Reporting Anti-Social Behaviour to Hillhead HA

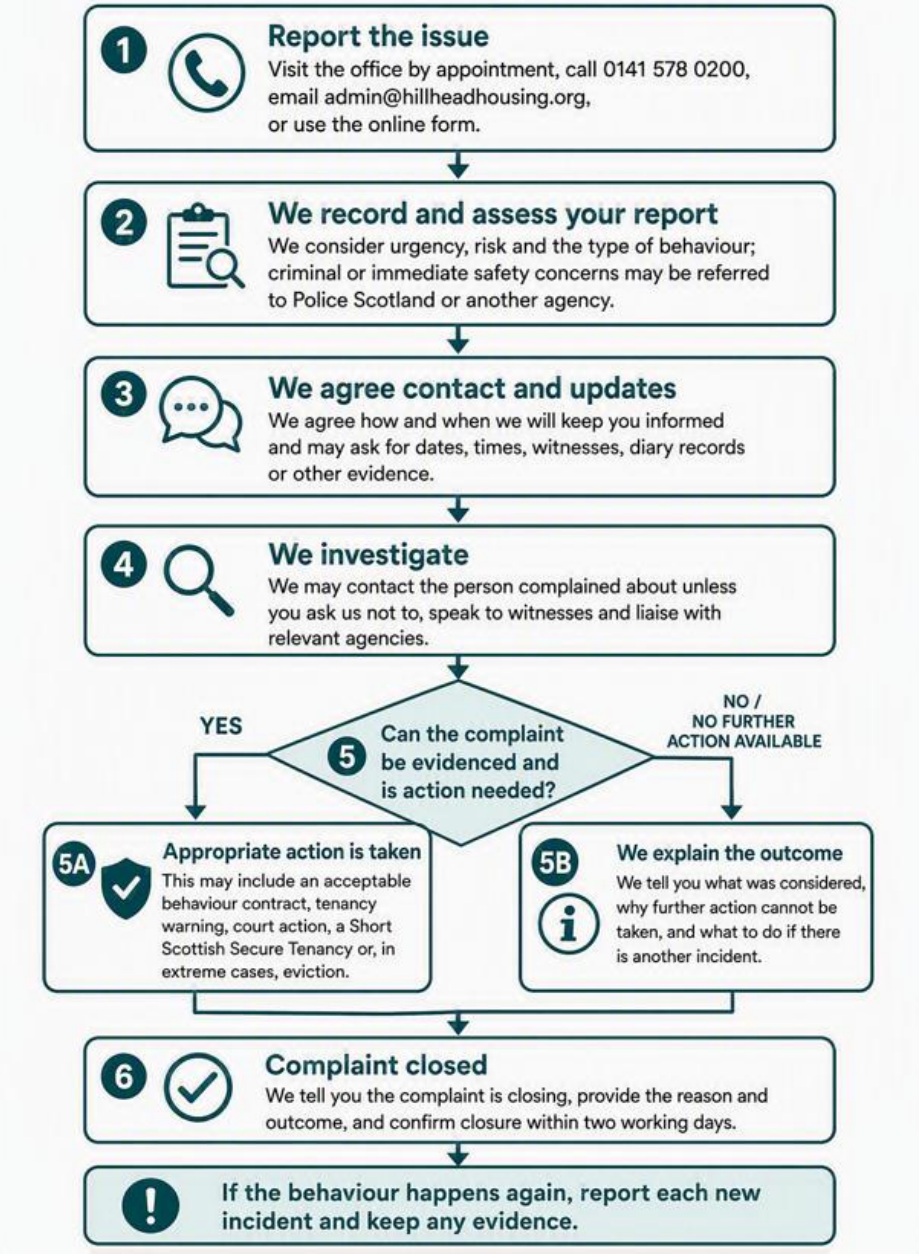


Tenant Guide to reporting Anti-Social Behaviour

This leaflet explains what anti-social behaviour is, how to report it and what you can expect from us after making a report.

Please contact us if you need this information in another format or require support to report an incident.

REPORTING ANTI-SOCIAL BEHAVIOUR:



What is Anti-social behaviour?

The Antisocial Behaviour etc. (Scotland) Act 2004 says that a person is involved in anti-social behaviour if they:

Act in a way that causes alarm or distress.

Cause alarm or distress to someone outwith their household on at least two occasions

Examples include:

- Persistent aggressive or abusive behaviour towards neighbours.
- Harassment – this may or may not be motivated by prejudice or discrimination based on protected characteristics.
- Drug related activity.
- Noise nuisance (e.g. playing loud music; persistent barking of a dog, etc.)
- Vandalising or damaging common living areas such as stairways or shared spaces. This might include setting fires or drawing graffiti.
- Mistreating shared spaces and the local area, including fly-tipping or allowing dog fouling.

We split anti-social behaviour complaints into five categories:

Category	Characteristics	Target Days to Close Complaint
Violence and harassment	Behaviour deliberately intended to intimidate or harm an individual or member of staff, drug dealing, unprovoked attacks or serious damage to property. Police involvement would be expected.	20 Working Days
Serious anti-social behaviour	Cumulative complaints, unacceptable behaviour such as threatening and abusive behaviour and persistent breach of tenancy. Police involvement would be expected.	15 Working Days
Anti-social behaviour	Complaints of a more serious nature such as excessive noise or disturbance, vandalism. There may be Police involvement.	10 Working Days
Neighbour nuisance	Complaints of a minor nature that relate to housing issues, such as occasional loud music, door banging, dog-barking etc.	7 Working Days
Local environmental nuisance	Complaints of a minor nature that relate to estate management issues such as overgrown gardens, dog fouling, fly tipping etc.	7 Working Days

What is not Anti-social Behaviour?

