

CORONAVIRUS

WE'RE STILL HERE FOR YOU!

From 26 April 2021 our trades staff and subcontractors will be able to carry out day to day repairs in tenants homes. We have a backlog of such repairs to carry out from the current lockdown period and will be doing our best to work through this backlog as quickly as possible and would thank you for our patience whilst we do this.

Tenant and staff safety is our priority and we're following Scottish Government and NHS Scotland advice.

Our office is closed and if you need to contact us you can by calling the usual telephone number 01450 364200 and pressing the relevant option for the purpose of your call, and you will speak to a member of our staff, or you can email us at info@waverley-housing.co.uk

If you, or someone in your household, is unwell with symptoms of coronavirus and are self-isolating you must inform us immediately on 01450 364200 so that we do not enter your home unless it is for an absolute emergency i.e. burst pipes, gas leak. You must also let us know when your self-isolation period is over.

For further information on current services please follow this link
<https://www.waverley-housing.co.uk/news-events/coronavirus-were-still-here-for-you/>

UPPER LANGLEE

We are pleased to report that our detailed planning application to build 109 new homes on the Upper Langlee estate has been approved by Scottish Borders Council following a meeting



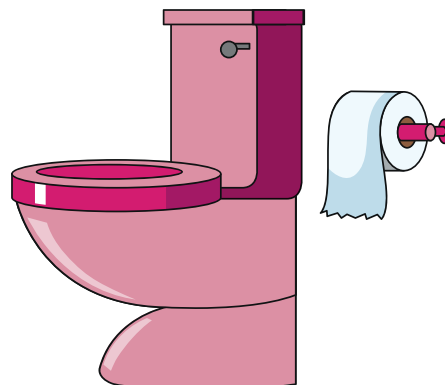
of their Planning and Building Standards Committee on 29 March 2021. This approval is subject to 11 conditions being met such as details of the street lighting and landscaping to be agreed by the Council. The Architects working on this project on our behalf Cameron, Strachan and Yuill will continue to liaise with Council Planning officials to progress our new build plans. We are currently working with a number of households living in properties which are to be demolished to provide suitable alternative accommodation and we are grateful to residents who are working closely with us to achieve this. Tender documentation is being prepared with a view to undertaking a procurement exercise to appoint a suitable contractor to undertake the first phase of demolition later this year. Once we have a clearer idea on the timing of any demolition works we will be in touch with those households affected.

Our external refurbishment works to 68 flats and maisonettes on the estate are due for completion in April 2021 and survey forms will soon be issued to these residents in order to get their feedback on the works carried out. The feedback will be help us to identify any learning points to improve how we deal with such contracts in the future. Please do not hesitate to contact us if you have any queries regarding either the current or proposed works planned for Upper Langlee.

WIPE OUT BLOCKED DRAINS

Flushing things like wipes, nappies or cotton buds down the toilet can cause drains to block, flooding you and your neighbours.

It's easy in the bathroom just follow our Three P's rule and only flush pee, poo and toilet paper.



Everything else should go in the bin, not down your toilet - check out the bathroom checklist of 'never flush' items below:

- all wipes (baby, personal cleansing, toilet and household cleaning) - even if the pack says 'flushable'
- sanitary items (sanitary towels, tampons, liners, applicators and backing strips)
- cotton wool, cotton buds, disposable nappies and nappy liners
- condoms, incontinence pads, colostomy bags, used bandages and contact lenses

Keep a bin in the bathroom for you to quickly, safely and hygienically dispose of all the 'never flush' personal items, special disposable bags are available at most pharmacies and supermarkets.

And when you are out and about, make sure you use the bins provided in public toilets for any personal items.

STAYING IN THE UK AFTER IT LEAVES THE EUROPEAN UNION?

The EU Settlement Scheme has been set up to allow EU citizens to get the immigration status they need to continue to live, work and study in the UK.

Czy jesteś obywatelem Europejskiego Obszaru Gospodarczego? Unijny Program Osiedleniowy pozwala obywatelom Unii Europejskiej i członkom ich rodzin ubiegać się o status, którego potrzebują, aby nadal mieszkać, pracować, studiować w Wielkiej Brytanii po Brexicie. Możesz złożyć wniosek za darmo na stronie Gov.uk. Jeśli potrzebujesz pomocy, możesz zadzwonić do lokalnego Citizen Advice Bureau pod numer 0131 510 5510, wysłać email eucitizens lub zadzwonić na infolinię wsparcia obywateli UE 0800 916 9847.

