

## HELLO AND WELCOME TO OUR OWNERS NEWSLETTER

Welcome to our third annual Owners Newsletter and we hope you find the articles below to be of interest.

### COVID-19

As we are all aware the last year has been unprecedented as we have had to deal with the continuing impact of Covid-19 which meant that the majority of our staff have had to work from home. These working from home arrangements had to be sorted out in a very short space of time but we are happy to report that they are now working well. We would like to thank you for your patience and understanding as we have moved into these new ways of working. Should you need to contact us you can do so in one of the following ways- **T:** 01450 364200 **E:** [info@waverley-housing.co.uk](mailto:info@waverley-housing.co.uk)

### CODE OF CONDUCT FOR PROPERTY FACTORS

As a registered Property Factor Waverley Housing follows the terms of the current Code of Conduct which lays out various measures that we must follow, for example, providing details on how complaints will be dealt with, how owners can end the appointment of Waverley Housing as Factor, etc.

Over the last couple of years the Scottish Government has undertaken a consultation on the current Code of Conduct and has now brought forward a revised Code of Conduct which, once passed by the Scottish Parliament, will come into force on 16 August 2021.

We have examined the revised Code of Conduct and noted that we already meet most of the terms of the revised Code. However we have identified a couple of areas where we will need to update our documentation for example we will now need to have a separate procedure for recovering debt owed by owners which is available to owners on request.

We will take the necessary actions to ensure that our operational arrangements meet the terms of the revised Code by 16 August 2021. If you would like to read the revised Code you can access it at [www.gov.scot/publications/code-of-conduct-for-property-factors-2021/](http://www.gov.scot/publications/code-of-conduct-for-property-factors-2021/).

To request this newsletter in an alternative format,  
e.g. large print or different language please call 01450 364200

## **OWNERS SATISFACTION SURVEY**

Every three years we issue a questionnaire to all owners to whom we provide a Factoring service in order to get your views on the service we provide and we use the results to review how we provide our factoring services. Indeed we introduced this annual newsletter as a number of owners responded to the last questionnaire to advise that our communication with owners could be improved.

At the end of this year we will be preparing another questionnaire for issue to all owners and if you would like to see a draft copy of the questionnaire before it is finalised please let us know and we will arrange for a draft copy to be issued to you.

## **ARE YOU A PRIVATE LANDLORD?**

It is a legal requirement that you register your property with Scottish Borders Council if you are a private landlord. The Scottish Government state that "It's a criminal offence if you are a private landlord without registering with the local authority . You could be fined up to £50,000"

Private landlords need to ensure that they meet various criteria such as ensuring there is satisfactory provision for detecting and warning of fires. Scottish Borders Council have a dedicated Liaison Officer who can assist private landlords ensure they do not fall foul of the regulations and can be contacted on 01896 661392 or [housingenquiries@scotborders.gov.uk](mailto:housingenquiries@scotborders.gov.uk)

## **SOCIAL MEDIA**

Like most organisations we make use of social media like Facebook and Twitter and you may think this is only for our tenants. Whilst most of the social media content we post relates to items for our tenants we do often post items of interest to both owners and the wider community in the Scottish Borders.

We would encourage you to check out our social media on

**Facebook:** @WaverleyHousing **Twitter:** @WaverleyHousing

## **WELFARE BENEFITS ADVICE**

The last year has been particularly tough for many families and as a result we thought it appropriate that we bring to your attention the fact that we have a Welfare Benefits Advisor Derek Grieve who is available to give support to anyone who needs to find out more about claiming benefits or who is currently experiencing a problem with their claim. Derek mainly works with Waverley tenants but can give confidential assistance to any owner who needs support in anything to do with welfare benefits.

You can contact Derek on [derek.grieve@waverley-housing.co.uk](mailto:derek.grieve@waverley-housing.co.uk) or 07899943364

## **KEEP US UP TO DATE**

We would be grateful if you could advise us if you are selling your home as this allows us to ensure that we can deal appropriately with any service charges due and is fair both to the outgoing owner and the incoming owner.

If you would like us to send any correspondence to another person then please let us know and we can amend our records accordingly.