

COVID-19 UPDATE

We are continuing to follow Scottish Government guidance on managing Covid-19, and this means our teams will be working in a different way to deliver services to you. This means our staff will be spending more time meeting with tenants in their own homes. However, we will offer face to face appointments, at our Hawick based office, if that works better for you.

We will have a reduced number of staff working from North Bridge Street on a daily basis and will be operating an appointment only service at our offices. You can still contact us on 01450 364200 to arrange a home visit or to make an appointment to see a member of our team, at our Hawick office. Alternatively, you can e-mail info@waverley-housing.co.uk, and we will ensure that your e-mail is directed to the appropriate staff member, to deal with.

For all repairs during office hours (8:45am – 5:00pm Monday to Thursday and 8:45am to 3:45pm Friday), please telephone our dedicated Repairs Line 0800 104 105 (free of charge from landlines). During evenings, weekends and public holidays, a call-out service will operate with emergency repairs attended to by the member of staff who is on stand-by. The contact number for emergency repairs is 07721 889 618 (please note this number is for genuine emergency repairs only. You will be charged for all call-outs which are subsequently found not to be an emergency).

Please remember to advise us if you, or any member of your household, have Covid-19 or symptoms of Covid-19 when making an appointment with our staff either in our office, or at your home.

FUNDING AVAILABLE FOR TENANTS

- COVID-19 TENANT GRANT FUND
- WELFARE ENHANCEMENT TRUST • FUEL POVERTY FUND

INFORMATION FOR TENANTS

- ESTATE WALKABOUTS • METER READING DAY

MORE INFORMATION ON PAGES 5-7

UPPER LANGLEE

Although we have not yet started on site with demolition works there has been a lot going on behind the scenes to progress our estate regeneration plans. Just before Christmas we received approval from Scottish Borders Council for the final stage of our building warrant application and after consultation with Galashiels Community Council it has been agreed to name the new amenity block of flats located at the entrance to Beech Avenue as Beech House and the short stretch of new street to be provided will be named Lime Grove.

We are in the process of obtaining costs from gas, electricity, telephone and water suppliers for works to disconnect and divert services and provide new connections where required and it is hoped that these various utility works will commence in the Spring. We are also looking to start a procurement exercise in April to appoint a demolition contractor by June with a view to undertake the first phase of demolition commencing this Summer. Once we have more details on when the demolition works might start we will look to meet with residents and provide more information in this connection.

Other work on items like street lighting to assist us in obtaining Secured by Design accreditation from Police Scotland and developing plans for soft landscaping, preparing a road construction consent application are also ongoing.



MAINTENANCE PROGRAMMES 2022-2023

ITEM	NUMBER OF ADDRESSES
BATHROOMS	64
HEATING BOILERS	21
EXTERNAL DOORS	48
KITCHENS	80
ELECTRICAL INSPECTIONS/SMOKE ALARM UPGRADES	261
RADIATORS	37
WINDOWS	29
EXTERNAL WORKS	20
JEDBURGH BALCONY WORKS	19 BLOCKS
CYCLICAL PAINTING	300

EXAMPLE OF OUR KITCHEN REPLACEMENT STANDARD



NEED HELP GETTING INTO WORK?

BEAM IS HERE TO GUIDE YOU ON THE JOURNEY

WHAT IS BEAM?

The Borders Employment Advice and Mentoring (BEAM) project is a collaboration between social enterprise, The Wise Group, and the four housing associations which make up the Borders Housing Network – Berwickshire, Eildon, Scottish Borders and Waverley - to help out-of-work tenants or members of their household identify and overcome barriers to employment.



GET STARTED TODAY

If you're currently unemployed and a tenant or household member of one of Borders Housing Network's associations then contact your housing officer to become part of Team Beam!

ENERGY EFFICIENCY MEASURES

We all realise the significant impact that climate change is having on the world and as a housing provider Waverley Housing has an obligation to make our housing stock as energy efficient and carbon neutral as possible. Last year we submitted a bid for grant funding to the Department of Business, Energy and Industrial Strategy to install air source heat pumps which was successful and allowed us to install these pumps in 29 of our properties and we hope that this is just the start of such works going forward. We were also successful in applying for grant funding from the Net Zero Heat Fund operated by the Scottish Government and this has allowed us to work on a programme of installing underfloor insulation to up to 70 properties and also to install different energy efficient measures to 20 of our properties which have the poorest energy performance ratings. These works are currently underway with a target date for completion of 31 May 2022.

