



# TENANT MATTERS

BECAUSE OUR TENANTS MATTER TO US



Waverley Housing is anxious to improve how, and how often, it keeps in touch with you, its tenants. We want you to be more involved in the decisions that are made on your behalf, and we want you to have a greater say in how we do things. We regularly ask you how you would like us to communicate with you and, to a certain extent, you tell us that you are happy with the way we are doing things. However, we have taken the opportunity to freshen up the tenant newsletter. During the year you will receive three issues of the newly named Tenant Matters which is based on our firm belief that our tenants matter to us.

Rather than wait to receive your copy of Tenant Matters, why not take a look at the other ways in which you can get involved through Tenant Participation (TP). When working well, TP delivers clear benefits for tenants, staff, and landlords alike. Waverley Housing's aim is to create a culture of trust, respect and partnership with our tenants, and we are inviting you to help us do this.

## THE BENEFITS OF TENANT PARTICIPATION (TP)

In the past, Waverley Housing has found it difficult to get tenants to be more involved in what we do for you. We are keen to change this. We have different levels of involvement to suit your needs and the amount of time you may have available, and now you can get involved as little or as much as you like.

There are many benefits to getting involved, such as having your say in how we do things, making sure the tenants' voice is heard, scrutinising our performance, making sure the services we provide are the ones which tenants want and ensuring that we are not wasteful with time, effort or money.

If you are named on the tenancy agreement, there is no limit to getting involved, and all tenants are invited to participate. There are many ways in which you can do this and help us to continually improve our services to you:-





- **Customer Review Panel (CRP)** – The Customer Review Panel allows you to scrutinise Waverley Housing Services and work with staff and other tenants to identify improvements to our service delivery. For example, last year we completed 6,538 jobs and from the responses received from you, 98.9% of jobs were completed Right First Time. However, we know that we don't get it right first time, all of the time. This is the type of thing the CRP might look into. Ideally, we would like this group to be made up of 10 tenants. The Panel would meet on average every two months and can meet virtually or in person.
- **Tenant Opinion Panel (TOP)** – Waverley Housing has policies and procedures which range from Keeping Pets to Tenants Rights to Compensation to Anti-Social Behaviour. This Panel offers tenants the opportunity to be consulted on Waverley Housing activities such as reviewing policies and procedures, the re-design of tenant literature e.g. your Tenants Handbook, Newsletters etc. TOP members can choose whether to be consulted individually or be part of a group.



- **Waverley Tenants Organisation (WTO)** – By joining the WTO, you will have the opportunity to meet other Waverley tenants from outwith your area at our various meetings which will be held throughout the year. We consult with members on relevant topics such as rent levels or antisocial behaviour or anything that you would like to hear other people’s opinions on regarding Waverley Housing. Please sign up to get notification of when this will take place or check our website regularly for details.

- **Joining or starting a Registered Tenants Organisation (RTO)**

A RTO is an independent organisation which is set up locally to represent tenants’ views on housing and related issues. RTO members have the right to be provided with a wide range of information, as well as the right to be consulted on aspects of housing policy which might affect them. A RTO doesn’t have to consist of only Waverley tenants, you can join in with tenants of other landlords and/or owner occupiers.

Waverley Housing will support you throughout the set-up process until you are confident to go it alone; we will provide all the training to ensure that your group is a success, such as:



- Committee skills
- Office bearer roles
- Accounts and bookkeeping
- How to run/organise meetings
- Access funding

If you are interested in joining any of the above, please contact [info@waverley-housing.co.uk](mailto:info@waverley-housing.co.uk) or telephone us on 01450 364200 and we will get back to you as soon as possible.

Please note that these meetings can take place via Zoom/Teams, or in person. All transit and child-minding costs will be covered should you need to travel to join us.

## SPOTLIGHT - HOUSING SERVICES

Due to a recent re-shuffle and promotion within the Housing Services Team, we have changed our Housing Officer areas of responsibility. We now have Senior Housing Officer, Tracy Murray, who has been promoted from Housing Officer. Tracy will no longer be responsible for an actual patch but will support the Housing Services Manager and Housing Officers.

Your Housing Officer details are listed below by area of responsibility.

You can contact them or any other member of staff via email [info@waverley-housing.co.uk](mailto:info@waverley-housing.co.uk), or telephone us on 01450 364200.

### HOUSING OFFICER

### RESPONSIBLE AREA

**Debbie Kilgour**



HAWICK BURNFOOT, MAYFIELD, STIRCHES,  
SILVERBUTHALL, WEENSLAND,  
BONCHESTER BRIDGE, NEWCASTLETON

**Gail Morrison**



HAWICK LIDDESDALE, HEITON, JEDBURGH,  
KELSO, MOREBATTLE, YETHOLM

**Kirsty Reilly**



EARLSTON, GALASHIELS, HERIOT, LAUDER,  
MELROSE, STOW, TWEEDBANK

**Rachel Clamp**



HAWICK WEST END, ANCRUM, BOWDEN,  
SELKIRK, NEWTOWN ST BOSWELLS,  
ST BOSWELLS



Our Welfare Benefits Advisor Derek Grieve and our Tenant Support Worker, Kendra Douglas continue to be available for advice and assistance if you are experiencing difficulties with managing your tenancy.

