



# TENANT MATTERS

**BECAUSE OUR TENANTS MATTER TO US**



# KEEPING YOU WARM AND WELL

Waverley Housing is proud to have assisted tenants and have provided to date, over 100 units of equipment to tenants in need of support during the colder months.

The equipment supported by funding received from Scottish Government's Social Housing Fuel Support Fund, and administered by Scottish Federation of Housing Associations through the Borders Housing Network, will keep people warmer and healthier. Helping reduce energy payments and in general improve tenants' wellbeing.

## THE ITEMS INCLUDE

- Heated throws
- Energy efficient bulbs
- Air fryers
- Slow cookers
- Radiator reflector panels
- Thermal curtains

Our Tenant and Community Engagement Assistant, Craig Macdougall, has co-ordinated deliveries to Waverley tenants throughout the Borders.

Craig has been ably assisted by our Modern Apprentice Robbie Philbin & Work Experience placement Catelyn Yallop.



# ***SOME FEEDBACK FROM OUR APPRECIATIVE TENANTS:***

## ***SANDRA IN HAWICK***

Sandra was our very first drop off which kick started the project, and as you can see Sandra, like everyone else was delighted with her heated throw.



## ***SUSAN IN JEDBURGH***

“The electric throw will make all the difference in trying to stay warm”  
Susan was also happy with the draught excluder which will help keep the cold away from her elderly terrier.

## ***PAUL & LORRAINE IN EARLSTON***

Paul & Lorraine said the heated throw will make it so much easier to keep warm and will be less expensive than heating the whole house.  
Lorraine was delighted with the air fryer which she said would help her cook quicker and reduce her cooking costs. We also supplied radiator reflectors, which Paul was going to fit to the walls that afternoon.

## ***MRS THOMSON IN KELSO***

Was so pleased with our delivery of the throw she was wearing the throw before we had even left! Mrs Thomson said “it feels like Christmas has come early”



If you feel you could benefit from receiving some of these items to help you and your family in the colder months, please contact [info@waverley-housing.co.uk](mailto:info@waverley-housing.co.uk) or speak to your Housing Officer.

*Please note not everyone who requests goods will receive them, we have a limited supply.*

# NEW CHIEF EXECUTIVE APPOINTMENT



Waverley Housing is pleased to announce that Paul Scott will be joining the company as its new Chief Executive in March 2024 following the retirement of our current Chief Executive Fraser Kelly.

