



TENANTS CHARTER REPORT

How did we perform in 2021/22?

www.waverley-housing.co.uk

Dear Tenants

As we move to the end of the Covid19 pandemic, which has been challenging for us all, Waverley has continued to work with our tenants to provide good housing and high-quality services.

Our main activity is housing management which includes letting, improving and maintaining houses, managing the estates you live in and being actively involved in supporting tenants. We run our own repairs service which allows us to help you keep your home in good condition. You can tell us about faults that need attention and we will fix them as soon as we can. We provide a similar service for tenants of other Registered Social Landlords (RSLs) in the Borders and to Scottish Borders Council.

Waverley is a well-established successful locally-based organisation. We are overseen by a Board of unpaid volunteers. We are non-profit-making and as well as being a registered social landlord and a member of the Scottish Federation of Housing Associations, we are a Scottish Charity. We are a significant local employer and while based in Hawick, our staff come from across the Borders. We try to source materials locally and where we have to use external contractors, we try to get the best deals for you.

The Scottish Social Housing Charter sets out the standards that all social landlords should achieve when providing services and each year we are required to report on how we performed against the Charter. This year we have improved in some areas, remained about the same in others and there are some where we have not done as well as we would have liked. We are including details which explain, for those areas where we might have done better, why we have not performed so well or what we will do to improve. This report shows you our performance set beside last year's and the Scottish average, to help give you a clearer picture.

I hope you find this report interesting and relevant and I assure you that we will maintain our commitment to delivering high-quality homes and services.



A handwritten signature in black ink, appearing to read 'David Gordon', written in a cursive style.

David Gordon
Chair

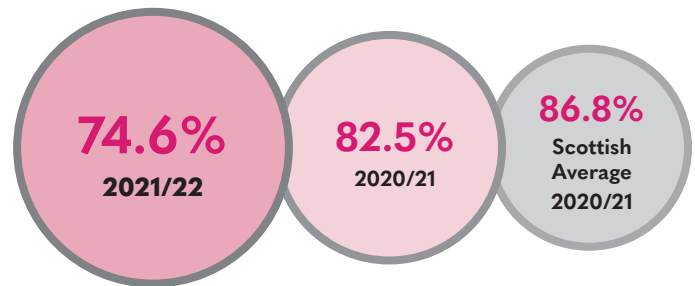
Feedback on Tenants Charter Report

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



Our performance in relation to getting tenants involved and communication has decreased and this is something we want to focus on to improve in the upcoming year.

We are always looking for more tenants to join our **Customer Review Panel**. The Panel looks to review the services that Waverley provides to its 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.

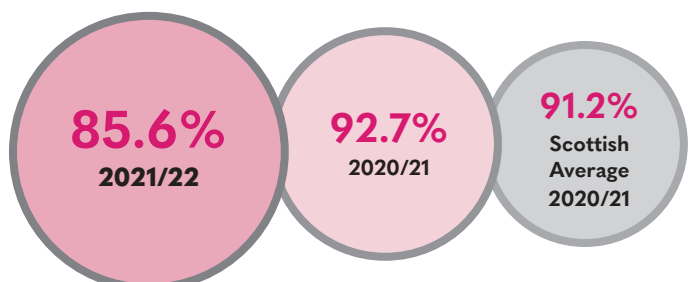
We also have a Tenants Opinion Panel comprised of tenants who have indicated an interest in receiving policies which we regularly review on a range of subjects like estate management, keeping pets, etc. This Panel does not have meetings but rather draft policies are issued to Panel members to provide 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

Here are some of the ways that we communicate with our tenants and other customers:

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

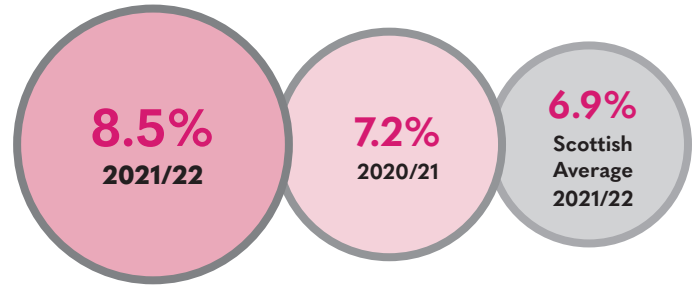
From **571** responses **489** tenants considered we were good at keeping you informed about our services and decisions



