

Antisocial Behaviour



What is Antisocial Behaviour?

Antisocial means:

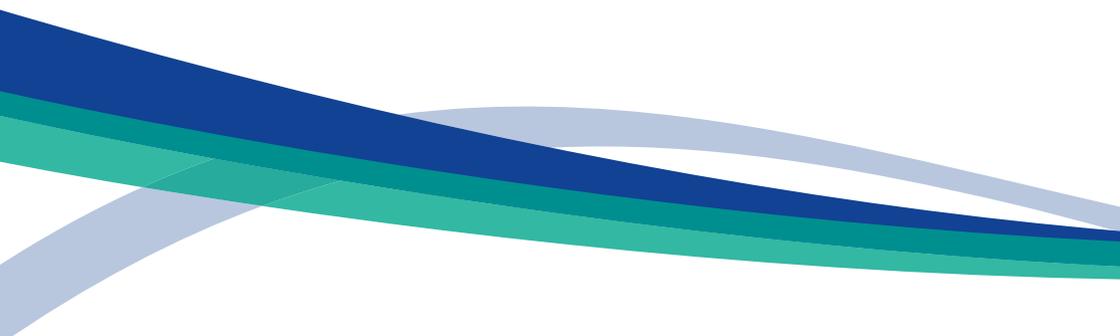
“acting in a manner that causes or is likely to cause alarm or distress; or pursuing a course of conduct that causes or is likely to cause alarm or distress to at least one person not of the same household as them”

Harassment of a person includes causing the person alarm or distress. It can be anything from low-level persistent nuisance to serious violent behaviour. It includes all behaviour that harms your quality of life in and around your home.

What is the Association’s approach to antisocial behaviour?

We believe that all tenants have a right to live peacefully in their homes and, as such, take very seriously, the issue of antisocial behaviour which impacts on your rights as a tenant. Taking action against those who act in an antisocial manner sends a clear message to other residents that we will not tolerate such behaviour.

We will use a range of measures to deal with antisocial behaviour. The options we choose to take will vary from case to case and depend on how you want us to approach your own particular experience. These measures will include early intervention such as a warning letter, home visit, mediation and multi-agency approaches, to enforcement action if the antisocial behaviour does not stop.



I am suffering from antisocial behaviour - what can I do about it?

Before making a complaint to us, ask yourself whether the issue could be resolved by speaking to the individual concerned. This can work at the start of a relatively minor problem. Please only consider this if you feel it is safe to do so. If you'd like to talk this through with a member of staff please contact us. We will always be prepared to get involved where you do not wish to take action yourself.

What next?

If you have tried speaking to the person causing the problem and this has made no difference you can contact us to talk about how to deal with the situation. You can contact us by:

- telephone
- email us: mail@clydesdale-housing.org.uk
- ask for a home visit

How will my complaint be dealt with?

When you contact us, you should expect us to:

- take all of your complaints about antisocial behaviour (ASB) seriously
 - respond to your complaints concerning ASB promptly
 - provide and recommend other ways of dealing with your complaint, such as mediation
 - listen sympathetically to you and not prejudge or make assumptions
 - advise you of the actions we can take in response to your complaint.
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Complaints by or about non- Clydesdale Housing Association tenants

Where we receive a complaint from or about a sharing owner or owner occupier or their sub- let we will investigate the matter using the same approach as set out in our ASB Policy. The action we can take however may not be the same.

Will my complaint be confidential?

We will make every effort to protect the confidentiality of complaints made and avoid the risk of any action we take making a situation worse. We will make every attempt to act on each complaint made, however we may not take any or further action where the complaint is anonymous and/or there is no corroboration from a reliable or impartial source.

How we categorise your complaint of antisocial behaviour?

We will use the following categories and target timescales to set out how we view and resolve complaints received by you.

- Anti-Social Behaviour 1 (ASB1)
First time offender or repeat Estate Management offender –
5 days to conclude
 - Anti-Social Behaviour 2 (ASB2)
Escalated from ASB1 or serious complaints –
10 days to conclude
 - Estate Management 1 (EMO1)
Environmental issues such as fly tipping,
stair-cleaning
15 days to conclude
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What actions can be taken?

Any action we decide upon will depend on the circumstances, where the following will also be taken into account:

- the type of behaviour and its impacts on others
- the age of the perpetrator
- whether the perpetrator is a resident
- whether the perpetrator is vulnerable
- what actions are likely to be most effective

Some options that we will consider are:

- Issuing verbal warnings
- Issuing written warnings
- mediation
- warnings and visits
- using other agencies such as the Community Police or local environmental health
- Acceptable Behaviour Contacts (ABCs)
- Issuing a Notice of Proceedings

What about taking legal action?

Legal action is not the answer to most cases of antisocial behaviour but in some cases it is the best option. Some legal options that we can use are:

- Antisocial Behaviour Orders (ASBOs)
 - Court action to recover the tenancy
 - Interdicts
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want to find out more?

Further information about the Association is available in various ways.



You can speak to a member of staff by telephoning 01555 665316



Alternatively, email: mail@clydesdale-housing.org.uk



You may prefer to visit our website: www.clydesdale-housing.org.uk



or come to see us in person at our area offices at 99 High Street, Lanark ML11 7LN



Find us on Facebook: www.facebook.com/ClydesdaleHousingAssociation/

Clydesdale Housing Association Limited is a not-for-profit housing association registered under the Co-operative and Community Benefits Societies Act 2014. It is also recognised by HM Revenue and Customs as a Scottish charity and is registered with The Scottish Housing Regulator under the Housing (Scotland) Act 2001 as a registered social landlord. Registered no.: 2237R(S) Scottish charity: SCO34228 Social landlord no.: HAL 93

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