



# Respect your neighbours: dealing with Anti-Social Behaviour

At Trust we take complaints about Anti-Social Behaviour very seriously. We want you to enjoy the peace and quiet of your home and neighbourhood.

This leaflet explains how we can support you and how you can help to tackle Anti-Social Behaviour.

Trust manages anti-social behaviour in line with the law and our Scottish Secure Tenancy Agreement.

Legally, Anti-Social Behaviour is behaviour by a tenant, a member of their household or a visitor to the household that causes nuisance, annoyance, alarm or distress.

Examples could be:

- excessive noise
- abuse or intimidation.

However, in some cases we may decide that, although you may feel it is annoying behaviour, it is not Anti-Social Behaviour.

An example might be:

- everyday living noises like washing machines or doors banging.

**We take complaints of Anti-Social Behaviour seriously and aim for a quick, effective resolution.** Complaints will be acknowledged within 3 working days, and you will get a written response from an allocated member of staff within 15 working days. If we cannot meet this timescale we will agree a revised timescale with you. Once the relevant evidence has been gathered and we agree Anti-Social Behaviour has occurred, we will follow steps to resolve the problem in line with Trust's Anti-Social Behaviour Policy.

### What you can do

Problems can start as minor disagreements, sometimes resolved by simply talking things through... neighbours may genuinely not know they are creating a nuisance. If you can:

- approach your neighbour calmly
- explain how their behaviour is affecting you
- look for a compromise
- walk away if you feel uncomfortable.

Or contact Trust staff or the Police.

If you are unhappy with the way we have dealt with the Anti-Social Behaviour, you can ask for a review through Trust's complaints process – speak to your local staff or phone Trust on **0131 444 1200**.

### What Trust can do

- investigate the allegations (through interviewing parties and witnesses)
- work with other agencies (for example Police, Social Work and local authorities)
- issue warnings (verbal or written)
- mediate
- create an Acceptable Behaviour Contract
- seek an Anti-Social Behaviour Order (ASBO)
- begin legal action to seek an eviction.

**If you require any further information or guidance please contact local staff or your Service Manager or call **0131 444 1200**. Call this number if you would like this information in a different format.**

Information correct as of April 2017.