ACCESS TO SOCIAL HOUSING

1410 lettable homes:

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

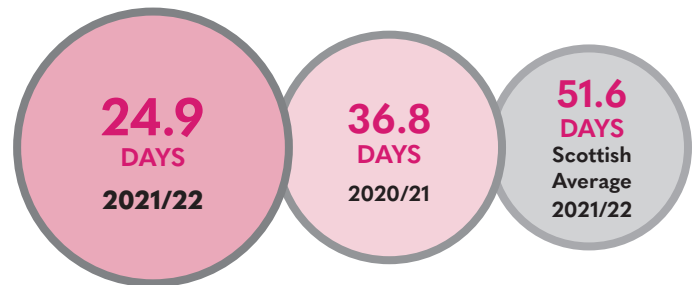


122 homes were let



Average time to relet

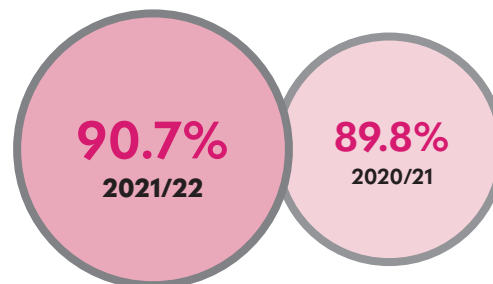
(in calendar days) to relet all properties in the last year including low demand properties



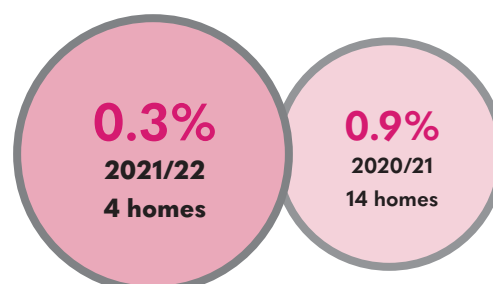
TENANCY SUSTAINMENT

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

Overall Tenancy Sustainment



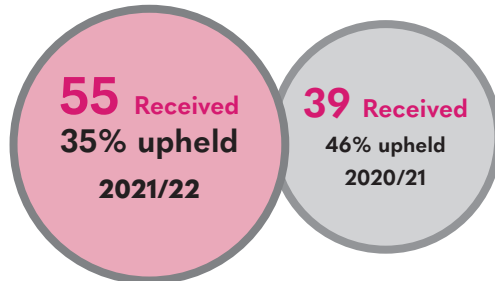
% Properties Abandoned



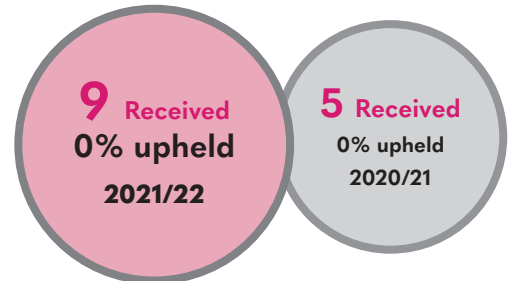
NEIGHBOURHOOD & COMMUNITY

Complaints Received

Stage 1 Complaints

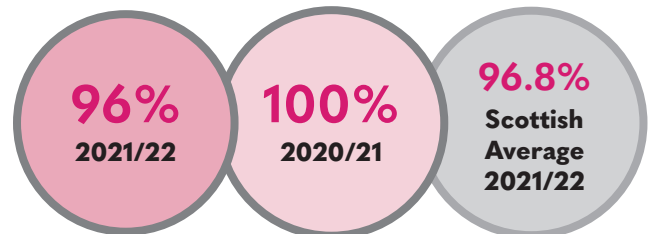


Stage 2 Complaints

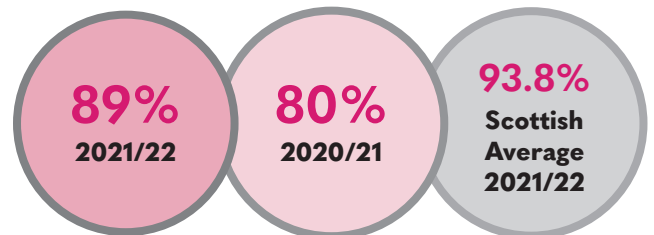


% of complaints responded to within timescales

5 working days (stage 1)



