

Community Engagement Action Plan 2024/2025

Area of Engagement	Action	Planned Outcomes
Customer Review Panel (CRP)	<p>To continue to provide administrative support to the CRP at their scheduled meetings and seek to recruit new members to the Panel.</p> <p>To agree further areas for scrutiny for the CRP to examine.</p>	<p>CRP will carry out a scrutiny exercise every 3 months. Areas to scrutinise to be confirmed.</p> <p>CRP/Tenant Opinion Panel (TOP) would like to look at repairs and voids as their next review of our policies.</p> <p>Tenant & Community Engagement Assistant (TCEA) will continue to recruit new members to this panel.</p>
Tenants Opinion Panel (TOP)	To continue to circulate relevant policies and procedures to resident groups, CRP and TOP members for comment.	<p>TCEA will continue to recruit new members to this panel.</p> <p>There is a crossover between TOP and CRP; the tenants recruited to date are keen to get involved in both CRP and TOP.</p> <p>Will continue to offer a choice of participation to our tenants and for them to choose the areas they wish to get involved in. It may result in some tenants joining both groups, but only participate in some of the activities for each area depending on their other personal commitments.</p> <p>CRP/TOP would like to look at repairs and voids as their next review of our policies.</p>
Tenant and Resident Groups	Support existing tenant and resident groups and look to establish additional groups.	<p>To continue to maintain contact with the Langlee Residents Association (LRA) and to support them as and when required.</p> <p>To encourage setting up of other tenant and resident groups.</p> <p>Two estates have been highlighted to focus on in 2024-25: Howdenburn Court, Jedburgh. Stonefield/Liddesdale, Hawick.</p>
Scottish Social Housing Charter	To assist in the preparation of the 2023/24 Tenants' Charter Report.	The CRP will be consulted on the content and format of this Report to allow approval by the Board and issue to tenants by 31 October 2024.

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Rent and service charge increase proposals 2025/26	To consult with all tenants regarding proposals for rent and service charge increases for 2025/26.	January 2025 – feedback from this consultation will be considered by the Board before a final decision is made on any rent and service charges to apply in 2025/26.
Handbooks/ Policies	To undertake consultation on relevant policies with tenants as appropriate.	<p>Corporate Services Handbook due for review June 2024, consultation on tenant specific areas to commence April 2024.</p> <p>Property Services Handbook due for review September 2024, consultation to commence July 2024.</p>
Estate Walkabouts	Estate Walkabouts will continue and these are advertised in newsletters, and through website and social media.	<p>Estate walkabouts to continue to cover all areas where WH have stock. Board members and tenant group members to be invited to attend.</p> <p>TOP/CRP members have expressed an interest in attending these sessions, invitation will be extended to members.</p>
Community Participation	To undertake joint working on our estates with other statutory and voluntary agencies, plus local tenants, and residents.	<p>To ensure that estates are desirable and thriving communities for all to live in.</p> <p>We are at present working with several agencies involved in setting up of community gardens, getting the community involved in adult groups such as the ‘Sheds’ who are involved in their own local projects including adult mental health and wellbeing.</p>
Community Engagement	<p>Promote and attend local community events</p> <p>Community Events</p>	<p>Staff will attend the Burnfoot Carnival which assist in promoting Waverley’s presence in a community where Waverley own a large number of properties. Unfortunately the Langlee carnival has been mothballed due to lack of funding.</p> <p>Facilitate and attend drop-in sessions to promote Waverley services i.e. welfare benefit advice; cost of living support, energy efficiency, etc.</p> <p>Consideration will be given to selecting suitable projects in the local community which staff could volunteer to assist with. To link in with community benefit projects involving the new build contractor.</p> <p>To grow/develop the Waverley Housing Making Memories project and seek future funding for this – perhaps establish a Benevolent Fund, sponsor.</p>

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Communication	<p>Produce tri-annual Tenants Newsletters.</p> <p>Produce an annual Owners Newsletter.</p> <p>Social Media.</p>	<p>Newsletters provide an important means of delivering relevant information to tenants and we will review the information we are providing to check that it is still relevant.</p> <p>This provides us with a specific means of communicating directly with owners who receive a Factoring service from the Company.</p> <p>Facebook and X (Twitter) is a quicker means for the Company to share information with our customers and we will continue to use this as an effective means of communication. The WH Comms group are reviewing other areas of communication that would benefit the Tenants ie Instagram.</p>
Consultations	To consult with tenants, owners and applicants when appropriate.	During the year there may be opportunities for consultation exercises to be carried out e.g. in relation to any future options for our housing stock in Upper Langlee; feu area repairs and maintenance etc.
Networking	<p>Attend national Tenant Conferences</p> <p>Liaising with the other Borders RSLs to explore joint working.</p>	<p>To network with other organisations throughout Scotland, and learn best practice from them, as well as share our own good work. This allows us to keep abreast with all current legislation relating to housing and tenants. This would involve staff attending, plus tenant attendance.</p> <p>Working with other Border RSLs to consider events that link in with their tenants.</p>