

Waverley Housing

This inspection was carried out by Communities Scotland under section 69 of the Housing (Scotland) Act 2001 on behalf of Scottish Ministers. Our purpose in inspection is to provide an independent external assessment of the effectiveness of housing service delivery and make recommendations to help improvement. Inspections are conducted within a published framework of Performance Standards. The inspection of Waverley Housing took place in February 2006. We awarded Waverley Housing the following grades:

Housing management	C	Fair	Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses.
Property maintenance	C	Fair	Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses.

Inspection Findings

Waverley Housing has evolved through a number of organisational changes. It was registered with Communities Scotland in 2003 and this is its first inspection. It owns 1,562 properties across its area of operation in the Scottish Borders. These are a combination of houses originally acquired from Scottish Homes and subsequent individual Tenant Choice transfers from other landlords. This stock profile, along with the impact of Right to Buy sales, has resulted in a number of multi-tenure estates which present particular management challenges.

Waverley Housing is run by a board which includes tenant directors, community directors and an independent chair. The constitutional arrangements ensure that the company is controlled by a majority of tenant directors. The directors are clearly committed to the organisation and have a wide range of skills and experience. However the organisation needs to review how it provides on-going training for its directors. Waverley Housing forecasts that it will be financially viable in the short to medium term.

Waverley Housing has not yet given tenants and service users opportunities to be meaningfully involved in developing its services and influencing decisions. There are significant weaknesses in its corporate planning and performance management frameworks. It also needs to address weaknesses in how it deals with potential conflicts of interest for its staff. Waverley Housing is working to improve its service delivery to tenants, although progress is at an early stage.

Key strengths in Waverley Housing's services:

- its staff are committed to providing a quality service to tenants;
- it has a good track record of joint working with partner organisations;
- its tenants have enhanced rights, in particular where repairs are not carried out within specified timescales;

- it lets empty houses to a good standard;
- it has a good performance record in collecting rent from its tenants; and
- it has good links with agencies which can provide specialised advice and support to its tenants.

Key areas for improvement in Waverley Housing's services:

- its lack of response to the views of tenants;
- its approach to tenant participation;
- the absence of published service standards;
- its management of applications for housing, particularly its cancellation and suspension of applicants;
- its use of legal action against tenants in rent arrears;
- its management of occupancy after an eviction decree has been granted;
- the lack of comprehensive procedural guidance for staff;
- its lack of estate management performance standards and subsequent monitoring;
- its failure to fully comply with statutory duties on gas safety and asbestos;
- its management of its tenants' statutory Right to Repair; and
- its monitoring and reporting of performance to the board, tenants and service users.

Next steps

Waverley Housing should produce an improvement plan to show how it intends to respond to our findings. The plan will be agreed with us. We require Waverley Housing to give this summary of the inspection report to all its tenants.

How to get more information and contact details

If you would like to find out how Waverley Housing plans to respond to the findings of this inspection you should contact:

Waverley Housing
 27 North Bridge Street
 Hawick
 TD9 9BD
 01450 364200

The full report is on our website at www.communitiesscotland.gov.uk. The summary can also be made available on tape, in Braille, large print and community languages. For information please contact Janette Campbell on 0131 479 5163 or email janette.campbell@communitiesscotland.gsi.gov.uk.

اپنی کمیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے بارے میں معلومات کیلئے برائے مہربانی
جینٹ کیمبل Janette Campbell کو 0131 479 5162 پر فون کریں یا اس پتے پر ای میل کریں

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如果索取這文件的翻譯版本，請致電 **Janette Campbell**
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করবেন।

لمزيد من المعلومات عن ترجمة هذا المستند الى لغة جاليتكم، الرجاء الإتصال بـ:
Janette Campbell على رقم الهاتف 0131 479 5162. أو عن طريق البريد الإلكتروني على
التالي: janette.campbell@communitiescotland.gsi.gov.uk

Painel de Tradução

Este documento pode ser traduzido, se assim for pedido, para a sua língua
comunitária. Por favor contacte Janette Campbell, Communications, Communities
Scotland, número de telefone, 0131 479 5162 ou email,
janette.campbell@communitiescotland.gsi.gov.uk.

Zespół tłumaczy

Na życzenie, niniejszy dokument zostanie przetłumaczony na język mający
zastosowanie w danej społeczności. Prosimy o kontakt z Janette Campbell,
Komunikacja, Społeczności Szkockie, nr telefonu, 0131 479 5162 lub drogą mailową
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