20 working days (stage 2)



Anti-social Behaviour (ASB) & Neighbour Nuisance

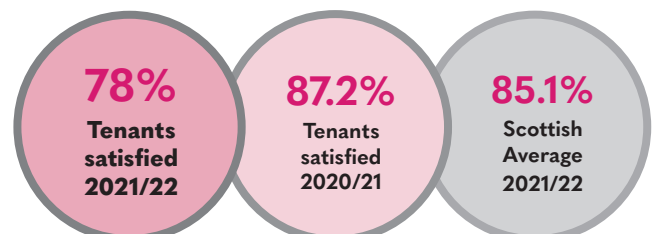
ASB cases reported



ASB cases reported

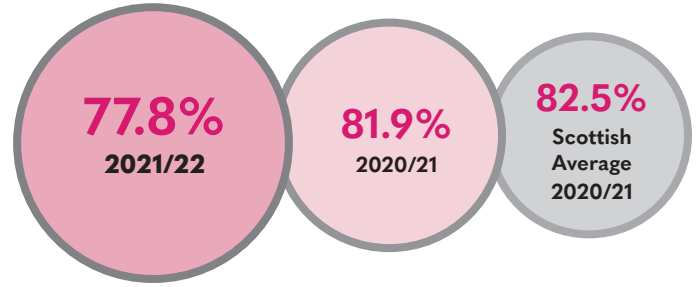


From 576 responses, 439 tenants expressed satisfaction with the management of the neighbourhood they live in

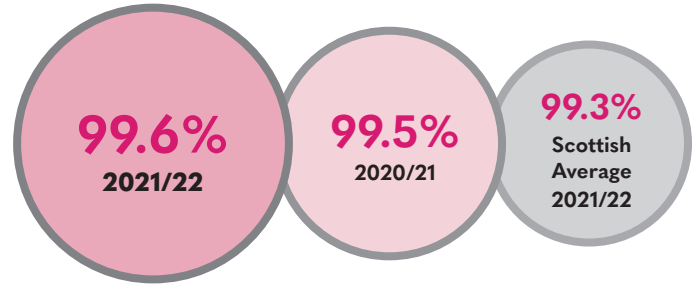


VALUE FOR MONEY

From 562 responses, 437 tenants thought the rent for their property represents good value for money



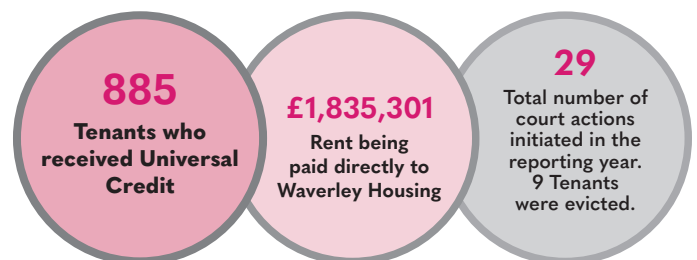
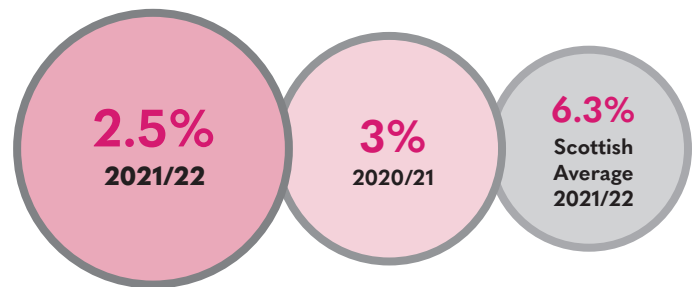
Rent collected as % of total rent due in the reporting year



Average weekly rent for 2021/22 was £81.03.