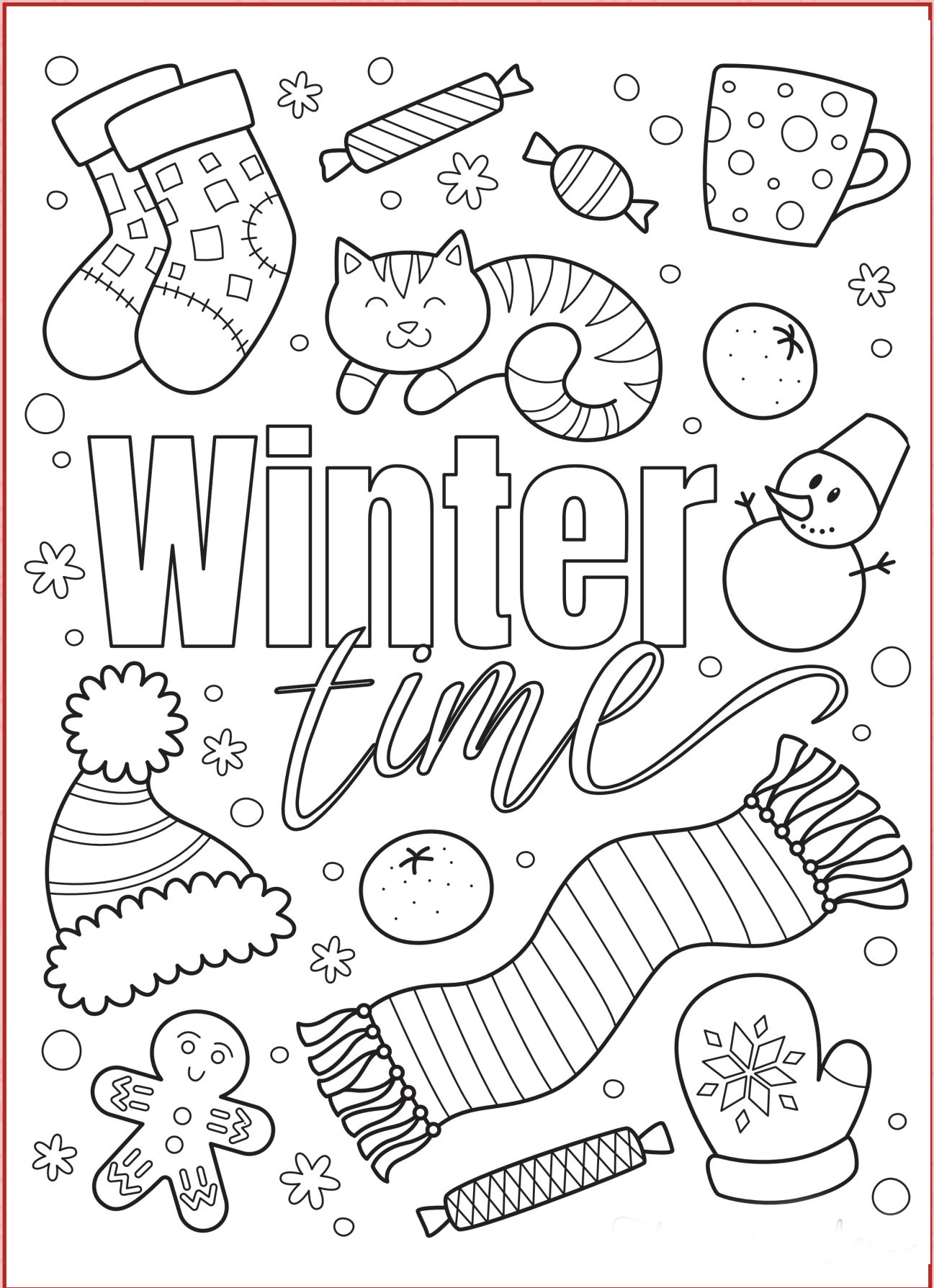
Paul is an experienced housing professional and is currently Director of Operations with Orkney Housing Association. He has a proven track record of improving performance in housing and is committed to continuous service improvement. Paul also currently sits on the Board of CIH Scotland.

Ronnie Dumma, Chair of Waverley Housing said "We are delighted to be welcoming Paul as our new Chief Executive and we are confident that he has the necessary experience and skills to take Waverley forward to meet the challenges facing the housing sector in the Scottish Borders."

Paul said "I am thrilled to be appointed as Waverley Housing's new Chief Executive. Waverley's vision of working together to make a difference along with the values of equality, excellence and engagement are ones I relate to and look for in an organisation.

It is an exciting time to be joining Waverley Housing to lead on delivery of its Business Plan objectives and the current regeneration project of the Upper Langlee estate in Galashiels."

# WINTER COLOURING



# TENANT AND COMMUNITY ENGAGEMENT ASSISTANT



We are delighted to introduce our Tenant and Community Engagement Assistant, Craig Macdougall. Craig has many years' experience working with communities and individuals and has been involved in several projects throughout the Scottish Borders. Many of you will have already met Craig as he has been working hard to deliver the Warm and Well items, to help you keep warm this winter.

Craig's remit is to work with our tenants to ensure that everyone gets the opportunity to have their say in all that Waverley Housing do. He will inform you of the many different ways you can get involved, and of some of the new community-based projects and initiatives which will be taking place in your area.

- 1. Langlee Community Afternoon**, Langlee Primary Galashiels, Jan 19th 2023, to discuss the rent consultation, and the regeneration of the area & allow the community to have a New Year meeting, with exhibitors and representatives from school & local area.
- 2. Howdenburn Court**, mid-January (date to be confirmed) to discuss the appearance of the area, and regeneration of the outdoor spaces.
- 3. Grieve and Blair Avenues**, mid-January (date to be confirmed) to further discuss the outcomes of the December catch up & appearance of the area.

