



ARDENGLEN



ANTI SOCIAL
BEHAVIOUR
INFORMATION & ADVICE

We understand that anti-social and nuisance behaviour can have a big effect on the quality of people's lives and for this reason it is important to tackle it quickly and effectively.

Ardenglen has a '**zero tolerance**' approach to anti social behaviour and we will work with tenants and other agencies to resolve the situation.

We have produced this leaflet to help you understand what is meant by anti-social behaviour and the steps that can be taken so that residents can live peacefully in their own homes and the community.

WHAT DOES ANTI-SOCIAL MEAN?

"Anti-social means causing or likely to cause alarm, distress, nuisance or annoyance to any person or causing damage to anyone's property. Harassment of a person includes causing the person alarm or distress. Conduct includes speech. A course of conduct must involve conduct on at least two occasions".

This definition is taken from your tenancy agreement.

WHAT CAN YOU DO IF YOU ARE EXPERIENCING ANTI-SOCIAL BEHAVIOUR?

We would suggest if you feel that you can approach your neighbour directly this may help to resolve the conflict between you. Your neighbour may not be aware how their behaviour is affecting you. However, if you feel that this would be inappropriate due to any aggressive or intimidating behaviour, please contact us to discuss the problem. You can contact us by phone, letter, e-mail or in person at our office.

WILL MY COMPLAINT BE IN CONFIDENCE AND HOW WILL IT BE HANDLED?

Your complaint will be taken and kept in confidence and your details will not be discussed with the person you are complaining about.

Your enquiry will be passed to a housing officer who will take relevant details from you. It is helpful to have a note of dates and times of incidents and any other important facts that would help us investigate your complaint e.g. if the Police attended, or CCTV contacted.

A full investigation will be carried out by the housing officer. The alleged perpetrator and any witnesses will be contacted to discuss the complaint and written records will be kept.

The housing officer will contact you and the alleged perpetrator within set timescales to advise of the outcome of the investigation and any action taken. We will, wherever possible, aim to resolve a neighbour dispute without any legal action.

The Housing Officer will also contact you roughly 4 weeks after your complaint to check that your complaint has been resolved or if further action is required.

CAN I REPORT A COMPLAINT ANONYMOUSLY?

Anonymous complaints will only be accepted in exceptional circumstances, such as where the anti-social behaviour relates to serious problems and there is good reason to believe that there will be fear of repercussion. However in order to ensure that your complaint can be dealt with properly and we can keep you informed, we would encourage you to identify that you are making the complaint.

FURTHER ADVICE

Below is some useful tips and telephone numbers to help resolve anti social behaviour:

- Start a diary detailing the nature of the behaviour, if you contacted the Police, Council or any other agency to help resolve the situation at the time of the incident. We have a diary sheet that can be issued once you have contacted us to make a complaint.
- Hand your diary notes into the Association offices on a weekly basis in order for us to determine the frequency of the behaviour.
- Report anti social behaviour to the Police. This can be done anonymously if you have concerns about giving your details. Reports from the Police can be requested by us, which will then confirm your complaint and allow us to take action, it can also assist in your case should further legal action be required at a later stage.
- Report anti social behaviour to Glasgow City Council. They have a 24 hour Environmental Protection Services department who specialise in noise complaints. Officers can call out to the disturbance and can issue £100 on the spot fines and can confiscate music equipment. Again we can request reports which will confirm your complaint and will act as evidence in any future legal case.
- Mediation is a way of helping people to deal with disputes and reach some kind of agreement that everyone can live with. Mediation is voluntary, confidential and free. The mediation service is an independent service and they will arrange a venue for all parties concerned to meet and discuss the problem with a view to a compromise being reached. There are some disputes where due to the nature, mediation will not be suitable.



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USEFUL CONTACTS & TELEPHONE NUMBERS

Police Scotland – non emergency calls	101
Police Scotland – emergency calls	999
Crimestoppers	0800 555 111
Glasgow City Council Environmental Protection Services (24 hour noise helpline)	Main: 0141 287 6688 or Out of Hours: 0800 027 3901
Clean Glasgow Initiative (dog fouling/fly tipping/graffiti)	0800 027 7027
Glasgow mediation services	0141 276 7451
Victim support	0845-603-9213
Castlemilk citizens advice	0141 634 0338
Glasgow Childline	0844 892 0210
Woman’s Aid	0141 553 2022
CCTV Streetwatch	0141 287 9999

WHAT IS HATE CRIME AND HOW CAN I REPORT THIS?

If you have been a victim of a hate crime and feel you have been targeted because of your: **Race, Religion, Sexual Orientation, Transgender identity, Disability**, you should report this to Ardenglen. Hate crime can be in the form of physical abuse, graffiti, intimidating or threatening behaviour, verbal abuse, bullying, etc

If you experience or witness a hate incident, whether it's a crime or not and no matter how trivial or unimportant you may think it is, your complaint will be recorded and taken seriously when you report it. Separate leaflets are available at the office on request.

For various reasons, people can be reluctant to report crime directly to the police. Ardenglen is a designated 3rd Party Reporting Centre and can record your complaint or any third party complaint. We will pass the information to the police on your behalf. The police will investigate in complete confidence. Reports can be anonymous.

If you would prefer, you can report any hate crime on-line directly to the Police on

<http://www.scotland.police.uk/keep-safe/advice-for-victims-of-crime/hate-crime/>

REMEMBER - ALWAYS CALL THE POLICE ON 999 IF YOU NEED IMMEDIATE HELP.



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