



would you like to get involved?

Our Customer Review Panel are a dedicated team of tenant volunteers who scrutinise the services that we deliver. They look at our performance and make recommendations on how we can improve our services. Last year they reviewed the Relet Standards. This sets the standard our properties should reach before any new tenants take entry. On their recommendation, we now carry out more decoration works or provide enhanced decoration packs, whichever is the new tenant's preference, and also a "sparkle" clean of our properties prior to Relet.

This year, the Panel have been looking at Communications and will be presenting their findings and recommendations to the Board. If you are interested in joining the Panel, the team would be delighted to hear from you. Meeting dates are on our website along with other ways that you can get involved at www.waverley-housing.co.uk/tenant-zone/get-involved/customer-review-panel



Participation can also bring rewards! Congratulations to Miss Jennifer Bell winner of £100 worth of shopping vouchers in our prize draw relating to our Consultation on Proposed Rent Increase 2018/19.

not going to be at home?

We recognise you are busy and that unforeseen circumstances can crop up but, each year we attend to over 100 scheduled repairs visits where no one was at home. If you are able to let us know, even at short notice, that you cannot keep an appointment, please get in touch either by telephone on **0800 104105** or you can email us at info@waverley-housing.co.uk



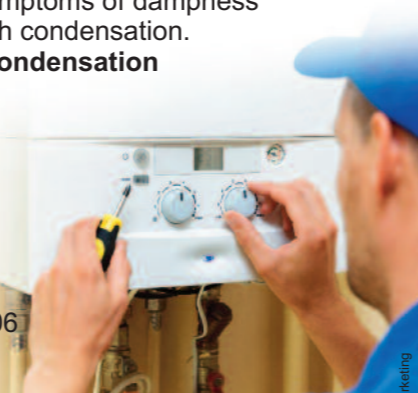
Each year Scott Moncrieff Accountants carry out an independent audit of the way that we work. We have posted our Internal Audits Annual Report for 2017/18 on our website www.waverley-housing.co.uk/tenant-zone/how-are-we-performing

how to heat your home

With the winter now behind us, we can enjoy spring and hopefully some warmer weather. But at this time of the year, it is still important to heat your home. Cold walls and surfaces are unlikely to be the symptoms of dampness but they are likely to suggest that there is a problem with condensation. www.cse.org.uk/advice/advice-and-support/damp-condensation

You might also be interested to see some independent advice about how to keep your home warm next winter. www.theconversation.com/10-ways-to-keep-your-house-warm-and-save-money-this-winter-67285

If your heating bill has come in a lot higher than you ad expected or if you need some assistance with your finances, please speak to our Financial Inclusion Officer, Derek Grieve here at Waverley on 01450 364206 or email derek.grieve@waverley-housing.co.uk



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

HAPPY TO TRANSLATE

Scottish Charity No. SC026231 Companies House Registration No.115066 Property Factors Reg. No PF000271 Telephone calls may be recorded for training purposes to improve service standards or to resolve complaints.

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the newsletter for waverley housing tenants issue 12 – April 2018



designing the future of upper langlee

Scottish Borders Council and Waverley Housing have launched a joint master planning project to look at future options for the housing stock that Waverley own in Beech Avenue, Hawthorn Road, Larch Grove and Laurel Grove, Galashiels.

The aim is to prepare a comprehensive and fully costed Feasibility Study on regenerating the area. Ark Consultancy has been appointed to lead on this project and their costs are being met by Scottish Borders Council. Ark is required to ensure that there is extensive consultation with local residents and community groups seeking their views on future options for the area. If you haven't already completed a questionnaire, you can do so by visiting www.arkconsultancy.co.uk/upperlangleequestionnaire

Keep up to date with progress by checking our website and follow the link to Upper Langlee Matters.

Final reports will be completed by June 2018.

YOUR ANNUAL RENT STATEMENT is enclosed

www.waverley-housing.co.uk

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opening hours
Monday to Thursday
8.45am to 5pm
Friday 8.45am to 3.30pm

follow us on...





waverley welcomes new ceo Fraser Kelly

I am delighted to have been given the opportunity to join Waverley Housing at such an exciting time.

A chunky programme of investment in Planned and Cyclical maintenance sits alongside the emerging development options for Upper Langlee and our new relationship in delivering additional contracted

services. However, our focus remains, to provide the best services that we can to you. This is your newsletter, please tell us if we are providing you with the type of information that interests you or if there are other things you would like to read about. We have added a lot of information to our website but recognise that not everyone has the ability to 'log on'. If you would like to receive a copy of anything we have mentioned here, get in touch and we can make that happen.

Yours sincerely,

Fraser Kelly Chief Executive

contract success for waverley

Following a competitive tender exercise, Waverley Housing has been appointed to provide a day to day repairs and void works service to Eildon Housing Association.

This contract will cover 952 Eildon properties located in the Galashiels, Hawick and Selkirk areas. The work will start in April 2018 and is for a three year period. We will be using our Trades staff to deliver this service and have recruited additional team members to work on this contract. This will ensure that the new work does not impact upon the high quality repairs and maintenance service already provided to Waverley Housing tenants.

investing £1.8m in upgrading your homes and estates

The Waverley Housing Board recently approved our Planned and Cyclical Maintenance Programmes for 2018/19. This will see Waverley spending nearly £1.8 million on upgrading your homes and estates over the new financial year commencing April 2018.

