



## Anti-Social Behaviour, Neighbour Disputes and Hate Crime POLICY SUMMARY



Ardenglen has a zero-tolerance approach to anti-social behaviour & hate crime related incidents. We will work closely with customers to help resolve or take the most appropriate action which may involve external agencies.

We understand that being a victim of anti-social or hate related incidents can have a negative effect on the quality of people's lives and for this reason it is important to tackle it effectively and as quickly as possible.

## WHAT DOES ANTI-SOCIAL MEAN?

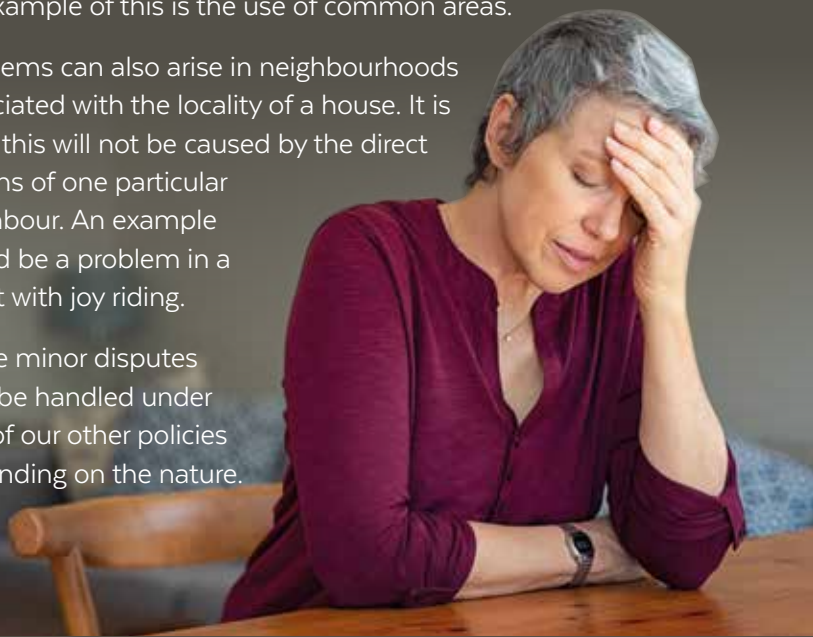
The Scottish Secure Tenancy definition – “Anti-social means causing or likely to cause alarm, distress, nuisance or annoyance to any person or causing damage to anyone’s property. Harassment of a person includes causing the person alarm or distress. Conduct includes speech. A course of conduct must involve conduct on at least two occasions”.

## WHAT ARE NEIGHBOUR DISPUTES

Customers of Ardenglen may be the victim of, a witness to or a perpetrator of neighbour disputes. These occur when two or more neighbours cannot agree as to the interpretation or implementation of the tenancy agreement or other rules set down by the association. An example of this is the use of common areas.

Problems can also arise in neighbourhoods associated with the locality of a house. It is likely this will not be caused by the direct actions of one particular neighbour. An example would be a problem in a street with joy riding.

Some minor disputes may be handled under one of our other policies depending on the nature.



# WHAT CAN I DO?

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 telephone, email, [www.ardenglen.co.uk](http://www.ardenglen.co.uk), or by arranging a face to face appointment.

If appropriate, please ensure that at the time of the disturbance / conflict you should contact Police Scotland or Glasgow City Council to provide assistance. The Noise Service is available 7 days per week from 5pm-3am. You can contact them for advice during these hours by calling 0141 287 6688.

You can also register a complaint by using the online form <https://www.glasgow.gov.uk/reportnoise> 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. If you have a smart phone you could also record noise related incidents and submit this to us for review.

Please be aware that general day to day household noise (e.g. walking around / non-excessive music / DIY / kids playing) within the hours of 8am-9pm will not be treated as Anti Social Behaviour.



# WHAT IS HATE CRIME AND HOW CAN I REPORT THIS?

Hate crime is any crime motivated (wholly or partly) by prejudice, intolerance, hostility or ill will towards a person's identity or perceived identity. Hate Crime is targeted at a person, or their property, because of that person's: disability, race or ethnicity, religion or belief, sexual orientation and transgender identity.

