

Useful Addresses

Citizen's Advice Bureau:

First Floor
41 Union Street
Aberdeen
Tel: (01224) 586255

Townhouse
Broad Street
Peterhead
Tel: (01779) 471515

30 Batchen Street
Elgin
Tel: (01343) 550088

Shelter:

Free Housing Advice Line
Tel: 0808 800 4444

Public Services Ombudsman:

4 Melville Street
Edinburgh
EH3 7NS
Tel: 0870 011 5378
Fax: 0870 011 5379
Email: enquiries@scottishombudsman.org.uk



Contact:

Next Step Homes
680 King Street, Aberdeen, AB24 1SL
Tel: 01224 423000
Website: www.langstane-ha.co.uk
E-mail: info@langstane-ha.co.uk

Next Step Homes
21 Culbard Street,
Elgin, IV30 1JT
Tel: 01224 423000

Next Step Homes
Out-of-Hours Emergency Repair Cover:
01224 480281 (Aberdeen)
08457 565656 (Moray)
0845 081203 (Aberdeenshire)

If you require this leaflet in an alternative format, please contact us and we will do our best to help.

Any Complaints?



This leaflet is designed to help you if:

- you experience a problem in your home and you need to make a complaint about your neighbour
- you are unhappy with the service you have received from us

Neighbour Complaints

Next Step Homes aims to provide homes for sharing owners and tenants in a safe, secure and pleasant environment. It may be that you are experiencing a problem which is disrupting the enjoyment of your home. This could involve:

Excessive noise
Littering
Car Parking issues
Harassment
Damage to property/vandalism
Criminal activity

These issues can cause some distress, and Next Step Homes offers the following guidance:

1. Approach your neighbours to discuss the issue – sometimes this is all that is required as your neighbour may not be aware that their actions are affecting you. If you feel you can not do this, try writing them a non-confrontational letter to explain how you feel. Do not use threats when you approach your neighbour, and be prepared to compromise to reach a solution.

2. Contact your Housing Officer – staff are trained to advise you on how to deal with issues you may have with your neighbours. You may need to contact the Police or Environmental Health before the Association gets actively involved, but staff will give you guidance to help you to resolve your complaint.

3. Start keeping a diary of incidents – you will be advised to do this if you complain to your Housing Officer. This diary will assist in any investigation and possible action which may be taken to help resolve the complaint.

4. Request Mediation Services – the Association has access to trained mediators who can be an independent third party to speak to all who are involved in an issue and come to an acceptable resolution

5. Be aware that these things can take time to resolve – this is especially the case if any legal action or other strategies such as surveillance equipment is required.

The staff are available to offer the help and advice you need to deal with your complaints, but your input will be required to achieve a successful resolution.

Next Step Homes does not tolerate anti-social behaviour, and would consider evicting a tenant or sharing owner as a last resort.

Complaints about Next Step Homes

We are aware that sometimes you will not be happy with the service you have received, and it is important that you let us know when this happens in order that we can improve the service we provide to our customers.

How do I complain?

You can put your complaint to us in whatever form you find the most convenient:

By telephone
By email
In writing
In person

What happens when I complain?

Your complaint will be logged in a register, and you will be sent an acknowledgement within 5 working days. During this time, the issue is passed to the Head of Department for the service area of your complaint e.g. Customer Services, Finance etc.

You will then receive a full response to your complaint within 14 days after an investigation has been made. In some cases, this may take a little longer if our Committee of Management requires to be involved, and you will be kept informed of the progress of the complaint.

What if I am still unhappy?

There is an appeals process, so you should inform us that you wish to appeal the decision. A special sub-committee will be formed by the Management Committee to look at your complaint further and consider your reason for appealing the decision. This is the final step taken by the Association to resolve complaints.

If you are still unhappy with the outcome after your appeal, you can complain to the Public Services Ombudsman. This is an independent investigator created with the aim of protecting the interests of customers. Your complaint should not be more than 12 months old, but there are exceptions allowed to this rule.

You will find contact details for ombudsman on back of this leaflet.

What if I need some advice?

You can get some free, independent advice from agencies such as the Citizen's Advice Bureau and Shelter, see the contact details on back of this leaflet.