The EU Settlement Scheme allows EU citizens and their family members to apply for the status they need to continue to live, work and study in the UK after Brexit. You can apply for free at Gov.uk. If you need help to apply you can phone the local CAB office on 0131 510 5510, email [EU Citizens](mailto:EU_Citizens) or call their Support Helpline 0800 916 9847.

The deadline is 30 June 2021, but we recommend you apply now.

QUARTERLY REPORTS

To view our Quarterly Allocations and Complaints Reports please visit www.waverley-housing.co.uk/home/downloads/

LET US KNOW WHO IS LIVING WITH YOU

It is very important that you tell us if anyone is living with you or has joined your household – if you don't, they won't be able to have a joint tenancy with you or take over your tenancy if anything happens to you. This includes telling us about anyone who has previously moved in with you (who you haven't already told us about) and when anyone moves into or out of your home in the future at the time they do so.

The person who you may want to take over your tenancy in the future, can only do so if we are aware that your home has been their main and principal residence for a minimum of 12 months.

If you have any questions or want to let us know that someone is living with you in

your property, please contact us on 01450 634200 or info@waverely-housing.co.uk

MINDFULNESS

In these challenging times why not try some mindfulness meditation to help you relax and reduce stress levels. This can help bring you and your thoughts into the present, focusing on emotions, thoughts, and sensations that you're experiencing "in the now."

While it can be initially difficult to quiet your thoughts, with time and practice you can experience the benefits of mindfulness meditation. Get your spouse, partner or even your whole family together and try some mindfulness meditation.

Go on - look at the NHS website (link below) for further information on the benefits of mindfulness and try out a mediation session

www.nhs.uk/conditions/stress-anxiety-depression/mindfulness/



PLANNED MAINTENANCE PROGRAMME 2021/22

ITEM	AMOUNT
Central Heating: Boilers	50
Central Heating: Radiators	39
Bathrooms	64
Kitchens	88
External Doors (Timber and uPVC)	87
Windows	37
Fire Detection Systems	400
Periodic Electrical Inspections	804
Cyclical Painting Programme	60 properties

The start date of the Programme will be delayed as a result of restrictions around COVID-19 and we will keep you updated once we are in a position to commence works.

WHAT IS A HEAT PUMP?

A heat pump is a type of renewable heating appliance that can be used to heat homes and other buildings. They use electricity to absorb heat from outside air or from underground. The heat extracted is used to heat your home and provide you with hot water.

There are a number of different types of heat pumps: air source heat pumps, ground source heat pumps and hybrid heat pumps.

Heat pump technology is not new. In fact, most homes in the UK already have a heat pump in them – within the fridge. A heat pump works like a fridge but in reverse.

Benefits of heat pumps

- Minimal maintenance is required
- Can heat your home as well as your water
- Reliable, with a long lifespan
- Does not require fuel deliveries
- Potential for lower fuel bills
- Lower carbon emissions, reducing your home's impact on the environment
- Safer than systems based on combustion

Why are we installing them?

We are always looking at ways we can make our homes warmer and more energy efficient, this includes moving away from relying on fossil fuels as a source of heat.

For the last year, we have been working with Warmworks to install air source heat pumps in a number of our homes. These installations will provide valuable insights into how this technology can be used effectively in this sector as we move towards using lower carbon technologies for heating homes.

Who has received this technology so far?

Not all homes will be suitable for heat pump technology, so we have to ensure that all homes receiving this technology meet the criteria for installation.

We will continue to look for other projects/funding in this area to ensure that our homes remain ahead of the curve when it comes to staying warm and reducing our impact on the environment.

IMPROVEMENTS AND ALTERATIONS

Please let us know if you wish to carry out any improvements or alterations to your home as it is a condition of your Tenancy Agreement that you obtain written permission from us before undertaking such works. This could include things like putting up fencing, sheds, decking, replacing kitchen units or windows but please contact us if you are in any doubt. When seeking permission for such works we will look for evidence that the works are being carried out by an appropriate contractor and it may also be the case that, depending on the proposed works, planning and/or building control approval may also be required. We will only refuse permission for good reason for example if the proposed works adversely affects our ability to undertake maintenance works to a property. We have heard from other Registered Social Landlords of cases where tenants have had to pay for the removal of works they have carried out without obtaining written permission from their landlord. Do not let this be you - contact us on 01450 364200 or info@waverley-housing.co.uk if you have any queries regarding improvements or alterations.

