

# waverley housing

## OWNERS NEWSLETTER



### HELLO AND WELCOME TO OUR OWNERS NEWSLETTER

Welcome to our Owner's Newsletter. Waverley Housing own 13 feu areas in the central Scottish Borders, 470 owners reside within these areas. Included within this newsletter is articles that we hope are informative and useful to you.

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## **OWNERS SATISFACTION SURVEY**

Waverley Housing completed an owner's satisfaction survey in 2021-22. Of the 470 owners who reside in our feu areas, 153 responded to our survey. Thank you to those owners who took the time to reply. 66.67% of responses felt Waverley provided a satisfactory factoring service. This compares favourably to the Scottish Average which is 65.38%. Waverley recognises that there is room for improvement and as a result have taken steps to improve our service to you. Our officers now meet with our landscape maintenance contractor on a more regular basis. Our officers have also increased the frequency of feu area inspections. This inspection covers items such as trees, paths, walls, railings, steps etc. If however, you are aware of any repair issues in the feu area, please report them to our repairs team by phoning 0800 104105.

## **LANDSCAPE MAINTENANCE CONTRACT**

For those feu areas that Waverley Housing maintain, Graham Fleming was appointed as preferred contractor for 2022-23. Graham has generally provided a good service over the year. Some areas were addressed in relation to quality and these areas have since seen improvement.

Tender documentation will be issued in February 2023 to appoint a contractor for the 2023-24 season. Owners who live within the feu areas this contract covers will receive more information in due course.

## **GENERAL MAINTENANCE AND REPAIR COSTS**

As a result of our inspections, you may be contacted with regard to additional costs to complete specific works. This can include tree removal, fencing repairs or communal paving/wall/step repairs. This work is out with our landscape maintenance contract and must be paid for in addition to the landscape costs. All owners, including Waverley on behalf of our tenants have an obligation to contribute towards these costs. This is included within the title deeds for your home. On most occasions Waverley will contact you prior to commencement of work and will provide at least 2 quotes for consideration and consultation. There may be occasions when consultation cannot be completed ahead of works commencing, this can be due to an imminent health and safety risk i.e. a tree being unsafe and needs attended to urgently or a paved area causing a trip hazard. If this occurs Waverley will arrange the works and contact you thereafter.

## ESTATE WALKABOUTS

Our staff regularly arrange and attend estate walkabouts in our estates. All owners are welcome to come along to these sessions. Noted below are the sessions arranged for Spring 2023:

Date and Time	Area	Commencing From
Thursday 23 February at 10am	Selkirk - Bannerfield	Lauriston Gardens
Thursday 2 March at 10am	Jedburgh - Grieve Avenue, Lothian Road	1 Grieve Avenue
Wednesday 15 March at 2pm	Tweedbank	Cotgreen Road
Thursday 16 March at 10am	Hawick - Stirches, Deloraine Court, Fairneylaw Place, Maxton Court, Guthrie Drive	Junction of Maxton Court
Thursday 23 March at 10am	Earlston	Start of Summerfield
Thursday 23 March at 10am	Galashiels - Lower Langlee	Langlee Primary School
Thursday 30 March at 10am	Hawick - Stirches, Roxburghe Drive, Crailing Court, Hugh McLeod Place, Lanton Place	School on Roxburghe Drive
Thursday 30 March at 10am	Galashiels - Glendinning Terrace, Halliburton	Glendinning School

## PRIVATE LANDLORDS

If you are an owner who rents out your property to a tenant then it is a legal requirement for you to register with Scottish Borders Council (SBC) as a private landlord. It is a criminal offence to rent out your property without registering with the local Council and you could be fined up to £50,000. To find out more information on registration, visit SBC's website: [Private landlord registration | Scottish Borders Council \(scotborders.gov.uk\)](https://www.scotborders.gov.uk/private-landlord-registration)

## **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

## **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.

## **RESIDENT GROUPS**

Waverley actively look to be involved with resident groups in areas where we have stock. If you are involved in a resident's group and you feel it would be a benefit for Waverley to be involved, please contact our Housing Services Manager, Lenore Suddon on 01450 364200 to discuss further.

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