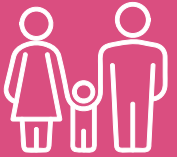
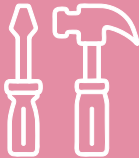


TENANTS CHARTER REPORT

How did we perform in 2022/23?

www.waverley-housing.co.uk



Dear Tenants

Waverley Housing has a strong commitment to social housing and to the tenants and communities we serve. During 2022/23 Waverley Housing has continued to work with our tenants to provide high-quality housing and high-quality services.

Our main activity is in housing management – letting, improving and maintaining houses, managing the estates you live in and actively supporting tenants. We have an in-house dedicated repairs team who are responsible for keeping your home in good condition. You can report faults that need attention and we will fix them as soon as possible.

Waverley Housing is a well established successful locally based organisation. We are overseen by a Board of unpaid volunteers. We are non profit making, based in Hawick, with staff who come from across the Borders. Our staff are committed and enthusiastic and work hard to maintain and improve the services we provide to our tenants.

We are a Registered Social Landlord (RSL), a member of Scottish Federation of Housing Associations and we are a registered Scottish Charity.

The Scottish Social Housing Charter sets out the standards that all social landlords should achieve when providing services and we are required to report on an annual basis how we performed against the standards in the Charter.

The report shows how we have performed in the past year. We also show last year's performance and the Scottish average. This gives you a clear picture of how we performed compared to last year and against the Scottish average.

Waverley Housing has performed well in this past year showing improvement in a number of areas. There are a few areas where we have not done as well as we would have liked. For these areas we have included details which explain why we have not performed so well or what we will do to improve. Waverley Housing performance over the last year compares favourably when benchmarked against the Scottish average and other local RSL's.

I hope you find this report interesting and going forward you have the assurance of the Board that we will continue to maintain and look at ways to improve performance on the delivery of high quality houses and high quality services.



Ronnie Dumma
Chair

Feedback on Tenants Charter Report

We would love to have your views on this report. Please email info@waverley-housing.co.uk

PARTICIPATION

From **563** responses **420** tenants were satisfied with the opportunities given to them to participate in their landlord's decision making processes.



74.6%
2022/23

74.6%
2021/22

85.9%
Scottish Average
2022/23

We are always looking for more tenants to join our Customer Review Panel. The Panel looks to review the services that Waverley provides to our tenants, to make recommendations for improvements to services, and to be part of decision making on a variety of topics from how Waverley allocate it's properties to repairs and maintenance. You could really make a difference by having your views heard. If you are interested in joining other tenants on this Panel or want to hear a bit more about what the Panel does, just contact us.

We also have a Tenants Opinion Panel comprised of tenants who have indicated an interest in receiving policies which we regularly review on a range of subjects like estate management, keeping pets, etc. This Panel does not have meetings but rather draft policies are issued to Panel members to provide an opportunity for members to feedback on policies before they are formally approved by our Board. Please let us know if you would be interested in joining this panel.

COMMUNICATION

Waverley Housing want to make sure we effectively communicate with our tenants and customers. We try to make sure we are accessible at a time that suits you. Here are some of the ways that we communicate with our tenants and other customers:

- On our website, including news and events
- At meetings of various tenant groups
- Our tenant newsletters - 3 per year
- Our annual Tenants Charter Report
- Tenant and Owner Satisfaction Surveys
- On estate walkabouts
- Via consultations, for example changes in our policies affecting tenants
- Annual newsletter to owners who receive our factoring service
- Attendance at events held by other community stakeholders, e.g. Burnfoot and Langlee Carnivals
- Twitter and Facebook - why not join us!

From **563** responses **489** tenants considered we were good at keeping you informed about our services and decisions.



89.9%
2022/23

89.9%
2021/22

89.7%
Scottish Average
2022/23

ACCESS TO SOCIAL HOUSING

1408 lettable homes:

Percentage of our housing stock which became empty and available for relet



8.0%
2022/23

8.5%
2021/22

7.4%
Scottish Average
2022/23

104 homes
were let during
2022/23

14
Existing
Tenants

29
Homeless
Families

61
General
waiting list
Applicants

Average time to relet (in calendar days)

to relet all properties in the last year including low demand properties



16.4
DAYS
2022/23

24.9
DAYS
2021/22

55.6 DAYS
Scottish Average
2022/23

TENANCY SUSTAINMENT

The percentage of new tenants still holding their tenancy after 12 months

Overall
Tenancy
Sustainment

86.9%
2022/23

90.7%
2021/22

91.2%
Scottish Average
2022/23

% Properties
Abandoned

0.7%
2022/23
10 HOMES

0.3%
2021/22
4 HOMES

NEIGHBOURHOOD & COMMUNITY

Complaints Received

Stage 1 Complaints

54 Received
37.0% Upheld
2022/23

55 Received
35.0% Upheld
2021/22

Stage 2 Complaints

11 Received
18.2% Upheld
2022/23

9 Received
0% Upheld
2021/22

% of complaints responded to within timescales

5 working days
(stage 1)

92.6%
2022/23

96.0%
2021/22

95.3%
Scottish Average
2022/23

20 working
days (stage 2)

90.9%
2022/23

89.0%
2021/22

92.5%
Scottish Average
2022/23

Anti-social Behaviour (ASB) & Neighbour Nuisance

ASB cases reported

49
Cases
Reported
2022/23

of which
46
were resolved

ASB cases reported

40
Cases
Reported
2021/22

of which
31
were resolved

From **563** responses, **439** tenants expressed satisfaction with the management of the neighbourhood they live in