If you are a victim or witness an incident involving hate crime it is 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 to us in person or via the web page below where you can complete an online form:

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

## WILL MY COMPLAINT BE TREATED IN CONFIDENCE

Your complaint will be kept in complete confidence as your details will not be discussed with the person you are complaining about. In some cases, the law requires Ardenglen to share information with external agencies where it is lawful to do so to prevent and protect our community from anti-social behaviour. Further information is provided in the tenancy agreement and/or fair processing notice for tenants.

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. We will note your preference for notifying you of the outcome of the complaint usually 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.

Mediation may also be offered and is a method used to help people to deal with disputes and reach some kind of mutual agreement in order to move forward. This service is completely voluntary, confidential and free. Ardenglen can offer further information about this service or refer to the link below for more information

<https://www.glasgow.gov.uk/index.aspx?articleid=23606>

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 send you a survey to complete either by email / text or telephone around 4 weeks after the case is actioned to ensure that the issue is resolved & you are satisfied with the outcome.



# TIMESCALES AND CATEGORIES

| Category          | Nature of Complaint  | Timescale  |
|-------------------|--|--|
| <b>Category A</b> | <p><b>Nuisance complaints</b><br/>(conduct on at least 2 occasions) such as noise, pet issue, use of common area etc</p> <p>Depending on the nature we may action under our estate or tenancy management policy</p>  | <p>Investigation begins within <b>2 working days</b></p> <p>Resolve within <b>20 working days</b> (this allows monitoring period for any further issues)</p> |
| <b>Category B</b> | <p><b>Complaints of a more serious nature / escalated complaints from Cat A</b><br/>(housing officer authority to escalate from A to B)</p> <p>Includes – persistent noise issues, damage to association property, verbal abuse, other ongoing breaches of tenancy</p> | <p>Investigation begins within <b>2 working days</b></p> <p>Resolve within <b>40 working days</b> (this allows monitoring period for any further issues)</p> |

| Category                                 | Nature of Complaint   | Timescale  |
|--|---|--|
| <p><b>Category C</b></p>                 | <p><b>Serious or complex cases involving anti social behaviour or hate crime related incidents</b></p> <p>Escalated complaints from Cat B to a Cat C must be authorised by the Senior Housing Officer</p> <p>Includes – hate crime offences, violence/ aggression, arson or other serious damage, illegal or immoral use of property, threats to staff or contractors</p> | <p>Investigation begins within <b>1 working day</b></p> <p>Resolve within <b>110 working days</b> (this allows monitoring period for any further issues or to monitor any legal / criminal case)</p> |
| <p><b>ASB</b><br/><b>- No action</b></p> | <p>Where a customer wishes to report an incident to us but simply wishes for this to be recorded and no action taken</p> <p>Or</p> <p>A one on one personal dispute which is not a tenancy related issue</p> <p>Anonymous complaints will also be recorded this way if we cannot identify perpetrator</p>   | <p>No timescale – incident recorded only</p>   |

# USEFUL CONTACTS

## Police Scotland

emergency calls, if you or someone else is in immediate danger call urgently 999

non-emergency calls 101

<https://www.scotland.police.uk/contact-us/>

## Glasgow Mediation Service

0800 027 3901

<https://www.glasgow.gov.uk/index.aspx?articleid=23606>

## Victim support

<https://victimsupport.scot/>  
0800 160 1985

## Crimestoppers

0800 555 111

<https://crimestoppers-uk.org/>

## Castlemilk Law Centre

0141 634 0313

<https://www.castlemilklawcentre.co.uk/>

## Glasgow City Council (Noise Team)

0141 287 6688

<https://www.glasgow.gov.uk/index.aspx?articleid=25284>

## Homelessness Emergency

0800 838 502

## My Glasgow

<https://www.glasgow.gov.uk/myglasgowcc>

## Social Care Emergency

0300 343 1505

**Website:** [www.ardenglen.co.uk](http://www.ardenglen.co.uk)

**Email:** [info@ardenglen.org.uk](mailto:info@ardenglen.org.uk)

**Telephone:** 0141 634 8016

**Office:** 355 Tormusk Road,  
Castlemilk, Glasgow G45 0HF