Look out for further details on our social media sites for further information for all the above meetings. If you wish to attend any of them, please contact us at [info@waverley-housing.co.uk](mailto:info@waverley-housing.co.uk), call us on 01450 364200 to speak to Craig, or speak to your Housing Officer.

# ESTATE WALKABOUTS FOR QUARTER 1 – 2024

During the first quarter of 2024, January – April, our staff will be out and about carrying out estate inspections to which you are invited to attend. Please see below the dates, areas and meeting points for the areas we will cover during quarter 1.

If your area isn't included below, don't worry, we will inform you of other areas we will cover throughout the year. Keep an eye on our Social Media and website for further details.

Do come along and let us know what you think is good, or what could be improved on, in your local area. Looking forward to seeing you.

| DATE       | TOWN                | AREA                           | TIME | MEETING PLACE                 |
|------------|---------------------|--------------------------------|------|-------------------------------|
| 14/02/2024 | Galashiels          | Central                        | 10am | Gala Park (Outside Morrisons) |
| 11/03/2024 | Hawick              | Mayfield                       | 10am | Lockiesedge                   |
| 12/03/2024 | Selkirk             | Bannerfield                    | 10am | Entrance to Bannerfield       |
| 13/03/2024 | Jedburgh            | Blair, Grieve & Howden         | 10am | Spar Shop                     |
| 18/03/2024 | Hawick              | Wilson/Fairhurst               | 10am | 1 Wilson Drive                |
| 19/03/2024 | Newtown St Boswells | All                            | 10am | Council Headquarters          |
| 20/03/2024 | Galashiels          | Upper Langlee                  | 10am | Laurel Grove Car Park         |
| 20/03/2024 | Jedburgh            | Howdenburn Court               | 10am | 1 Howdenburn Court            |
| 25/03/2024 | Hawick              | McLagan Drive & Charles Street | 10am | 2 McLagan Drive               |
| 26/03/2024 | Hawick              | West End                       | 10am | Top of Cheviot Road           |
| 27/03/2024 | Galashiels          | Lower Langlee                  | 10am | Langlee Primary School        |
| 27/03/2024 | Kelso               | The Linn                       | 10am | 2 The Linn                    |
| 03/04/2024 | Kelso               | Inchmyre                       | 10am | Health Centre                 |
| 17/04/2024 | Tweedbank           | Tweedbank                      | 10am | Cotgreen Road, Block 9-14     |
| 24/04/2024 | Earlston            | Earlston                       | 10am | Gun Avenue Carpark Area       |

# COMPLAINTS

During the current financial year (April - November 2023) we received a total of 14 complaints. All of these complaints were treated as Stage 1 complaints, with 4 escalating to Stage 2. No complaints were received direct at Stage 2.

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             | 14                   |            | 4                    |            |
| Responded to in full                   | 14                   | 100%       | 4                    | 100%       |
| Upheld                                 | 2                    | 14%        | 1                    | 25%        |
| Partially Upheld                       | 2                    | 14%        | 1                    | 25%        |
| Not Upheld                             | 10                   | 72%        | 2                    | 50%        |
| Resolved                               | N/A                  |            | N/A                  |            |
| Complaint Open/Response Outstanding    | N/A                  |            | N/A                  |            |
| Responded to within SPSO time-scales   | 14                   | 100%       | 4                    | 100%       |
| Average timescale to respond (in days) | 2.5 Days             |            | 8 Days               |            |

## TRENDS AND LEARNING FROM COMPLAINTS

### YOU SAID

Contractor repair wasn't completed on time and this was not picked up by Waverley Housing

### WE DID

Changed our process to identify quicker where contractor jobs are running close to deadline dates in order that we can take appropriate action

### YOU SAID

Communication received in relation to planned maintenance works did not make it clear what was required by tenant in preparation

### WE DID

Amended our letters to outline tenant requirements in relation to planned maintenance works



# WINTER RECIPE

## WINTER VEGETABLE & LENTIL SOUP

When it's cold outside, treat yourself to a healthy homemade vegetable soup, packed with immunity-supporting vitamin C and four of your 5-a-day.



