

TENANTS CHARTER REPORT

How did we perform in 2019/20?

Dear Tenants

The onset 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, appearing 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

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%
2019/20

82.5%
2018/19

87.2%
Scottish
Average
2019/20

Whilst we have improved on our performance on previous 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%
2019/20

92.7%
2018/19

91.9%
Scottish
Average
2019/20

ACCESS TO SOCIAL HOUSING

1454 lettable homes:

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

10.3%
2019/20

12.2%
2018/19

8.4%
Scottish
Average
2019/20

157 homes were relet

27
Existing
Tenants

23
Homeless
Families

102
General
waiting list
applicants

5
Other

Average time to relet

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

20.6
DAYS
2019/20

34.3
DAYS
2018/19

31.8
DAYS
Scottish
Average
2019/20

TENANCY SUSTAINMENT

From 186 relets in 2018/19 - how many tenants remained in their home for 12 months

Overall Tenancy Sustainment

88.7%
2019/20

88.8%
2018/19

88.7%
Scottish
Average
2019/20

Tenancy sustainment of homeless relets

79%
2018/19

90.5%
2017/18

87.9%
Scottish
Average
2018/19

% Properties Abandoned

1.1%
2019/20
17 homes

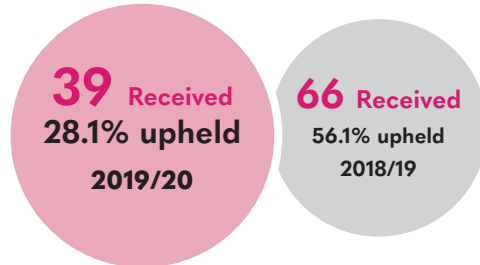
1.3%
2018/19
19 homes

0.6%
Scottish
Average
2019/20

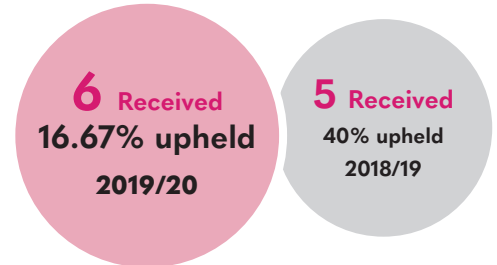
NEIGHBOURHOOD & COMMUNITY

Complaints Received

Stage 1 Complaints

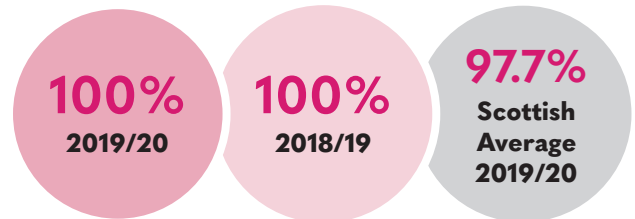


Stage 2 Complaints

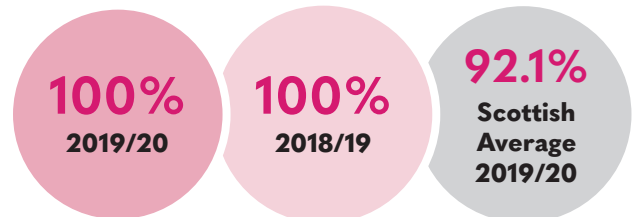


% of complaints responded to within timescales

5 working days (stage 1)

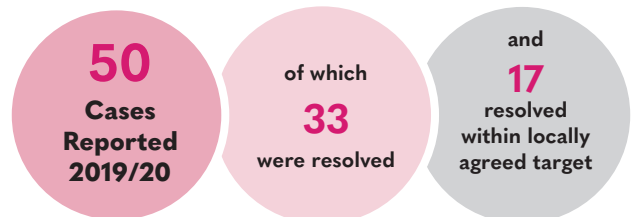


20 working days (stage 2)

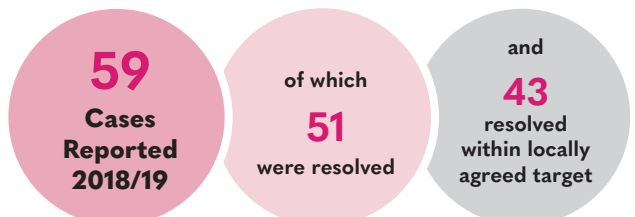


Anti-social Behaviour (ASB) & Neighbour Nuisance

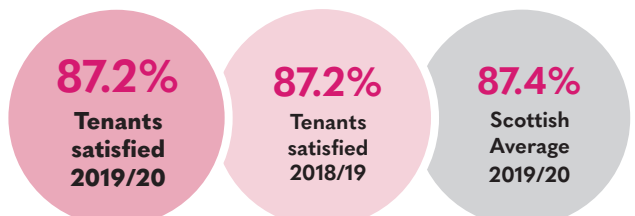
ASB cases reported



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%
2019/20

81.9%
2018/19

83.6%
Scottish
Average
2019/20

Average weekly rent

£83.53
2019/20

£80.79
2018/19

£80.76
Scottish
Average
2019/20

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

98.2%
2019/20

98.4%
2018/19

99.3%
Scottish
Average
2019/20

RENT & SERVICE CHARGES

% Rent arrears including former tenant arrears

3.3%
2019/20

4.1%
2018/19

3.8%
Scottish
Average
2019/20

Welfare Benefits Advisor

262 tenants were assisted during the year, and £202,704.82 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.

