

FREQUENTLY ASKED QUESTIONS

Repairs/Maintenance/Improvements			
How do I report a repair?	<p>During Office Hours:</p> <ul style="list-style-type: none"> • By telephone to our repairs direct FREEPHONE line 0800 104 105 • In person at our Contact Centre - 27 North Bridge Street, Hawick, TD9 9BD • By email - info@waverley-housing.co.uk <p>During evenings, weekends and public holidays a call-out service will operate and only emergency repairs will be dealt with.</p> <p>The contact number for emergency repairs is 07721 889 618.</p>		
How long will I wait for my repair to be attended to?	Category	Description	Response Times
	Emergency	Repairs that are the landlord's responsibility and if left unattended would constitute a danger to life or limb or property.	4 Hours
	Urgent	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.	3 working days
	Routine	Less serious repairs that can reasonably wait a short period of time to be addressed more cost effectively	15 working days
The tradesman hasn't arrived to undertake the repair within the time stated on the Repair Order Form, what do I do?	Phone us on 0800 104 105 – we will find out why your repair has been delayed.		
What is Right to Repair?	Waverley Housing is responsible for ensuring that small urgent repairs, up to the value of £350, are carried out within a certain timescale. This is called the 'Right to Repair' scheme and is detailed in your Tenant's Handbook and in our Right to Repair leaflet.		
My repair wasn't carried out within the allocated timescale am I entitled to compensation?	Waverley operates a Compensation Scheme. For details of items covered by the scheme please read our Compensation Scheme Policy .		
What repairs am I responsible for?	Please read your Tenant's Handbook for details of repairs which are the tenant's responsibility. If you are in any doubt please give us a ring on 0800 104 105 and we will advise you accordingly.		
Can I undertake alterations or improvements to my home?	Yes – but you need to request permission in writing and get written approval from us before works can start.		
Can I alter my garden to allow me to park my car?	You must not park vehicles on garden ground, drying greens, service areas or any grassed areas next to your house unless you have specifically received written permission from us to do so.		
Can I get help keeping my garden tidy?	We do not offer a garden maintenance service however we can recommend companies who can assist you with your garden if you cannot manage this yourself. Contact your local Housing Officer for advice.		
Who is responsible for the communal areas around my house?	You are! Where you have the use of any common areas you must help keep them clean, tidy and clear of obstruction.		

Someone has dumped an old sofa in our street. How can I get it removed?	Contact Scottish Borders Council Neighbourhood Services on 0800 100 1800.
Can I lay laminate flooring?	You must request permission from Waverley Housing before you lay any laminate flooring.
Can I paint my kitchen units?	Not without our prior written permission.
My house has a lot of condensation how can I resolve/reduce this?	<p>Condensation occurs when warm moist air comes into contact with cold surfaces such as windows, floors and walls. It can damage decoration, floor coverings, clothes, bedding and causes mould growth.</p> <p>If condensation occurs:</p> <ul style="list-style-type: none"> • Mop up as much as possible. • Heat the room to warm any cold surfaces. • Open the window (or window vents if fitted) a little to allow the moist air to escape. • Keep the door shut to prevent the moist air getting to other areas of the house. <p>To minimise condensation:</p> <ul style="list-style-type: none"> • Keep all rooms warm and ventilated. • Keep kitchen doors closed when cooking, washing or drying clothes. • Keep the bathroom/shower room door closed when bathing and open the window or 'trickle ventilator' or use an extractor fan, where fitted. • Avoid the use of paraffin heaters and flue-less gas heaters in unventilated rooms. Paraffin produces a volume of water equal to the volume of fuel used i.e. a litre of paraffin produces a litre of water. • Keep some heating on at all times in cold weather, in particular keep heating on low if the home is unoccupied during the day. • If you use a tumble dryer make sure it is vented to the outside. • Dry clothes outdoors if possible and certainly not inside on radiators.
What is the Scottish Housing Quality Standard?	<p>The Scottish Housing Quality Standard (SHQS) was introduced in February 2004 and is the Scottish Governments' principal measure of housing quality in Scotland.</p> <p>The purpose of introducing a minimum housing standard is essentially to provide a 'floor' below which a property should ideally not fall.</p> <p>For more detailed information on the SHQS please visit: http://www.scotland.gov.uk/Topics/Built-Environment/Housing/16342/shqs</p>
How can I prevent burst pipes during the winter?	<ul style="list-style-type: none"> • Ensure that you report any leaking taps, stopcocks, ball valves, overflows etc. so that these can be repaired. • Leave your heating on to maintain an adequate temperature to prevent freezing. <p>If you intend to leave your house unoccupied for more than a few days during the winter you should take the following precautions:</p> <ul style="list-style-type: none"> • Turn off and drain down the plumbing system. If you can't turn off the water or drain the system, or are unsure of how to do so, contact us on FREEPHONE 0800 104 105 for advice. • Leave a key with a neighbour or relative and inform Waverley in order to allow quick access in the event of an emergency. <p>When you return from your break contact us again to have the system refilled.</p>

<p>What do I do if I get a burst pipe?</p>	<ul style="list-style-type: none"> • Turn off the water at the stopcock. • Switch off the electricity at the mains switch. • Switch off water heaters. • Switch of the central heating system. If you have a back boiler, let the fire die down or turn the gas fire off. Do not drain the boiler unless the fire is out. • Turn on all sink and bath taps. • Collect water in the bath for flushing the WC and washing, if possible. • Call Waverley ASAP to arrange for a plumber to attend. If out of hours use emergency number – 07721 889 618. • Warn neighbours if there is a risk of them being flooded.
<p>What do I do if my pipes freeze?</p>	<ul style="list-style-type: none"> • Turn off the water at the stopcock. • Open all sink and bath taps. • Collect water in the bath, if possible, for flushing the WC and washing. • Call Waverley ASAP to arrange for a plumber to attend. If out of hours use emergency number – 07721 889 618.