| kcal | fat | saturates | carbs | sugars | fibre | protein | salt |
|------|-----|-----------|-------|--------|-------|---------|------|
| 264  | 3g  | 1g        | 37g   | 11g    | 13g   | 16g     | 0.4g |

| INGREDIENTS  | METHOD  |
|--|---|
| <ul style="list-style-type: none"><li>• 85g dried red lentils</li><li>• 2 carrots, quartered lengthways then diced</li><li>• 3 sticks celery, sliced</li><li>• 2 small leeks, sliced</li><li>• 2 tbsp tomato purée</li><li>• 1 tbsp fresh thyme leaves</li><li>• 3 large garlic cloves, chopped</li><li>• 1 tbsp vegetable bouillon powder</li><li>• 1 heaped tsp ground coriander</li></ul> | <p><b>STEP 1</b><br/>Tip all the ingredients into a large pan. Pour over 1½ litres boiling water, then stir well.</p> <p><b>STEP 2</b><br/>Cover and leave to simmer for 30 mins until the vegetables and lentils are tender.</p> <p><b>STEP 3</b><br/>Ladle into bowls and eat straight away, or if you like a really thick texture, blitz a third of the soup with a hand blender or in a food processor.</p> |

## Christmas Holidays

Waverley Housing will be closed from Friday 22nd December 2023 until Tuesday 2nd January 2024

For emergency repairs during this time please call 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).

# CORONAVIRUS IN SCOTLAND

There are no COVID-19 rules or restrictions in Scotland. We are now living with COVID-19 as one of a number of respiratory infections. The latest coronavirus (COVID-19) guidance from NHS Scotland and the Scottish Government, including what to do if you have symptoms and information on treatments available can be found under this link:



[www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19/](http://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19/)

## OPEN SESSIONS FOR RENT CONSULTATION

Included with this newsletter is our annual rent consultation. We value your opinion on the proposed rent increase and we will be holding open sessions which you can attend to discuss the rent increase. Details of these are noted below, you can attend any of the sessions. If you are unable to attend and you wish to discuss the consultation with a member of our team, please contact us on 0800 104105.

| DATE                           | TIME              | LOCATION  |
|--------------------------------|-------------------|---|
| Monday 8th<br>January 2024     | 10-11am and 2-3pm | Waverley Housing,<br>51 North Bridge Street, Hawick |
| Wednesday 10th<br>January 2024 | 1-4pm             | Kelso Bowling Club,<br>Bowmont Street, Kelso        |
| Friday 19th<br>January 2024    | 1-3pm             | Langlee Primary School,<br>Galashiels               |

# FROZEN CONDENSATE

## **BOILER NOT WORKING IN FREEZING TEMPERATURES?**

If your boiler has stopped working in freezing temperatures, then there is a good chance that your condensate pipe has frozen. Luckily, this isn't a big problem and it can be easily resolved yourself without the need for an engineer. This page will provide you with all the information needed to help you defrost your condensate pipe.

## **HOW DO I KNOW IF THE CONDENSATE PIPE IS FROZEN?**

If part of your condensate pipework is outside and does freeze during a prolonged period of very cold weather, you might hear a gurgling noise coming from the boiler and if your boiler has a digital display, you may see an 'EA' error code too. There's no need to worry if your condensate pipe freezes. You can usually thaw it safely without the need to call an installer or engineer.

## **WHAT IS A CONDENSATE PIPE?**

Condensing boilers require an additional pipe to be fitted to carry away waste water that forms as a result of the normal condensing process. This is called the condensate pipe, it is normally plastic and runs from the boiler to a household drainage system or soakaway outside.

Evidence of condensed water running through the condensate pipe is an indication that your boiler is working normally.



## **WHERE IS THE CONDENSATE PIPE?**

The condensate pipe runs from the boiler to a suitable existing waste pipe system, or external drain pipe. If it is connected to an external drain pipe, it will be found outside your property leading out from your boiler. Prolonged periods of freezing weather can cause this pipe to freeze, affecting the operation of the boiler.

For more information please visit [www.worcester-bosch.co.uk/heating-advice](http://www.worcester-bosch.co.uk/heating-advice)



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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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