10 TOP TIPS FOR GOOD MENTAL HEALTH



An important part of keeping fit and healthy is to take care of your own mental health. There are plenty of things you can do to help make sure you keep yourself mentally healthy.

Get plenty of sleep

Sleep is really important for our physical and mental health. Sleep helps to regulate the chemicals in our brain that transmit information. These chemicals are important in managing our moods and emotions. If we don't get enough sleep, we can start to feel depressed or anxious.

Eat well

Eating well isn't just important for our bodies, but it's also important for our minds. Certain mineral deficiencies, such as iron and vitamin B12 deficiencies, can give us a low mood. Try to eat a balanced diet. If you find you're a particularly stressed or anxious person, you should try limiting or cutting out caffeine as this can make you feel jittery and anxious.

Avoid alcohol, smoking and drugs

Drinking and smoking aren't things which we always associate with withdrawal symptoms, but they can cause some which impact on your mental health. When you've had a few drinks you can feel more depressed and anxious the next day, and it can be harder to concentrate. Excessive drinking for prolonged periods can leave you with a thiamine deficiency. Thiamine is important for our brain function and a deficiency can lead to severe memory problems, motor (coordination) problems, confusion and eye problems. If you smoke, between cigarettes your body and brain go into withdrawal which makes you irritable and anxious.

Other drugs will often leave you in withdrawal and can often cause very low moods and anxiety. More severe effects of drugs include paranoia and delusions. There is some research that suggests drug use is related to developing mental disorders like schizophrenia.

Get plenty of sunlight

Sunlight is a great source of vitamin D. Vitamin D is a really important vitamin for our bodies and our brains. It helps our brains to release chemicals which improve our mood, like endorphins and serotonin. Try to go out in the sun when you can, but make sure you keep your skin and eyes safe. 30 minutes to two hours a day of sunlight is ideal. During the winter, some people become depressed because they aren't getting enough sunlight - this is known as Seasonal Affective Disorder (SAD). Some people find using a special light-therapy lamp helps to alleviate the symptoms.

Manage stress

Stress is often unavoidable, but knowing what triggers your stress and knowing how to cope is key in maintaining good mental health. Try to manage your responsibilities and worries by making a list or a schedule of when you can resolve each issue. Often if you break down your worries and stresses and write them down, you realise that they are manageable. Try to avoid burying your head in the sand, and tackle problems face on. If you find you are having trouble sleeping, or are waking up thinking about all of the things that are stressing you out, write them down and reassure yourself that you can deal with them in the morning.

Activity and exercise

Activity and exercise are essential in maintaining good mental health. Being active not only gives you a sense of achievement, but it boosts the chemicals in your brain that help put you in a good mood. Exercising can help eliminate low mood, anxiety, stress and feeling tired and lazy. It is also linked to living a longer life.

You don't need to run a marathon or play 90 minutes of football; a short walk or some another gentle activity might do the trick.

Do something you enjoy

Try to make time for doing the fun things you enjoy. If you like going for a walk, painting or a specific TV show, try to set aside time to enjoy yourself. If we don't spend any time doing things we enjoy, we can become irritable and unhappy.

Connect with others and be sociable

Make an effort to maintain good relationships and talk to people whenever you get the chance. Having friends is important not just for your self-esteem, but also for providing support when you're not feeling too great. Research has found that talking to others for just ten minutes can improve memory and test scores!

Do things for others

Helping others isn't just good for the people you're helping; it's good for you too. Helping someone can help with your self-esteem and make you feel good about your place in the world. Feeling as though you're part of a community is a really important part of your mental health. You could try volunteering for a local charity, or just being neighbourly.

Ask for help

One of the most important ways to keep yourself mentally healthy is to recognise when you're not feeling good, and to know when to ask for help. There's no shame in asking someone for support if you're feeling low or stressed. Everyone goes through patches where they don't feel as good as they should. You can try speaking to your friends or family, or if you think your mental health is getting on top of you then you can speak to your GP.



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