

TENANT MATTERS

BECAUSE OUR TENANTS MATTER TO US



waverley
housing

JUNE 2024

A FEW WORDS FROM OUR NEW CHIEF EXECUTIVE PAUL SCOTT



I am absolutely delighted to be joining Waverley Housing, and looking forward to working with everyone as we embark on this next chapter. It is an exciting time in terms of shaping Waverley's future, as we start our first venture into new build development. I take over an organisation that is in great shape, thanks to the fantastic work of Fraser Kelly.

I know how passionate the Board, the management team and all staff at Waverley are about delivering for its customers. That will remain a key focus for myself. I am moving on from Orkney Housing Association, a great organisation with brilliant people, where tenants were central to everything they did.

My working career began at Falkirk Council in 2003 where I held a variety of housing management posts until I left in 2015. During that time, I studied part-time at Stirling University and graduated in 2015 with my MSc in Housing Studies. Since then, I've worked with a small RSL in Perth and managed the Homeless Service for Dumfries and Galloway Council. Prior to joining Waverley I worked for Orkney Housing Association from 2018 until 2024. Firstly, as Head of Housing and latterly as the Director of Operations.

In my first few months I am keen to get to know not only our board members and staff but also you, our tenants, and residents. I am aware that many of you will be experiencing financial pressures from the Cost-of-Living crisis, and I am keen to get out and about in the communities that we serve. That will help us continue to look at new and innovative ways that we can support you and your communities in the future.

DEVELOPMENT UPDATE



Work has begun on our first ever new build development at Upper Langlee, Galashiels. The regeneration of the estate started back in 2020 with the refurbishment of 68 properties on the estate. In 2022 demolition works were successfully carried out that allowed us to start constructing 25 new properties that will be completed by April 2025. Keep an eye on our Facebook page and website for further updates.



IT'S TIME FOR YOU TO START "MAKING MEMORIES"

Waverley are excited to launch a new project which is open to all our Waverley Families.

Supported by the SBC Holiday Provision Fund, we are aiming to provide experiences to as many families as possible.

We have partnered with the local attractions below to provide memorable and unforgettable days out across the Borders. Fantastic experiences for Children and Adults alike, with a mix of indoor and outdoor venues.

Choose from diving into pools and ball pits, or delving into historic houses and Belgian waffles. From adventure playgrounds to popcorn and films, from feeding animals to walks and witches.

There are family passes to visit unique attractions and create core memories for the whole family.

To register your interest for the attraction of your choice contact:

memories@waverley-housing.co.uk or call 01450 364200





We aim to provide an excellent service at all times but recognise that there may be occasions when people are not happy with something we have done or failed to do. If you are unhappy with the level of service we have provided please let us know so that we can consider your comments and resolve the problem as quickly as possible.

If you wish to make a complaint about a service you have received there are 2 stages involved:

Frontline Resolution (Stage 1): Contact the person with whom you were dealing and see if it can be sorted out informally.

Investigation (Stage 2): This is for complaints that have not been resolved at Stage 1 or are complex and require further investigation.

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO can be contacted at www.spsso.org.uk or 0800 377 7330

Our Complaints Handling Procedure is available on the website or from the office on request.

SCOTTISH HOUSING REGULATOR

The Scottish Housing Regulator is an independent regulator of Registered Social Landlords (RSLs) and local authority housing services in Scotland. They were established on 01 April 2011 under the Housing (Scotland) Act 2010, and have one statutory objective, to:



Scottish Housing
Regulator

“Safeguard and promote the interests of current and future tenants of social landlords, people who are or may become homeless, and people who use housing services provided by registered social landlords (RSLs) and local authorities”.

They regulate social landlords to protect the interests of people who receive services from them. They do this by assessing and reporting:

- How social landlords are performing their housing services;
- RSLs financial well-being
- RSLs standards of governance.

Further information on the Regulator can be found on their website:
www.housingregulator.gov.scot/

WAVERLEY COLOUR COMPETITION AT LANGLEE PRIMARY SCHOOL

Following on from our fantastic community afternoon in the School hall, Langlee Primary school took part in a fun colouring competition which saw the pupils dream up wild and wonderful cartoon Waverley houses!

We had some superb entries, with all manner of colours and designs, from ELC to 10 and 11 year olds, we were overwhelmed by the number of entries.