78.0%
Tenants
satisfied
2022/23

78.0%
Tenants
satisfied
2021/22

84.3%
Scottish Average
2022/23

VALUE FOR MONEY

From 563 responses, 437 tenants thought the rent for their property represents good value for money



77.6%
2022/23

77.6%
2021/22

81.8%
Scottish Average
2022/23

Rent collected as % of total rent due in the reporting year



99.5%
2022/23

99.6%
2021/22

99.0%
Scottish Average
2022/23

Average weekly rent for 2022/23 was £92.35

RENT & SERVICE CHARGES

% Rent arrears including former tenant arrears



2.7%
2022/23

2.5%
2021/22

6.9%
Scottish Average
2022/23

Welfare Benefits Advisor

192 tenants were assisted during the year 2022/23, and £138,647 was gained in benefits to assist tenants by way of maximising their income. We also assisted tenants with their household utility bills. 75 tenants received a total of £31,213.39 to help clear them of fuel debt and 541 fuel bank vouchers totalling £21,285 were issued, helping 1,057 tenants (734 adults and 327 children).



FINANCES

For further information on Waverley's Financial Accounts, please go to www.waverley-housing.co.uk/Annual-Report-Financial-Statements-2023 or contact us to request a hard copy of these.



HOUSING QUALITY

% of stock meeting the SHQS (The Scottish Housing Quality Standard)



92.2%
2022/23

82.2%
2021/22

79.0%
Scottish Average
2022/23



From **563** responses **419** tenants are satisfied with the quality of their home



74.4%
2022/23

74.4%
2021/22

84.2%
Scottish Average
2022/23



EESSH - Energy Efficiency Standard for Social Housing was launched by the Scottish Government in March 2014. We invested **£135,087** on EESSH works to our stock in 2022/23.



REPAIRS & MAINTENANCE

Medical adaptation requests



24
APPROVED

23
COMPLETED

1
PLACED ON
WAITING LIST

Reactive Repairs carried out in the last year completed Right First Time



98.9%
2022/23

99.3%
2021/22

87.8%
Scottish Average
2022/23

Average length of time (in hours) taken to complete emergency repairs



2.0
HOURS
2022/23

1.8
HOURS
2021/22

4.2
HOURS
Scottish Average
2022/23

Average length of time (in days) taken to complete non-emergency repairs



6.7
DAYS
2022/23

7.7
DAYS
2021/22

8.7
DAYS
Scottish Average
2022/23

REPAIRS & MAINTENANCE

From the repairs completed in 2022-23, 766 tenants were surveyed with 765 expressing satisfaction with our Repairs Service



99.9%
2022/23

100.0%
2021/22

88.0%
Scottish Average
2022/23

PLANNED MAINTENANCE PROGRAMME FOR 2022/23

847 homes received upgrades at a cost of £1,158,456.

This includes cyclical painting to 300 of our properties.

We invested £135,087 on Energy Efficiency Measures.

ITEM	NUMBER OF HOMES
Central Heating: Boilers/Cylinders	25
Central Heating Radiators	27
Bathrooms	64
Kitchens	81
External Doors (Timber and uPVC)	48
Windows	27
Periodic Electrical Inspections and Smoke Alarm Checks/Upgrades	256
External Painting – render, fascias, timber doors, etc.	300
Jedburgh Balcony Works - Cladding of underside of balconies	19

IMPROVEMENTS

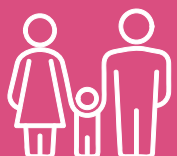
Waverley Housing completed a survey of all our tenants which concluded in March 2022. This data is relevant and used for our return to the Scottish Housing Regulator for 3 years. A total of 571 tenants responded to our survey.

We have performed well over the year in terms of rent collected, void management and repairs but we realise we need to improve our performance in some areas.

Our performance in relation to getting tenants involved and communication is below the Scottish Average. Waverley Housing is committed to work on improving this statistic and are investing in recruiting a dedicated member of staff to focus on this area. This role will look to engage with tenants and residents on our estates to improve the service we deliver to you.

GOING FORWARD

After the successful completion of the 1st phase of demolition of Upper Langlee in December 2022 we are now focussing on the new build element of the regeneration of Upper Langlee. We have recently concluded a tender exercise to appoint a contractor for the 1st phase of the new build and we anticipate that an announcement on the successful contractor will be made in the coming weeks. It is anticipated that the contractor will be on site by the end of 2023. This is a historic time for Waverley Housing as it is our 1st venture into development and we are very excited to see visual progress in the area





PLANNED MAINTENANCE PROGRAMME FOR 2023/24

In addition to the regeneration of Upper Langlee our Planned Maintenance programme is well underway at a budgeted cost of £1,672,000 which includes £600,000 for energy efficiency works. We are carrying out the following improvements to tenant's homes:

ITEM	NUMBER OF HOMES
Central Heating: Boilers/Cylinders	5
Central Heating Radiators	34
Bathrooms	54
Kitchens	80
External Doors (Timber and uPVC)	42
Windows	27
Periodic Electrical Inspections and Smoke Alarm Checks/Upgrades	254
External Painting – render, facias, timber doors, etc.	322

For further information on the Scottish Social Housing Charter go to www.housingregulator.gov.scot/landlord-performance



waverley

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