



Anti-social Behaviour & Harassment and Neighbour Disputes

What is this fact sheet about?

The Co-operative believes that people should be able to enjoy the home they live in and be free from distress and inconvenience caused by others. This fact sheet provides a summary of what to do if you are experiencing a problem with your neighbour. It does not affect your rights; it is not intended to have a contractual element and is not binding by law.

The Co-operative does NOT tolerate Anti Social Behaviour or harassment. We look to address issues and tackle them with a number of tools that are available to help resolve any problems. **BUT we can not do it alone.....**

What should you do if you experience a problem?

If it is a general complaint:

- 1. Speak to the person causing the problem** – Often the person doesn't realise there is an issue and it can be resolved by speaking to them. If you let the problem continue it sometimes escalates when it could have been dealt with.

If problem continues then:

- 2. Contact your Housing Officer** – If we are not aware of any problems then we cannot advise what to do or investigate the matter in question.

The idea is to keep people in their home BUT to tackle their behaviour. If the Housing Officer speaks to each party and uses their own negotiating skills to ensure members are fully aware of their rights and responsibilities then this often helps people understand what is acceptable and what is causing a problem.

It is not the role of the Housing Officer to take sides and sometimes it is necessary to involve another agency such as a mediator.

- 3. Mediation** – is when an independent professional discusses the issues with each party in a mutual and understanding way to help them find a solution to the problem.

If there is a serious incident or a problem continues then it may be necessary to take further action. However, **in order to take further action we need help from you.** This is because we can only act for you if you give us the information we need. In order to gain evidence it is necessary for you to keep a diary of dates, times, problems and addresses/ person causing the problem. This will help build a picture but unfortunately it takes time. It is also important to contact the police if the problem is out of hours or a serious matter. Contacting the Police is important; even if they don't attend, that fact that the call is logged can be valuable information if the matter is pursued further.

If the person then agrees to work with us we can consider:

- 4. Acceptable Behaviour Contract (ABC)** this is where the person causing the problem is given the opportunity to mend their ways. The Co-operative would work with other agencies and the person(s) causing the problem and agree the type of behaviour they should be adhering to.

If the ABC is breached the final option, and last resort, used by the Co-operative is going to court to get an:

- 5. Anti Social Behaviour Order (ASBO)** – this is a preventative method granted by the court. The courts will not grant an ASBO if the previous options have not been tried. An ASBO sets out very specific terms that must be adhered to by the perpetrator. It is a criminal offence to breach these terms and only if the ASBO is breached can the Co-operative then apply for eviction.

What priority does a complaint have?

All complaints will be dealt. If we receive an anonymous complaint and there is not sufficient information then we may not be able to deal with it. In order to prioritise complaints we categorise complaints in line with other agencies:

A - EXTREME - Very Serious ASB or harassment (which normally includes criminal activity)
Violence against the person,
Drug dealing / mis-use,
Any activity considered criminal such as theft,
Initial response time is 1 working days
B - SERIOUS - Serious ASB or harassment (situations where the behaviour is likely to stop short of criminal activity)
Any acts of harassment that are related to existing complaints,
Threatening and abusive behaviour,
Frequent disturbances,
Vandalism and damage to property
Ongoing disputes where neighbour logs are required and possible action will be required. e.g., excessive noise, family disputes affecting neighbours
Initial response time is 5 working days
C - OTHER COMPLAINTS (simple disagreements)
Parking
Dog fouling,
1st complaints of excessive noise, family disputes affecting neighbours and infrequent disturbances, garden, litter, minor harassment
Initial response time is 10 working days

Does Tenants First Housing Co-operative monitor complaints?

YES, we will monitor:

- ◆ The number of complaints that have been responded to within the correct time;
- ◆ The number and type of outcome, e.g. gave advice, sent letter, interviewed perpetrator;
- ◆ The number of referrals to other agencies who can provide support in dealing with the issue
- ◆ The number of Notice of Proceedings that are issued for antisocial behaviour;
- ◆ The number of Acceptable Behaviour Contracts;
- ◆ The number of Antisocial Behaviour Orders
- ◆ The number of Evictions carried out and the reason for these.

