REPAIRS & MAINTENANCE

Medical adaptation requests

**23**  
Approved

**21**  
Completed

**2**  
Placed on waiting list

Our average timescale to complete adaptations

**59.7**  
Days  
2020/21

**119.3**  
Days  
2019/20

**83.8**  
Days  
Scottish Average  
2020/21

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

**98.7%**  
2020/21

**98.8%**  
2019/20

**91.5%**  
Scottish Average  
2020/21

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

**1.7**  
HOURS  
2020/2021

**1.7**  
HOURS  
2019/20

**4.2**  
Hours  
Scottish Average  
2020/21

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

**4.5**  
DAYS  
2020/21

**5.3**  
DAYS  
2019/20

**6.7**  
Days  
Scottish Average  
2020/21



# REPAIRS & MAINTENANCE

From 323 tenants surveyed 323 expressed satisfaction with our Repairs Service

100%  
2020/21

99.9%  
2019/20

90%  
Scottish  
Average  
2020/21

## PLANNED MAINTENANCE PROGRAMME FOR 2021/22

In addition to the redevelopment of Upper Langlee our Planned Maintenance programme is well underway at a budgeted cost of £1,182,310 which includes £100,000 for energy efficiency works. We are carrying out the following improvements to tenants homes.

ITEM	NUMBER OF HOMES
Bathrooms	67
Gas Boilers	77
Front Doors	45
Kitchens	92
Electrical Inspections	274
Radiators	39
Rear Doors	42
Windows	42
Smoke Alarms	400
External Works	25

## CYCLICAL MAINTENANCE PROGRAMME - 2021/22

External Painting	£68,000
Open Space Maintenance	£37,000
Compliance checks in Common Areas	£3,000
Works in communal areas	£19,000
Annual heating servicing and repairs contract	£250,000
<b>Total expenditure</b>	<b>£377,000</b>

## **IMPROVEMENTS**

We are pleased to report that for most indicators our performance is at or better than the Scottish averages however we are aware that for a few indicators our performance is not as good as we would like it to be . One of these indicators is satisfaction levels with the quality of our homes which at 79.1% is lower than the Scottish average of 87.1% and there may be different reasons for this. Our housing stock is generally older compared to a number of other social landlords and this presents challenges for us in ensuring that our planned and cyclical maintenance programmes are sufficient to keep our stock in good condition and meeting the needs of our tenants. However our expenditure on these programmes needs to be balanced with our wish to try and minimise rent increases which is our main source of funds to carry out such maintenance works. Later this year we will be carrying out a tenant satisfaction survey of all our tenants and the survey will include a number of questions on what tenants would like us to do to increase their satisfaction with their home. The information obtained from the survey will be used to inform our planned and cyclical maintenance programmes in the future.

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## **GOING FORWARD**

### **EXCITING NEWS – REDEVELOPMENT OF UPPER LANGLEE, GALASHIELS**

The programme of external improvement works to 68 flats in Upper Langlee Galashiels was finally completed in the Spring of 2021 after works had to be halted due to Covid-19. All these properties received new external wall insulation and various other works such as roof upgrades and new door entry systems were also installed to different blocks of flats.

Our plans for demolition of 159 properties and provision of 109 new homes on the estate are proceeding with detailed planning approval now received from Scottish Borders Council. This approval is subject to various conditions and we are currently working to meet these conditions. Preparations are being made to undertake a procurement exercise to start the first phase of demolition and currently we are hoping to have appointed a demolition contractor by the end of 2021 with work to start on site in early 2022. Consultation about the demolition programme will be undertaken with residents once we have appointed the demolition contractor.



# waverley

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