

Community Engagement Action Plan 2025/2026

Area of Engagement	Activity	Responsible Person(s)	Timescale	Planned Outcomes
Tenant Review Team (TRT)	To continue to provide administrative support to the TRT at their scheduled meetings and seek to recruit new members to the Panel.	Head of Housing (HoH), TRT Members & Tenant & Community Engagement Assistant (TCEA)	Ongoing 25/26	TRT will carry out a scrutiny exercise every 3 months. Areas to scrutinise include relevant areas of the Operational Business Plan related to housing and property services.
	To agree further areas for scrutiny for the TRT to examine.		June 25	June 2025: TRT/Tenant Opinion Panel (TOP) will help develop a Waverley Occupation and Termination Standard for wider tenant consultation.
			Ongoing 25/26	TCEA will continue to recruit new members to this panel.
Tenants Opinion Panel (TOP)	To continue to circulate relevant policies and procedures to resident groups, TRT and TOP members for comment.	TCEA	Ongoing 25/26	TCEA will continue to recruit new members to this panel.
			Aug 25	There is a crossover between TOP and TRT; the tenants recruited to date are keen to get involved in both groups. Review combining both groups under the TRT banner We will continue to offer a choice of participation to our tenants and for them to choose the areas they wish to get involved in and only participate in some of the activities for each area depending on their other personal commitments.

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Tenant and Resident Groups	Support existing tenant, resident and community groups and look to establish additional groups if relevant.	TCEA & Housing Officers (HO)	Ongoing 25/26 As required throughout 25/26 Ongoing 25/26	To continue to maintain contact with the Langlee Residents Association (LRA) and to support them as and when required. To encourage setting up of other tenant/ resident groups or working groups, if appropriate. Three estates have been highlighted to focus on in 2025-26: Howdenburn Court /Grieve Avenue, Jedburgh. Stonefield/Liddesdale, Hawick Burnfoot Hawick
Rent and service charge increase proposals 2026/27	To consult with all tenants regarding proposals for rent and service charge increases for 2026/27.	Ops Director, HoH, Senior HO & TRT	Nov-Jan 25/26	November 2025: consider options to better engage with tenants. 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 2026/27.
Estate Walkabouts	Estate Walkabouts will continue and these are advertised in newsletters, and through website and social media.	TCEA, HOs	May to Oct 25	Estate walkabouts to continue to cover areas where WH have stock. Board members, tenants, residents and if relevant, other RSLs will be invited to attend.

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Community Participation – Making a Great Sustainable Community Contribution	To undertake joint working on our estates with other stakeholders and agencies, plus tenants, and residents.	HoH, TCEA & HO	Ongoing 25/26	<p>To ensure that estates are desirable and thriving communities for all to live in.</p> <p>Currently 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> <p>Explore opportunities for collaborative working with local community groups to identify where we can make a difference and help improve our communities.</p> <p>Staff will work with SBC and RSL partners to ensure that our communities are safer and address the impact of anti-social behaviour in identified hot spot areas.</p>
Consultations	To consult with tenants, owners and applicants when appropriate.	HoH, TRT & TCEA	Between Q2 & Q3 25/26	<p>During the year consultation exercises to be carried out with TRT and wider customers (applicants, tenants or factored owners).</p> <ul style="list-style-type: none"> • Allocations • ASB • Void & Occupation Standard
Surveys	To gather satisfaction levels from our tenants	TCEA	Ongoing 25/26 reported quarterly	<p>This includes satisfaction on welfare benefit advice, repairs, planned maintenance and our re-let standard. Owners Survey due Autumn 2025.</p>

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Community Engagement	Promote and attend local community events	TCEA, Welfare Benefits Advisor (WBA), HO	Summer 25	Summer 2025: staff will attend relevant local events such as the Burnfoot and Langlee Carnivals which will promote Waverley's presence in communities where Waverley operate.
	Drop-in Sessions	TCEA, WBA, HO & PS Staff	Ongoing 25/26	Facilitate and attend drop-in sessions to promote Waverley services i.e. welfare benefit advice; cost of living support, energy efficiency, etc.
	Community Events	TCEA, WBA & HO	Ongoing 25/26	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 our contractors.
	Making Memories	TCEA	Ongoing 25/26	To grow/develop the Waverley Housing Making Memories project and seek future funding for this.

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Communication	Produce Tenants Newsletters.	TCEA – feed into existing newsletter	Ongoing 25/26	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.
	Produce an annual Owners Newsletter.	Ops Director/TCEA	Nov 25	November 2025: this provides us with a specific means of communicating directly with owners who receive a Factoring service from the Company.
	Enhance our Digital Communication Options	TCEA	Ongoing 25/26	Social Media 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. Look to review other areas of communication that would benefit the tenants i.e. Instagram.
			Nov/Dec 25	Assist tenants to become more digitally enabled to enhance our service to them and identify opportunities to raise awareness and deliver session and awareness raising to correspond with our tenant portal as part of the IT review
Networking	Attend relevant conferences	All staff	Ongoing 25/26	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.
	Liaise with the other Borders RSLs to explore joint working.	All staff	Ongoing 25/26	Working with other Border RSLs to consider events that link in with their tenants.