RENT & SERVICE CHARGES

% Rent arrears including former tenant arrears



Welfare Benefits Advisor

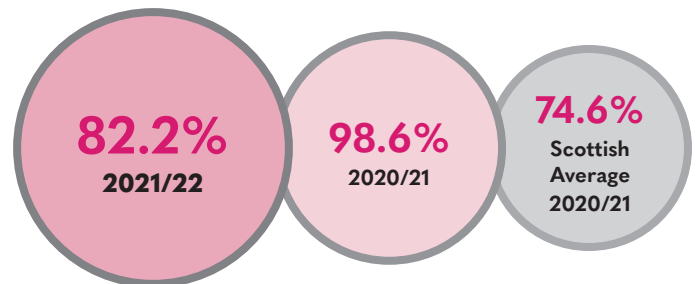
234 tenants were assisted during the year 2021/22, and £138,975 was gained in benefits to assist tenants by way of maximising their income. We also assisted tenants with their household utility bills. 28 tenants received a total of £22,287.11 to help clear them of fuel debt and 235 fuel bank vouchers were issued, helping 462 tenants (290 adults and 172 children).

FINANCES

For further information on Waverley's Financial Accounts, please go to <https://www.waverley-housing.co.uk/wp-content/uploads/2022/07/642-Annual-Report-Financial-Statements-2021-22-Signatures-Redacted.pdf> or contact us to request a hard copy of these.

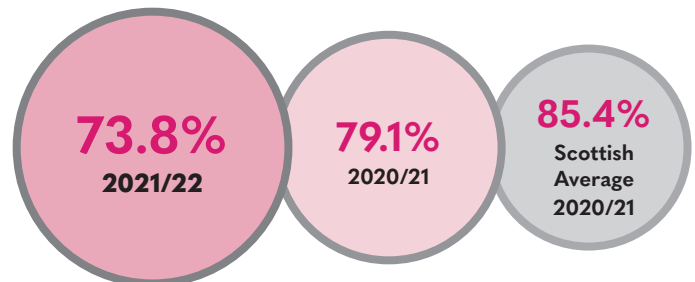
HOUSING QUALITY

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



Reduction due to introduction of 2 new SHQS elements in relation to electric testing and fire detection systems. A number of properties were not compliant at year-end due to material shortage and no access. We have made substantial progress in getting these properties compliant

From 576 responses 419 tenants are satisfied with the quality of their home

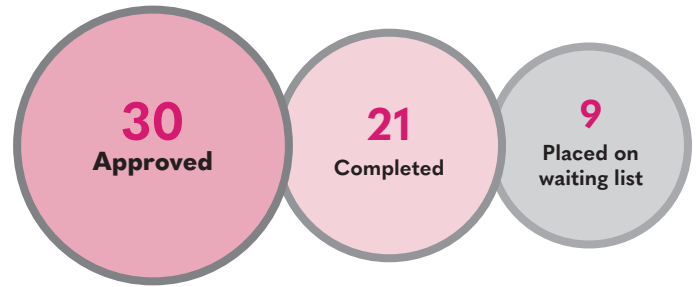


EESH - Energy Efficiency Standard for Social Housing was launched by the Scottish Government in March 2014.

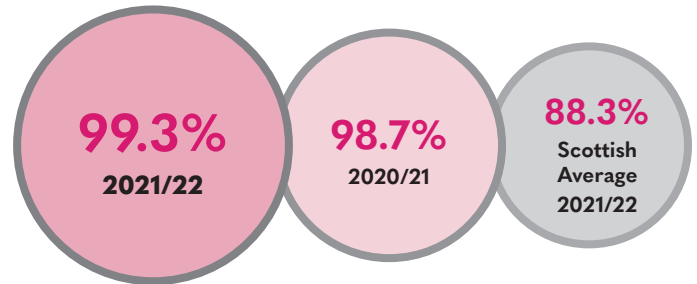


REPAIRS & MAINTENANCE

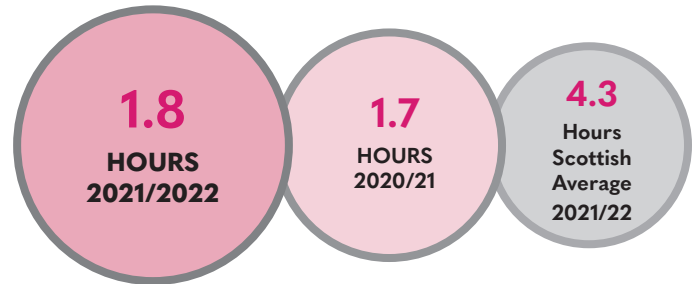
Medical adaptation requests



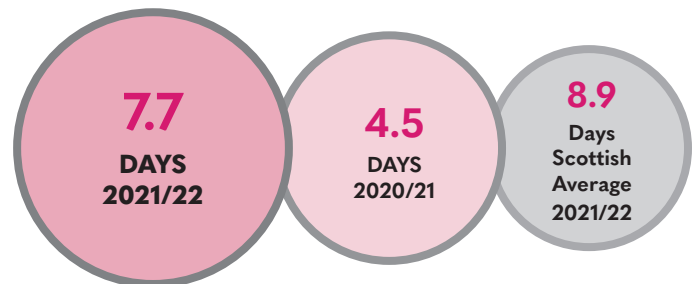
Reactive Repairs carried out in the last year completed Right First Time