With the fantastic response to the competition our judging panel were set a very tough task of selecting class winners, an even more difficult job was picking an overall favourite. After much deliberation, the overall winner was agreed to be - Isla Harkness age 8, and her house called Jerry!!

Our judges liked the clinker style slated roof, the shaker design wood tiled cladding to the walls, but most of all the sparkly eyes! When Isla leaves high school there is a design job waiting at Waverley for her.

We wanted to thank the class teachers for their support in running the competition and most importantly all the pupils who took part and put in such great efforts.

The photo shows Waverley's Tenant and Community Assistant, Craig Macdougall presenting the winners with their prizes.

Special mention goes to Kai in P4, whose "alternative" entry was the favourite of our departing CEO Fraser Kelly.



TENANT SCRUTINY PANEL

Do you want to review our services and work with our staff to improve your community? Why not join our Tenant Scrutiny Panel to meet with like-minded people who are keen to make a difference and help us improve the way we deliver our services to our tenants and residents.

In February 2024 our 8 panel members met to review how we handle complaints. During the meeting we had representation from Hawick, Selkirk, Galashiels and Kelso. We would love to hear from anyone in Jedburgh, Earlston and Newtown for future meetings.

The Panels main aim is to ensure Waverley Housing is providing a quality service that offers tenants value for money. We realise there is always room for improvement, and we actively encourage tenants suggestions on how we can make things better.

We are thankful to the Tenant Scrutiny Panel for the valuable contribution it makes. If you feel that you could offer some of your time each month and would be interested in joining our Tenant Scrutiny Panel - we would love to hear from you!

To find out more about Tenant Scrutiny and how you can get involved in shaping our services, please contact Craig MacDougall on 01450 364200, or info@waverley-housing.co.uk.

COMPLAINTS REPORT APRIL 2023 - MARCH 2024



WE RECEIVED
14
STAGE 1 COMPLAINTS



4
COMPLAINTS WERE
ESCALATED TO STAGE 2



100%
OF COMPLAINTS
RESPONDED TO
WITHIN TIME-SCALES



1
COMPLAINT
RECEIVED DIRECTLY
AT STAGE 2



3
STAGE 1 COMPLAINTS
WERE UPHEALD



1
STAGE 2
COMPLAINT WAS
UPHELD

GARDENS OF WAVERLEY

We are looking for the best Waverley gardens in 2024.

So whether you're proud of your patch, have blooming baskets, gigantic greens, marvellous melons, a luscious lawn or superb spuds we want to see them!

It's time to dig out your gardening gloves, grab your watering can and bloom into action.



To enter your garden for any of the categories, or to nominate a neighbour for a certificate contact us on memories@waverley-housing.co.uk or call 01450 364200

GARDEN COMPETITION

There are three Adult categories to choose from:

- Best garden – Does your garden have the 'wow' factor? We will be looking for a variety of plants in different colours and shapes, and ornaments used to good effect.
- Best small creative and alternate garden – Even in the smallest outdoor space, we want to see the creative ways you have been growing. Whether that is in your house, flat, balcony or garden in pots and planters.
- Most Improved garden – Starting from nothing, or clearing a jungle! Take a before photo and then a photo after your hard work and effort has transformed the space into something blooming marvellous.

WE HAVEN'T FORGOTTEN OUR YOUNG GREEN FINGERED FRIENDS, THERE ARE CHILDREN'S COMPETITIONS FOR ALL AGES:

- Plot on a plate – Make a miniature garden on a plate, other base, or plant pot using items in and around your home. The base must measure no more than 30 cm. Prizes will be awarded for ages 8-12 years.
- Garden colouring competition – Our youngest gardeners have the chance to enter our colouring contest. We want bright vibrant colours and ideas with great imagination. Prizes for ages 7 and Under.

GARDENS OF DISTINCTION - NOMINATE A NEIGHBOUR

Does someone in your area have a great garden - Throughout the Spring and Summer, Waverley will be out and about looking for our Gardens of Distinction and we want you to help.

There will be Certificates presented and a small reward for anyone who receives the nomination for a garden certificate.

These can be awarded by our tradesmen, property and housing officers, board members and most importantly our neighbours.

Your photos and presentations will be shared on our social media and on a gallery of garden distinction on our website.

To enter your garden for any of the categories, or to nominate a neighbour for a certificate contact us on memories@waverley-housing.co.uk or call **01450 364200**



WE ARE GOING DIGITAL!



Over the last few years the cost of printing and distribution has increased significantly and therefore we have taken the decision that our newsletters will be digital only going forward.