We will also continue to carry out approximately 4,500 day to day repairs and void repair works to over 200 empty properties and we will use our ongoing Stock Condition surveys to make sure that we are targeting resources in order of priority. To make sure that our properties meet the Energy Efficiency Standard for Social Housing, we will be continuing a programme of works throughout the summer to achieve that.

All tenants whose properties are due work under any of these maintenance programmes will be notified in advance of works taking place.

Planned Maintenance

	NUMBER OF PROPERTIES
Bathrooms	48
Boilers	60
External Area Works	45
Radiators	22
Doors	60
Extractor Fan Replacement	15
Kitchens	90
Showers	8
Smoke/Heat Detection Systems	5
Windows	25
Facia Boards /Rainwater Goods	58

Cyclical Maintenance

External painting of 300 properties
Servicing lighting in blocks of flats and smoke alarms, carbon dioxide and heat detectors in individual properties.
Paths, walls, trees and steps in common areas.

Repairs

April 2017 – February 2018

3,990 repairs
3,973 were completed on or before the target date
99.2% of repairs completed within target

arrange your stock condition survey

A reminder to say that we are progressing with our programme of surveying all of our stock as part of our Stock Condition Survey.

If you have not yet had a survey completed on your home, our Surveyor, Alan Peffers will be in touch with you to arrange this. Alternatively, please contact Alan on 01450 364236 to arrange an appointment.



dealing with complaints

The team at Waverley Housing get through an enormous amount of work each year and we get a lot of it right but, we recognise that sometimes we don't. We are genuinely committed to providing you with the best service possible however, there are times when we have not met your expectations and you have felt moved to register a complaint.

Between April 2017 and February 2018, you made 50 complaints about the following areas: reactive repairs (28); Major Works (5); Gas Servicing or Repair (11); Relet Standards (1); Staff Conduct (4) and Housing Allocations (1).

For breakdown of complaints in these areas please visit www.waverley-housing.co.uk/home/downloads/reports

If you do have a complaint, please contact us or visit www.waverley-housing.co.uk/customer-feedback/make-complaint

allocations July 2017 - February 2018

by area	
Galashiels	34
Hawick	45
Jedburgh	11
Selkirk	3
Kelso	11
Newtown St Boswells	1
TOTAL	105

For further information on Waverley Housing's Allocations please go to www.waverley-housing.co.uk/find-a-home/houses-allocated or www.waverley-housing.co.uk/home/downloads/reports

Average waiting time to be rehoused is 4 months

on walkabout

We arranged two Estate Walkabouts last summer, one in Newtown St Boswells and the other in the west end of Hawick, both of which provided an opportunity for local residents to meet with staff and to raise any issues or concerns.

As a result, a number of repairs and maintenance issues were addressed and fire safety matters such as items being left in stair landings could be dealt with. We are planning to carry out further Estate Walkabouts this summer, so if you would like your area to be included in the programme please let us know.



general data protection regulations (GDPR)

The GDPR will replace the existing Data Protection Act 1998 on 25th May 2018.

This is an EU regulation which gives tenants additional rights and places greater onus on Waverley Housing in relation to how it handles your personal and sensitive data.

Waverley is currently updating its Policies and Procedures and associated documents to ensure that we are fully compliant for when this Regulation comes into force. That includes Privacy Statements, Consents and Data Retention Schedules.

We will be publishing new documentation on our website and will keep tenants up to date throughout and in other publications when necessary. Meantime, if you have any queries on GDPR, please do not hesitate to contact us.

paying your rent

Even if your rent is paid through Housing Benefit or Universal Credit, it is still your responsibility to ensure that your rent is paid. By now, you will have received a letter notifying you of your rent increase for 2018/19.

Rent is our main source of income and without it, we cannot provide our services or maintain and improve your homes. Paying your rent is part of your Tenancy Agreement and it is your responsibility to ensure that your rent is paid on time. Your rent is due weekly or monthly in advance. If you are having difficulty with paying your rent, or if you are in arrears and struggling to catch up, please let us help you.

Visit www.waverley-housing.co.uk/make-payment-2/money-welfare-benefits-advice or you can email info@waverley-housing.co.uk or telephone us on 01450 364200.



universal credit

Full service Universal Credit will be rolled out in the Scottish Borders from late 2018 onwards. In the meantime, if you are in receipt of existing benefits you will continue to receive these as normal until then.

All new claimants or those having a change of circumstances, from June 2018 onwards, will become Universal Credit claimants. Universal Credit will replace the benefits listed below and will be paid direct to you as one monthly payment.

Universal Credit will replace Child Tax Credit; Housing Benefit; Income Support; income-based Jobseeker's Allowance; income-related Employment and Support Allowance and Working Tax Credit.

For further information please visit www.waverley-housing.co.uk/tenant-zone/welfare-reform or email us at info@waverley-housing.co.uk or telephone us on 01450 364200.

