

FREQUENTLY ASKED QUESTIONS

Complaints/Disputes	
How do I make a complaint?	<p>You can make a complaint in whatever way you feel most comfortable with by:</p> <ul style="list-style-type: none"> ✓ talking to us in person or on the telephone - 01450 364200 ✓ writing - FAO Company Administrator, FREEPOST SCO792, Hawick TD9 9BD ✓ email - info@waverley-housing.co.uk ✓ fax - 01450 375905 ✓ completing a complaint form, available from our office at 27 North Bridge Street, Hawick or by completing the Contact Form on this website. <p>When you make a complaint it is really important for you to let us know exactly what the problem is and how you would like to see it resolved.</p> <p>Wherever possible, we encourage our stakeholders to resolve complaints informally.</p> <p>Please note that complaints regarding anti-social behaviour will be dealt with under a different procedure.</p>
How do I report Anti-Social Behaviour?	Contact your Housing Officer at the earliest opportunity.
What action will Waverley take against a person who is guilty of Anti-Social Behaviour?	<p>This will depend on the seriousness of the complaint and whether the perpetrator is a Waverley tenant or not.</p> <p>Waverley Housing is a member of the Scottish Borders Anti-Social Behaviour Working Group. For more information on the group and how we deal with Anti-Social Behaviour visit: http://www.scotborders.gov.uk/info/396/crime_prevention_and_community_safety/523/antisocial_behaviour</p>
What should I do about a dispute with my neighbour?	In the first instance you should try to discuss the matter with your neighbour to try and resolve the problem in a friendly manner. If this fails you should contact your Housing Officer for advice – 01450 364200.
There's dog mess all over my estate. What are you going to do about it?	<p>If you are experiencing regular difficulties with people allowing their dogs to foul in your area you can contact Scottish Borders Council Customer Services in confidence by phone on 0300 100 1800 for advice and assistance. For more information on how to deal with this problem visit the Council's website at: http://www.scotborders.gov.uk/info/1330/street_care_and_cleaning/862/dog_fouling/2</p>
There is an abandoned car on my street. How do I get it removed?	If you are concerned that a vehicle may have been abandoned you can contact Scottish Borders Council Customer Services on 0300 100 1800 and report the problem. You will need the details of the vehicle concerned e.g. Type, colour, registration number etc.
My next door neighbour is always complaining that I play my music too loud. He is threatening to report me for anti-social behaviour, can he do this?	<p>Yes – being anti-social is behaving in a way that causes nuisance or annoyance to your neighbours or anyone living in the neighbourhood and stops their peaceful enjoyment of their homes.</p> <p>If your neighbour reports a noise problem to the police they now have the right to confiscate equipment where they believe that it is causing a nuisance.</p> <p>Keep your music volume to a reasonable level at all times or if you want to turn up the volume use headphones. Keep televisions, radios and hi-fi speakers away from adjoining walls or off the floor if you have someone living below you. If you intend to have a party tell your neighbours in advance to see if there might be any problems and if the party goes ahead keep the noise to a minimum. Ask your guests not to stand around outside or slam car doors.</p>