

COMMUNITY ENGAGEMENT ACTION PLAN 2022/23

Area of Engagement	Action	Planned Outcomes
Customer Review Panel (CRP)	<p>To continue to provide administrative support to the CRP at their scheduled meetings and seek to recruit new members to the Panel.</p> <p>To agree a further area for scrutiny for the CRP to examine.</p>	<p>To have recorded Agenda, Minutes and actions from CRP Meetings; CRP to report to the Board on any scrutiny activities carried out. To undertake a review of the terms of reference for the CRP.</p> <p>In conjunction with the CRP to consider options to increase membership of the CRP and to undertake this at a meeting of the CRP by the summer of 2022.</p>
Scottish Social Housing Charter	To assist in the preparation of the 2021/22 Tenants' Charter Report.	The CRP will be consulted on the content and format of this Report to allow approval by the Board and issue to tenants by 31 October 2022.
Rent and service charge increase proposals 2023/24	To consult with all tenants regarding proposals for rent and service charge increases for 2023/24.	Feedback from this consultation will be considered by the Board before a final decision is made on any rent and service charges to apply in 2023/24.
Policies	To undertake consultation on relevant policies with tenants as appropriate.	There are no specific policies highlighted for consultation in 2022/23 as policy reviews will now be conducted as part of Handbook reviews on a five yearly cycle. However if there are reasons to undertake consultation e.g. a new policy is developed or significant changes are required to an existing policy then it will be possible to carry out a specific consultation exercise.

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Estate Walkabouts	<p>There has been disappointing turnouts for those estate walkabouts that have been arranged in recent years. As a result estate walkabouts will be undertaken only when there is sufficient reason or demand to organise a walkabout</p> <p>To promote Estate Walkabouts throughout 2022/23 and encourage more tenants to participate.</p>	<p>Estate Walkabouts will only be considered once it is safe to undertake such events and when undertaken it is hoped to obtain feedback from residents on issues of concern to them and develop action plans to deal with these concerns where possible.</p> <p>Estate Walkabouts have re-started now that there has been a relaxation in Covid rules. Although no tenants have attended these so far it is hoped that in the future we can encourage more to participate. Regardless of tenants attendance, the HO's have found these very useful and are managing to identify problem areas and work alongside other RSL's and SBC to resolve.</p>
Tenants Opinion Panel	To continue to circulate relevant policies and procedures to RTOs CRP and TOP members for comment.	Please note the comments above about the reduced frequency of policy reviews. However any feedback on policies/procedures is assessed and if relevant included in the final version of the
Satisfaction Surveys	To continue to issue our standard satisfaction surveys e.g. repairs satisfaction survey, condition of new home, etc.	<p>To consider the information obtained from these surveys and evaluate any changes to our methods of operation or service delivery that it may be appropriate to implement.</p> <p>The results of the tenant satisfaction survey and owners satisfaction survey which closes on 31/3/22 will be analysed to identify any learning points and actions to take forward.</p>
Tenants Groups	Langlee Residents Association.	To continue to maintain contact with this Group and to support them as and when required. To encourage setting up of other tenants and residents groups as appropriate.
Owners Groups	<p>Broom Drive, Whin Court, and Larkspur Court.</p> <p>Stirches Residents Group.</p>	<p>Waverley has been appointed as factor for this feu area and will convene an annual meeting for residents in this feu area.</p> <p>In our role as Factor to continue to support the Group deal with issues in the feu area.</p>

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Community Engagement	<p>Promote and attend local community events.</p> <p>Community Day.</p>	<p>Staff will attend both the Langlee and Burnfoot Carnivals which assist in promoting Waverley's presence in communities where we own a large number of properties.</p> <p>Consideration will be given to selecting a suitable project in a local community which staff could volunteer to assist with.</p>
Communication	<p>Produce tri-annual Tenants Newsletters.</p> <p>Produce an annual Owners Newsletter.</p> <p>Social Media.</p>	<p>Newsletters provide an important means of delivering relevant information to tenants and we will review the information we are providing to check that it is still relevant.</p> <p>This provides us with a specific means of communicating directly with owners who receive a Factoring service from the Company.</p> <p>Facebook and Twitter is a quicker means for the Company to share information with our customers and we will continue to use this as an effective means of communication.</p>
Consultations	To consult with tenants, owners and applicants when appropriate.	During the year there may be opportunities for consultation exercises to be carried out e.g. in relation to any future options for our housing stock in Upper Langlee.