These will be available on our social media pages and our website for you to download.

However if you would like a printed copy of our newsletters please contact us on

Tel: 01450 364200 or
email: info@waverley-housing.co.uk

TENANT SPOTLIGHT

Our Tenant Engagement Assistant Craig Macdougall recently shone the spotlight on one of our talented tenants, who is certainly marching to her own beat.

Our aim is to make this a regular feature, where we can share achievements of our extended Waverley family and celebrate the outstanding diversity within our area. (Let us know if you'd like to be featured via info@waverley-housing.co.uk)

Craig met with Tanya who is a Waverley Tenant in Hawick, is studying for a BA/Honours in Business Management and HR with Napier University, and is currently in her 4th year. But in her other life she plays the Tenor and snare drums with Hawick Scout Pipe Band, and also drums with other national Pipe Band organisations.



WHEN DID YOU START DRUMMING

I joined the Scout Pipe band (in Hawick) when I was 16 and have played with the band at events and displays all over the Borders and further afield.

So I've been playing for 8 years and feel I've picked up great experience, and I love being involved both with the youngsters and the older more experienced members of the band. There are kids who are 8 or 9, and adults in their 70s who all mix together.

WHERE IS THE MOST EXCITING PLACE YOUR HOBBY HAS TAKEN YOU

We play at all sorts of carnivals, concerts, festivals and common ridings. But I really enjoy being part of the torchlight procession in Edinburgh at New Year, and playing at the Reivers festival. We play at Christmas events and processions which are always good fun.

A real highlight was a trip I took with my other band when we played in Stornoway, we had to leave in the middle of the night, and took the 3am ferry out of Ullapool all the way to the Outer Hebrides, it was amazing and luckily much less rough than we expected!



DO YOU HAVE A BASE AND WHEN DO YOU MEET UP (ASKED ON BEHALF OF TANYAS NEIGHBOURS!!!)

Our band practice nights are Monday evenings for Pipers, and Thursdays for Drummers, with a slot for the beginners who get included earlier on the Thursday evenings. We meet in our practice hall at Union Street in Hawick, which has recently been fully refurbished.

DO YOU BUY YOUR OWN KIT

The band does lots of fundraising and makes a big effort to get involved in local events, we sometimes get paid to play at bigger festivals, private parties and other occasions. Because of this all our band equipment (whether pipes or drums) is provided to the musicians, and is stored in the band hall, also the full Tartan regalia of kilts and jackets is provided to us as members of the band.

WHAT ARE YOUR PERSONAL HIGHLIGHTS

There have been loads of great memories already, but getting to travel all over Scotland with my different band mates is amazing. A real highlight is when we get to play as part of a massed Pipe Band display, the atmosphere is electric.

But the most personal highlight was getting the honour of laying a remembrance wreath at the Hawick War memorial – it was really moving and emotional.



WHAT WOULD YOU SAY TO OTHER TENANTS READING THIS, AND THINKING OF TAKING UP YOUR HOBBY



Go for it – give it a go. Its not just pipes and there are folk of all ages. They are really welcoming and you can try all the different parts of being in the band, snare drum, tenor drum, base drum, chanter and full pipes. They all need different skills and there is something for everyone.

I help instruct some of the new drummers, on both the Snare and Tenor drums, and its really good being able to help pass on skills I've learned. It's a great way to make new friends and meet people. Plus you get to try it out for free.

The band are recruiting for new members – whether you are a total beginner or a more experienced player, they can be contacted on 01450-374383 for more information, a trial visit is recommended. Any new prospective members are welcome to drop in unannounced on band nights.

All of Waverley wishes Tanya well in her studies, we are sure you won't miss a beat. We look forward to hearing about your future Pipe band adventures, stick in, and don't forget to touch base.

ESTATE WALKABOUTS



As Summer approaches and we all look forward to warmer and drier weather, the final Spring Waverley Walkabout has been completed.

Through sleet in Selkirk, hale in Hawick and gales in Galashiels we have pushed on through all conditions. (We even had sun in St Boswells!!).

Our community team & Waverley board members, joined by Community Councillors and our colleagues at SBHA - have been out and about meeting Waverley Tenants and the wider community.

These events have given our tenants the opportunity to engage with Waverley on site, to both let us know about - and show us in person - any issues which need inspected & addressed.

They have also provided an opening to discuss possible improvements to our tenants local communities.