TENANT INFORMATION

1. LIVING IN A HOME THAT IS TOO LARGE FOR YOU? HAVE YOU THOUGHT ABOUT DOWNSIZING?

Do you live in a house with bedrooms that aren't used? Are you paying more rent than necessary? Are you paying unnecessary high fuel bills, due to the fact that you are heating a larger home than you need? If so, then why not consider downsizing to a property that meets your needs. For example, if you live in a 3 or 4 bedroomed property and wish to downsize to a smaller one, you will be given a Silver Under Occupancy Priority Pass, which means that when you place a bid for a smaller property, your priority will help you to succeed in securing a smaller home.

In certain circumstances, if you are downsizing by two or more bedrooms, you may qualify for a Management Transfer.

If you are interested in this, or think you may qualify for a Management Transfer, and would like to discuss further, please complete an application form, either on-line at www.waverley-housing.co.uk or request a paper copy to be sent to your home or contact us on info@waverley-housing.co.uk

2. HARDSHIP FUNDING AVAILABLE FOR TENANTS

If you are facing financial hardship, with your rent or purchasing essential household items, such as carpets/cooker/beds etc. and you have no means of funding these yourself, help could be available to you. Please see below, details of three separate funding streams which you may be eligible to apply for.

i. Covid-19 Tenant Grant Fund – these grants are limited to helping those with rent arrears built up between 23rd March 2020 and 9th August 2021. Grants can be used to make a full or partial payment of arrears depending on individual circumstances:

- Grants will be targeted towards current tenants who are at risk of becoming homeless and do not have any other way of clearing the arrears.
- Payments will be made to landlords rather than tenants on the strict condition that the payment will be used to credit the tenant's rent account, and that any ongoing legal proceedings to end the tenancy will be ceased.

If you think you meet this criteria and have not already been contacted by your housing officer, please contact us immediately for assistance and we will apply for this funding on your behalf.

ii. Welfare Enhancement Trust – this trust has been set up to assist individuals and groups who are experiencing financial hardship, who do not qualify for a Community Care Grant, and have no other means to acquire necessary items such as carpets/cookers etc. To apply for a grant from this Trust please complete the application form which can be found at Welfare Trust | Scottish Borders Council (scotborders.gov.uk).

iii. Fuel Poverty Fund – there are two strands to this Fund:

- tenants can apply for fuel vouchers to the value of £49 towards their fuel costs: you must provide us with your latest outstanding bill from your supplier.
- we can make a payment of up to £1,000 to clear any fuel debt and would look favourably on a case-by-case basis, at clearing debts over this amount, up to £2,000.

If, however, you have substantial arrears, i.e. over £2,000, we can make a payment of £2,000, providing you agree to work with your supplier, and enter into an affordable repayment arrangement with them to clear the remaining outstanding debt.

If you would like assistance with fuel debt, please contact our Welfare Benefits Advisor, or your Housing Officer for help. You can contact us on 01450 364200, or info@waverley-housing.co.uk and we will get back to you as soon as possible.

3. METER READING DAY – 31st March 2022

The price cap change will kick in from 1st April 2022, which will mean that bills will increase significantly for many.

Remember to read your gas and electricity meters and submit readings on or before 31st March, so you will have more accurate bills and avoid paying for units at the higher rates until you have to.

It'll also be a good idea to take photos of your meters (with the serial numbers visible) when you read them, just for your records.

4. ESTATE WALKABOUT

Estate Walkabouts will take place over the Spring months. If these are in your area, please come along and join us and chat to your Housing Officer and our Property Officer re any issues you may have. The next one will take place on **Wednesday 13 April 2022** – Hawick, McLagan Drive, Fraser Avenue, Borthwick Road areas - this will commence at 10:00am from McLagan Drive. For this Estate Walkabout, please look out for your Housing Officer and approach them to discuss any ongoing issues you may have regarding your estate. We hope to see you there. Further dates will be publicised on the Website.



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