Whilst we appreciate that certain lifestyle behaviours may clash, there are some things we will not deal with as anti-social behaviour as they are not a breach of tenancy. Examples of behaviours/issues we will not consider as anti-social behaviour are:

- Noise from children playing between 8am and 10pm
- Footsteps or doors closing in a neighbouring flat
- Noise from appliances between 8am and 10pm
- Music playing between 8am and 10pm (unless excessive)
- Babies crying

In these situations, we will do what we can to support both parties if the issue continues. We may arrange a meeting at our office or offer formal mediation. Where it is safe and appropriate, we encourage tenants to try to resolve minor issues respectfully with their neighbour before contacting us.

How do I report Anti-social Behaviour?

⚠️ If you or someone else is in immediate danger, call 999. If you believe a crime has been committed but there is no immediate danger, contact Police Scotland on 101 before then reporting the matter to us*. ⚠️

You can report anti-social behaviour to us by:

🚶 **Visiting us at the office (please call ahead to make an appointment to ensure someone is available to speak with you)**

☎️ **Call us on 0141 578 0200 and ask to speak to your Housing Officer**

📩 **Email admin@hillheadhousing.org**

🖱️ **Fill in our online report form – https://www.hillheadhousing.org/reporting-anti-social-behaviour/**

If you report an incident to Police Scotland, they don't usually report this to us so you should contact us separately to make us aware of any incidents.

What happens after I report ASB?

- ✓ We will agree with you how often we can provide updates
- ✓ We will contact the perpetrator unless you ask us not to
- ✓ We will liaise with other agencies if appropriate – such as Police Scotland
- ✓ If we can verify your complaint (if there is additional evidence or reports made) we can take action, such as the following measures:
    - **Acceptable Behaviour Contract:** A voluntary agreement to stop the behaviour.
    - **Tenancy warnings:** Written warnings may be issued if the behaviour continues.
    - **Anti-social Behaviour Order:** A court order may be sought for repeated serious behaviour.
    - **Notice of Proceedings:** A formal notice may begin legal action.
    - **Short Scottish Secure Tenancy:** Tenancy rights may be reduced while support is provided.
    - **Eviction:** In extreme cases, we may ask a court to end the tenancy.
    - **Streamlined eviction:** A serious recent conviction may allow faster action.
- ✓ We will let you know once we have closed the complaint, within two working days.

We recognise that domestic abuse can directly contribute to complaints, neighbour reports or other tenancy issues. Examples may include damage caused by the perpetrator or regular disturbance. Where domestic abuse is known or suspected, we will consider whether the issue has arisen because of abuse before taking enforcement action. We will fully consider the circumstances, evidence, safety risks and legal duties.

Full details of the steps we can take to address anti-social behaviour can be found in our policy - https://www.hillheadhousing.org/data/Anti_Social_Behaviour_Policy_2022_2023_10_04_13_07_44.pdf

Will anyone know it was me who made the complaint?

We will treat all reports of anti-social behaviour confidentially. We will not share your details with the person you have complained about, another person or another organisation without your consent, unless we have a legal or statutory duty to do so. If your report involves possible criminal behaviour, we will explain that the matter will be passed to Police Scotland.

An anonymous report is different from a confidential report. If you choose not to give us your contact details, we will not be able to provide updates, tell you the outcome or refer you to other organisations for support.

Why did you close my complaint?

We keep complaints open until our investigation is complete and we have taken all reasonable action available to us. When we close a complaint, we will tell you the outcome, explain why it is being closed and confirm what you should do if the behaviour happens again.

In their guidance for landlords completing the 'Annual Return on the Scottish Social Housing Charter', the Scottish Housing Regulator mandates anti-social behaviour complaints are considered resolved where:

- the landlord has taken appropriate measures, as set out in its ASB policies and procedures, to address the cause of the anti-social behaviour complaint and has advised the complainant of the outcome; or
- where the landlord does not have the authority or powers to resolve and it has provided a full explanation of the landlord's position to the complainant.

To report our performance on anti-social behaviour accurately, Hillhead Housing Association will close a complaint and record it as "resolved" when it meets either of the criteria above. This does not necessarily mean that the behaviour has stopped or that no further reports can be made.

We will ensure we communicate clearly to complainants the action we have taken, any next steps, what they should do if the issue persists and the measures available to us to take further action, if any, when we close a complaint.

What happens if I experience the issue again?

You should report this again to us and any other appropriate agencies, such as Police Scotland. In order for us to take action, it is really important that we collect as much evidence as possible. You should report each new incident of anti-social behaviour to us, even if they are occurring frequently and consider keeping a diary to note days/times and what happened. All of this can help us take action and put a stop to anti-social behaviour.

USEFUL CONTACTS:

Police Scotland **101**
In an emergency **999**
Victim Support **0808 168 9111**
Crime Stoppers **0800 555 111**
East Dunbartonshire Noise Team - **0300 1234510**
Domestic Abuse And Forced Marriage Helpline **0800 027 1234**



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Building on progress for a brighter Hillhead