As well as identifying any areas you feel could be improved, and offer you the chance to help us come up with solutions together.

We would love to meet you on one of our future walks.

HELP WITH YOUR ENERGY BILLS!

Are you struggling to keep up with your electric and gas bills? If so then we might be able to help you. The Scottish Government provides funding through different sources for people regardless of what type of meter you have.

We might be able to provide you with a pre-payment voucher or help you access funds to put towards your energy bill.

That's not all though. We can also provide you with advice and support around energy costs, metering issues whilst also providing you with energy saving items such as low energy light bulbs, air fryers, thermal lined curtains and draught excluders.

For further information get in touch with the office on 01450 364200 or via info@waverley-housing.co.uk.



COST OF LIVING SUPPORT

SCOTTISH WELFARE FUND

The Scottish Welfare fund is administered by Scottish Borders Council and may provide support if you are on benefits or a low income, there are two separate funds.



- Crisis Grants – These are available to support you if you have an immediate crisis and have no access to their support.
- Community Care Grants are available to support you if you meet certain criteria to help you settle in the community.

Further information is on Scottish Borders Council website www.scotborders.gov.uk

SCOTTISH SOCIAL SECURITY

Many benefits are now devolved and administered by Social Security Scotland along with providing support for families with children, on certain benefits or low income through Scottish Child Payment.



Further details can be found on the Social Security Scotland website www.socialsecurity.gov.scot

LEAP (LOCAL ENERGY ADVICE PARTNERSHIP) APPLIANCES



LEAP Appliances is an initiative to support fuel poor and vulnerable households through the replacement of old, inefficient fridges, freezers, fridge-freezers, washing machines, and electric cookers, with modern, efficient alternatives. Please note they are unable to replace gas cookers.

To access the appliance scheme, you must have received a visit from a LEAP Energy Advice Service representative, during which your eligibility and suitability for appliance replacements will be established.

Please note: LEAP appliances is a replacement scheme. Applicants must have an appliance to replace. They may need you to move your current appliances for them to make the appropriate checks. Their energy advisors are not allowed to move the appliances for you. To find out all you need to know and if you are eligible to apply please visit - LEAP Appliances & Energy Efficient White Goods | LEAP (applyforleap.org.uk).

If you have any issues with contacting them, please speak to your Housing Officer or contact our Welfare Benefits Advisor on 01450 364200, or email info@waverley-housing.co.uk.

REACTIVE REPAIRS TIME-SCALES

REPAIRS CATEGORY	TIME-SCALE	DEFINITION
Emergency repairs	Within 4 hours to make safe	Repairs which are the landlord's responsibility and if left unattended would constitute a danger to life or limb or result in immediate serious damage to the fabric of the property, example being burst pipes or loss of power etc.
Urgent repairs	Within 3 working days of notification	Repairs that if left unattended for a lengthy period would unacceptably infringe or interfere with the normal occupancy and use of the property and would cause an adverse effect on the fabric of the building, for example, partial loss of water, individual electrical faults.
Routine repairs	Within 10 working days of notification	Repairs that can reasonably wait a period of time to be addressed without causing a significant inconvenience to the tenant. Examples are repairs to internal joinery, routine plumbing and electrical work.

RIGHT TO REPAIR

Tenants have a right to have small urgent repairs up to the value of £350 carried out by us within a given time-scale. The repairs covered under the Right to Repair scheme are known as 'qualifying' repairs. If a tenant reports one of these types of repair, the work must be completed within the maximum time stated as long as they can provide suitable access to the workman.



Failure to complete a repair within the maximum time allowed shall entitle tenants to £15 in compensation for the first working day over, plus £3 for each additional working day on which the repair has not been completed, up to a maximum of £100. The scheme also allows tenants the right to instruct an alternative contractor to do the work and send the bill to us provided that:

- The work was not completed by us within the maximum time allowed.
- Tenants have complied with access arrangements.
- Tenants contact us to advise us of the failure to complete the work before instructing an alternative contractor.
- Tenants have selected a contractor on our Approved Contractor list.
- The cost of any single qualifying repair does not exceed £350.

If an alternative contractor is instructed and the above conditions are not met tenants may be recharged the cost of the repair.

Download our Right to Repair leaflet or for further information see our Repair Response Time-scales page or read our Property Maintenance Policy.

[Right to Repair Leaflet](#)
[Right to Repair Regulations](#)
[Property Maintenance Policy](#)



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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/

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