## AGGRESSIVE BEHAVIOUR



Over the last year we have had 5 incidents where our staff have been subjected to aggressive and threatening behaviour from our customers whilst working for Waverley Housing. Our staff aim to deliver a very high standard of customer care and we will not tolerate unacceptable or threatening behaviour including verbal aggression either face to face, on the telephone or through interactive platforms. Our staff deliver a very professional and comprehensive service and we expect all staff to be treated with respect.

## COMPLAINTS HANDLING IN 2023/24

If you do wish to make a complaint about any of the services which we provide you can do so by contacting us by e-mail at [info@waverley-housing.co.uk](mailto:info@waverley-housing.co.uk), or by telephone on 01450 364200. Last year our Complaints Handling Procedure was reviewed by our independent Internal Auditors. We can provide you with a copy of that review if you wish. During the 2022/23 financial year we received a total of 57 complaints. 54 of these complaints were treated as Stage 1 complaints, with 8 of these escalating to Stage 2 complaints. In addition, we had 3 complaints which were treated at Stage 2 from the start. This compares to 64 Stage 1 complaints and 3 Stage 2 complaints the previous year.

The following table shows a breakdown of complaints:

Number of Complaints	1st Stage Complaints		2nd Stage Complaints	
	Number	Percentage	Number	Percentage
Total number of complaints	54		11	
Responded to in full	53	98%	11	100%
Upheld	20	37%	2	18%
Partially Upheld	5	9%	1	9%
Resolved	6	11%		
Not Upheld	21	39%	8	73%
Complaint Open/Response Outstanding	1	2%		
Responded to within SPSO timescales	50	93%	10	91%
Average timescale to respond (in days)	2.2 Days		9 Days	



# UPPER LANGLEE REGENERATION THE NEXT STEP

There has been a lot of visual change in Upper Langlee recently. The demolition works went well and Waverley Housing thanks all residents on the estate for their co-operation during the project as we are aware there was disruption at times in relation to traffic management and noise.



As we move towards the new build phase of the project we are offering a drop-in information session so we can discuss the next step. The award of the new build contract has been delayed slightly but Waverley continue to be committed to the regeneration of Upper Langlee and anticipate a contractor will be on site from Autumn 2023.



Waverley Housing staff will be available at **St John's Church, Hawthorn Road, Galashiels on Thursday 27 April from 11:00am – 2:00pm**, so if you are available, please come along, and have a chat with us. If you are unable to attend this session, and have any queries, please contact Carole Yallop, Operations Director on 01450 364200 or by email at [info@waverley-housing.co.uk](mailto:info@waverley-housing.co.uk) who will be happy to answer any questions you may have.

## 2023/24 CONTRACTS

With routine repairs and planned maintenance back to normal levels it has been a busy year. Work is underway to procure new contractors and suppliers for the new financial year with a number of contracts awarded as noted below:

- Magnet will continue to supply our kitchens
- Wolseley will continue to supply our bathrooms
- City Electrical Factors will continue to supply our fire detection systems
- Dalex have been awarded our heating servicing and maintenance contract commencing from 1 April 2023
- Contract award to Punchy Carpets to supply vinyl flooring for our bathroom and kitchen replacement programmes
- Contract awarded to Border Hardware to supply our uPVC windows and doors
- Landscape Maintenance contract awarded to Timber Creations
- Cyclical painting contract awarded to Bell Group

## LOW INCOME BENEFITS

The Department for Work and Pensions (DWP) outlines that the £900 payment for those on low-income benefits will be issued in three instalments, with the first payment of £301 to be made between 25 April 2023 and 17 May 2023, followed by the second payment of £300 in the Autumn and the third payment of £299 in Spring 2024.

The Department also confirms that to be eligible for the first payment, which will be made automatically in the same way as the payments for 2022/2023, a low-income benefit claimant must have been entitled to a payment (or later found to be entitled to a payment) of:

- Universal Credit for an assessment period that ended in the period 26 January 2023 to 25 February 2023; or
- Income-based jobseeker's allowance, income-related employment and support allowance, income support or pension credit for any day in the period 26 January 2023 to 25 February 2023 - including where there was no entitlement to one of these benefits for any day during the period where the award was calculated as being between one penny and nine pence.

In relation to tax credit claimants, eligibility for the first payment requires a payment of tax credits to be received for any day in the period 26 January 2023 to 25 February 2023, or in circumstances where entitlement is subsequently established for the period. Please contact our Welfare Benefits Advisor Derek Grieve for advice or assistance, T: 01450 364218, Email: [derek.grieve@waverley-housing.co.uk](mailto:derek.grieve@waverley-housing.co.uk).