681
Tenants who
received housing
benefits

£2,006,744
Rent being
paid directly to
Waverley Housing

11
Notices issued of
our intention to
take court action
for recovery
of unpaid rent
resulting in 11
evictions

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/ or contact us to request a hard copy of these.

HOUSING QUALITY

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

98.5%
2019/20

97.4%
2018/19

94.4%
Scottish Average
2019/20

From 492 tenants surveyed 389 were satisfied with the standard of their home when moving in

89.4%
2019/20

89.4%
2018/19

90.8%
Scottish Average
2019/20

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

79.1%
2019/20

79.1%
2018/19

87.2%
Scottish Average
2019/20

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

105

Properties were brought up to standard in 2019/20

At a cost of £270,000

97.1%
Of our properties now meet the EESHS

REPAIRS & MAINTENANCE

Medical adaptation requests

39
Approved

33
Completed

6
Placed on waiting list

Our average timescale to complete adaptations

119.3
Days
2019/20

76.0
Days
2018/19

41.5
Days
Scottish
Average
2019/20

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

98.8%
2019/20

98.8%
2018/19

92.4%
Scottish
Average
2019/20

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

1.7
HOURS
2019/20

1.6
HOURS
2018/19

3.6
Hours
Scottish
Average
2019/20

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

5.3
DAYS
2019/20

5.2
DAYS
2018/19

6.4
Days
Scottish
Average
2019/20

REPAIRS & MAINTENANCE

From 1,609 tenants surveyed 1,608 expressed satisfaction with our Repairs Service

99.9%
2019/20

99.1%
2018/19

91.3%
Scottish
Average
2019/20

Planned Maintenance Programme - 2019/20

ITEM	NUMBER OF HOMES	ITEM	NUMBER OF HOMES
Central Heating Boilers	57	Windows	30
Central Heating Radiators	28	Showers	2
Bathrooms	61	Extractor Fans	21
External Doors	56	Kitchens	103

300 homes received upgrades at a cost of **£1,058,088**.

Cyclical Maintenance Programme - 2019/20

ITEM	NUMBER OF PROPERTIES
External Painting, Compliance Checks and Estate Management	300

The cyclical maintenance programme was carried out at a cost of **£110,391**.

IMPROVEMENTS

What's not so good	Our plan for improvement
Satisfaction with opportunities to participate	We are always looking for more tenants to become involved and if you are interested in finding out more please contact us on 01450 364200 or email us at info@waverley-housing.co.uk There are various ways to get involved – see our website at www.waverley-housing.co.uk/tenant-zone/get-involved .
Turnover of homes and tenancy sustainment.	In the last couple of years we have appointed a Welfare Benefits Advisor and Tenant Support Worker who have a strong focus on supporting our tenants to maintain their tenancies and to provide a range of advice and assistance.
Percentage of tenants who consider that the rent for their property represents good Value for Money (VfM)	Our satisfaction levels for this item is lower than the Scottish average. We contacted some tenants who recorded dissatisfaction on this item and whilst tenants had different reasons for expressing dissatisfaction there was no consistent theme underpinning these reasons. We will continue to monitor and analyse the reasons given for dissatisfaction with a view to evaluating any options that could impact upon this satisfaction indicator.
Satisfaction with the standard of the home when new tenants move in	Our satisfaction levels are slightly below the Scottish average and to seek to address this we have in certain circumstances issued enhanced decoration allowances to tenants moving into our properties.
Satisfaction with the Quality of the Home	Our satisfaction levels for this item are below the Scottish average and we contacted some tenants who had expressed dissatisfaction about the quality of their home. Many of these tenants expressed a wish to have new kitchens/bathrooms or heating systems fitted. We already devote a significant element of our annual planned maintenance programme to provide these items and will continue to so within our available budgets. Through our procurement practices we will seek to maximise the number of such items that we can provide each year.
Average timescale to complete Medical Adaptations	Our average timescale remains higher than the Scottish average. Our ability to complete these adaptations depends on effective joint working with Occupational Therapists and we will undertake a review of these joint working arrangements in the current financial year.

GOING FORWARD

EXCITING NEWS – REDEVELOPMENT OF UPPER LANGLEE, GALASHIELS

Many of you will know that the Waverley Housing Board approved the external refurbishment of 68 homes in Upper Langlee. We appointed Everwarm to carry out this refurbishment and work on site started in January 2020. However due to Covid-19 work had to be suspended for many weeks but the programme has now restarted and it is hoped to complete works by the end of the year.

Work has also continued with our plans for the demolition and new build phase of the estate regeneration following consultation with residents living on the estate. A detailed planning application has been submitted to Scottish Borders Council and it is hoped that a decision on the application will be made in early 2021.

To support this application site investigation works have been undertaken and other preparatory work is ongoing and it is hoped that a first stage of demolition can be commenced in 2021.

PLANNED MAINTENANCE PROGRAMME FOR 2020/21

In addition to the redevelopment of Upper Langlee, our Planned Maintenance Programme for 2020/21 is now well underway, at a budgeted cost of £1.42million. We are carrying out the following improvements to tenants' homes:

ITEM	NUMBER OF HOMES
Central Heating Boilers	77
Central Heating Radiators	5
Bathrooms	59
Kitchens	103
External Doors	130
Windows	49
Fire Detection Systems	830
Period Electrical Inspections	259
External Painting	300

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