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

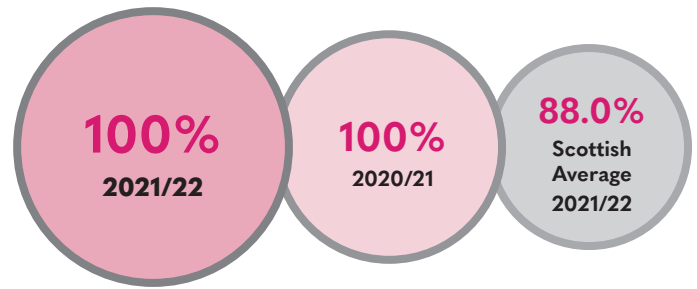


Average length of time (in days) taken to complete non-emergency repairs



REPAIRS & MAINTENANCE

From 472 tenants surveyed 472 expressed satisfaction with our Repairs Service



PLANNED MAINTENANCE PROGRAMME FOR 2021/22

1,269 homes received upgrades at a cost of £1,124,581

Cyclical maintenance 39 blocks/properties at a cost of £73,869

We invested £192,180 on Energy Efficiency Measures

ITEM	NUMBER OF HOMES
Central Heating Boilers	50
Central Heating Radiators	24
Bathrooms	63
Kitchens	70
External Doors (Timber and uPVC)	87
Windows	28
Periodic Electrical Inspections	617
Fire Detection Systems	330

IMPROVEMENTS

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.

We conducted a tenant satisfaction survey during 2021-22 and the survey returns has allowed us to evaluate our performance and focus on what we need to do to improve. This includes tenant engagement and communication with tenants.

Another area where our performance is not as good is value for money and housing quality. Our housing stock is generally older compared to a number of other social landlords and this presents challenges for us in ensuring that our planned and cyclical maintenance programmes are sufficient to keep our stock in good condition and meeting the needs of our tenants. However our expenditure on these programmes needs to be balanced with our wish to try and minimise rent increases which is our main source of funds to carry out such maintenance works.

GOING FORWARD

After the successful completion of the refurbishment programme in 2021 which included 68 flats in Upper Langlee we are now focussing on the demolition and new build aspect of the regeneration of Upper Langlee.

We are delighted to be working with Daltons Demolition Limited who are our appointed contractor for the 1st phase demolition of the project which includes the demolition of 97 flats and 64 garages. The contractor has been on site since August and the demolition of the blocks has commenced. The demolition programme will last approximately 20 weeks with completion projected for early January 2023.

We are now preparing documentation to tender for a new build contractor and anticipate a contractor will be appointed in the first quarter of 2023 with work commencing on the new build phase from mid-2023.

This is a historic time for Waverley Housing as it is our 1st venture into re-development and we are very excited to see visual progress in the area.

PLANNED MAINTENANCE PROGRAMME FOR 2022/23

In addition to the regeneration of Upper Langlee our Planned Maintenance programme is well underway at a budgeted cost of £1,304,000 which includes £400,000 for energy efficiency works. We are carrying out the following improvements to tenants homes:

ITEM	NUMBER OF HOMES
Central Heating: Boilers/Cylinders	25
Central Heating Radiators	37
Bathrooms	64
Kitchens	80
External Doors (Timber and uPVC)	48
Windows	29
Periodic Electrical Inspections and Smoke Alarm Checks/Upgrades	261
Balcony Works - Cladding of Underside of Balconies	19

CYCLICAL MAINTENANCE PROGRAMME - 2022/23

External Painting	£107,135
Open Space Maintenance	£34,000
Compliance checks in Common Areas	£6,780
Annual Heating Servicing and Repairs Contract	£233,000
Total Expenditure	£380,915

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

waverley

housing

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