# SPRING WORD SEARCH

B I B I R D S V U Z E P T O G C C F O Q  
 E O D Z Z Z E O M Z I A B Q O T H S T Q  
 B H W E W F A N L A B C Q L Y E F I I B  
 J E K A Y I S S S P R I N G O N B Q C U  
 R C E I E U T E F E W C W T P S X A O K  
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 E G G S J Z S S H X N N P G W O O I M T  
 U Q Z E E G A R D E N X C I N S J R F T  
 S M P E B J K M Z X X V P L K L V U Q E  
 P I C N I C Z Q M M C S E A S O N R D R  
 F N E S T U M A H U M A F L O W E R S F  
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 G W F E J G R E E N Q V V F D M R J Q E  
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NEST	CHICK	GREEN	BUNNY	GARDEN	EGGS
MAY	FLOWERS	PICNIC	BLOSSOM	APRIL	EASTER
BEEES	SEASON	WARM	RAINBOW	KITES	BIRDS
MARCH	SUNSHINE	TULIP	SEEDS	BUTTERFLY	SPRING

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Name .....

Address.....

Tel.....

# BORDERS REGISTERED SOCIAL LANDLORDS (RSLs) TEAM UP TO TACKLE DOMESTIC ABUSE

The Borders Housing Network brings together the four Borders based RSLs who have signed a joint pledge to take decisive action against domestic abuse.



The Chief Executives of Berwickshire, Eildon, Scottish Borders, and Waverley met on 21 November to restate their commitment to the “Make a Stand” pledge which was developed a couple of years ago by the Chartered Institute of Housing (CIH) in partnership with Women’s Aid and the Domestic Abuse Housing Alliance.

There are four key commitments which pledges each RSL to: –

- Develop and implement a policy for staff
- Develop and implement a policy for tenants
- Make information about national and local domestic abuse support services available on their websites and other appropriate places
- Appoint a domestic abuse champion at a senior level

The first joint piece of work has been to create a unified Domestic Abuse Policy for staff. During October, nearly 300 colleagues from the four organisations were trained on the new policy. The training was delivered by SafeLives who are experts in this field. A joint improvement plan has been developed to progress the other three commitments within the pledge.

Berwickshire Housing Association Chief Executive Michelle Meldrum said: “Domestic abuse affects people from all walks of life. As responsible employers and organisations who provide front line services to customers living in c.12,000 homes across the Scottish Borders, we want to make sure that we are playing our part in addressing this issue. As housing providers, we are ideally placed to spot the signs of domestic abuse and work with other agencies to support those impacted.”

Callum Chomczuk, National Director of CIH Scotland commented, "I am delighted to see the members of the Borders Housing Network refresh their commitment to the CIH Make a Stand Pledge. I would encourage other housing providers to do the same and share their commitment and approach. As a sector, if we work together to tackle domestic abuse, we can make a huge difference."

For more information on local support services please visit the following link : [www.scotborders.gov.uk/domesticabuse](http://www.scotborders.gov.uk/domesticabuse)

For more information about Make a Stand, see [www.cih.org/policy/make-a-stand](http://www.cih.org/policy/make-a-stand)

## SAFE SPACES NEAR YOU

We are supporting @UKSAYSNOMORE, helping to raise awareness of #domesticabuse and #sexualviolence. Support is always available. Visit [uksaysnomore.org](http://uksaysnomore.org) for more information and to find out how you can access support.

### ARE YOU EXPERIENCING DOMESTIC ABUSE?

UK SAYS NO MORE is working with over 7,000 pharmacies and banks across the UK to provide Safe Spaces in their consultation rooms for people experiencing domestic abuse.

- Boots, 60-68 Marygate, Berwick Upon Tweed TD15 1BN
- Lloyds Pharmacy, Well Close, Well Close Square, Berwick-Upon-Tweed
- Boots, 4 High Street, Jedburgh, TD8 6AG
- Boots, 20 The Square, Kelso, TD5 7HH
- Lindsay And Gilmour Pharmacy, 10-12 Market Place, Selkirk, TD7 4BT
- Boots, 76 High St, Hawick, TD9 9HS
- Lindsay And Gilmour Pharmacy, 5 Oliver Place, Hawick, TD9 9BG
- Boots Galashiels, Gala Water Retail Pk, Galashiels, TD1 3AP
- TSB Bank Galashiels, 103 Channel Street, Galashiels TD1 1BL





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T: 01450 364200

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[www.waverley-housing.co.uk](http://www.waverley-housing.co.uk)

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See our latest Annual Assurance Statement and Engagement Plan submitted to the Scottish Housing Regulator on our website [www.waverley-housing.co.uk/home/library/shr-reports/](http://www.waverley-housing.co.uk/home/library/shr-reports/)

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