

ANTI SOCIAL BEHAVIOUR

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

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

We have produced this leaflet to explain what it is meant by anti-social behaviour and how we can help you resolve it.

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". You will find this description within your tenancy agreement.

WHAT CAN I DO ABOUT 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 of how their behaviour is affecting you.

However, if you feel this is not appropriate due to aggressive or intimidating behaviour, please contact us to discuss the problem either by phone, email or by arranging an appointment at the office.

If appropriate, please ensure that at the time of the disturbance / conflict you should contact the Police Scotland or Glasgow City Council (Noise team) they may be able to attend the same day and provide assistance. This will also help Ardenglen with the investigation process as we can seek reports for evidence purposes in order to take the appropriate action.

It would be helpful if you are able to log specific incidents including dates and times and nature of incident. Ardenglen can provide complainants with an incident diary where required.

Please be aware that general day to day household noise will not be treated as Anti Social Behaviour.

WILL MY COMPLAINT BE TREATED IN CONFIDENCE

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



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ANTI SOCIAL BEHAVIOUR INFORMATION & ADVICE

You can also complain anonymously but we will be unable to give you feedback on the complaint if you choose to remain anonymous.

HOW WILL MY COMPLAINT BE ACTIONED

The complaint depending on the nature will be dealt with and investigated by a member of the housing services team. Please see below for details on our timescales and categories of complaints. You will be notified of the outcome of the complaint by letter, telephone call, email or text at the end of the investigation process.

If anti social behaviour is proven and there has been a breach of tenancy conditions then a warning may be given to stop the behaviour.

If behaviour persists and is continued to be proven by other residents or external agencies then along with further warnings we will look at alternative measures such as tenancy support or acceptable behaviour contracts or anti social behaviour orders.

If anti social behaviour persists beyond the measures we have put in place we will consider legal action to bring a tenancy to an end and recover possession of the property.

Ardenglen will contact you around 4 weeks after the case is actioned to ensure that there have been no further incidents and that you are satisfied with the outcome.

Mediation may also be offered and is a method used to help people to deal with disputes and reach some kind of agreement that everyone can live you. This service is completely voluntary, confidential and free. Ardenglen can offer further information about this service or refer to www.communitysafetyglasgow.org to access further information.

TIMESCALES / CATEGORIES

NATURE OF COMPLAINT	CATEGORY
Nuisance complaints repeated behaviour (Conduct on at least 2 occasions) RESOLVE WITHIN 20 WORKING DAYS- INCLUDES MONITORING PERIOD	Category A
Escalated complaints (where further Category A complaints have been received before resolution timescales have been reached) housing officer has authority to escalate from A to B Repeat complaints where it is the 3 rd complaint received within 12 month period Complaints of a more serious nature RESOLVE WITHIN 40 WORKING DAYS- INCLUDING MONITORING PERIOD	Category B
Complex cases involving multi agency approach Escalated complaints from Category B to Category C must be authorised by Housing Manager SHOULD BE RESOLVED IN 110 WORKING DAYS- INCLUDES MONITORING PERIOD	Category C
First incident of anti-social behaviour – advice given (examples of behaviour may be noise, misuse of common areas, pets, kids) Anonymous complaint where no trace of either the incident or perpetrator can be established Information sharing between us and other agencies but no action is being taken at this time (this includes criminal cases awaiting conviction before action being considered by us) Where a tenant does not want us to action but does want their complaint noted One on one personal dispute not involving any 3 rd party (example may be a dispute over money or kids behaviour)	No Action/Advice Given

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 or Disability**, you should report this. Hate crime can be in the form of physical / verbal abuse, graffiti, intimidating or threatening behaviour, bullying etc.

If you witness an incident involving hate crime it is equally as important to report this no matter how trivial or unimportant you may think this is. A complaint of this nature will be recorded and taken seriously.

For various reasons, people can be reluctant to report hate crime directly to the police. Ardenglen is a designated Third Party Reporting Centre and can help you to record your complaint and can pass the information to the police on your behalf in order that an investigation can be carried out. Reports can also be anonymous. You can also report hate crime directly online to the police at

<http://www.scotland.police.uk/contact-us/hate-crime-and-third-party-reporting/>

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

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) – 0800 027 3901
- ❖ Clean Glasgow Initiative (dog fouling/fly tipping/graffiti) – 0141-287-9700 or download the smart phone app “My Glasgow App”
- ❖ Glasgow mediation services – 0141 276 7522
- ❖ Victim support– 0345-603-9213
- ❖ Castlemilk citizens advice - 0141 634 0338
- ❖ Social Work Emergency – 0300 343 1505
- ❖ Woman’s Aid – 0141 553 2022
- ❖ CCTV Streetwatch – 0141 287 9999