If you would like more information and advice or would like to comment on your views of our service please contact us:

<p><u>Tenants First Housing Co-operative</u> 23 Albert Street, Aberdeen AB25 1XX Telephone 01224 628400, Fax 01224 628428 e-mail enq@tenantsfirst.com</p> <p>Office Opening Hours: Monday to Thursday - 8.30 am to 5.30pm Friday - 8.30am to 4.30pm.</p>	<p><u>Tenants First Housing Co-operative</u> 27 Slains Court, Peterhead AB42 2YF Telephone 01799 474282, Fax 01779 871969 e-mail enq@tenantsfirst.com</p> <p>Office Opening Hours: Monday to Thursday - 9am to 5pm Friday - 9am to 4.30pm. (between 12.30 and 1.30pm every day the office closes)</p>
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Please note that both offices close on Wednesday morning for training

Our web site address is www.tenantsfirst.com

Problem	Who to report it to
Adults at risk	Contact the Police and your Housing Officer
Arguing & Shouting	Speak to Housing Officer & Police
Cat Fouling	There is no law broken so unfortunately there is nothing we can do. There are products you can buy to try and stop cats coming into your garden
Cars / Parking / Damage to cars	Most properties do NOT have a designated parking space and many households have more than one car. Parking is out with our control but you should always be considerate of neighbours when parking. We have no responsibility for damage to cars this would be your insurance company and police matter
Children at Risk	If you are concerned for some ones safety you should contact Social Work and Police immediately – reporting issues the following day is not evidence if something happens
Children Bullying	Children often fall out with each other and the parents get involved. It should be remembered that children can then often become friends again and the adults are left fighting. Rise above the problem, remember it is children. Adults should talk to each other sensibly and if necessary stop your children playing with each other. Advise the school of any bullying that may be occurring and they can look out for any incidents
Children Playing	This is not an offence unless the children are causing damage to property or offending someone. Speak to the children or parents and if it gets worse then speak to your Housing Officer
Dog Barking & Dog fouling	If you know the person who is responsible you can speak to them. Also contact your local council and speak to the Dog Warden – they can visit the person to provide advice and sometimes they may issue fines. Also advise your Housing Officer
Drug Dealing	This is illegal behaviour and you should contact the Police. You should also advise your Housing Officer. Keep a diary of comings and goings and any registration numbers of cars to pass them on
Harassment	If you are subject to verbal or physical intimidation or harassment for any reason report the incident to the police and get a crime reference number. Then report the information to your Housing Officer.
Loud Music / TV	Speak to the person and ask them to turn it down. If the problem persists or there is a group of people present so you do not want to approach them then call the Police. If they are unable to attend a call is logged which helps when building a picture of any ongoing problems. Also report the problem to your Housing Office
Rubbish	Advise Housing Officer. If ongoing problem then you can contact the Environmental Health through your local Council and they can visit
Vandalism / Broken Windows	Report the incident to the Police to get a crime reference number. Then contact the Co-operative
Youths Hanging Around	Not an offence unless causing a problem. Contact the Police who have dispersal powers in some situations.

Useful Telephone Numbers to help deal with Neighbour problems

ALL Areas	
Crime Stoppers	0800 555 111

	Aberdeen City	Aberdeenshire	Arbroath	Fraserburgh	Peterhead
Advocacy Service	01224 332314	01467 651604	01241 434413	01467 651604	01467 651604
Bulky Household Waste Disposal	01224 522225	0845 600 3900	01241 435600	0845 600 3900	0845 600 3900
Citizens Advice Bureau (CAB)	01224 586255	n/a	01241 870661	01779 471515	01779 471515
Community Mediation Service	01224 560570	01224 560570	01382 459252	01224 560570	01224 560570
Dog Warden (Environmental Services)	01224 523737	n/a	01241 435600	01779 483812	01779 483812
Neighbour Complaints Unit	01224 523300	n/a	01575 573581	n/a	n/a
Noise Control Helpline	0845 606 6548	n/a	01241 435600	n/a	n/a
Police	0845 600 5 700	0845 600 5 700	01307 302200	0845 600 5 700	0845 600 5 700
Police Wardens	0845 600 5 700	0845 600 5 700	01575 573581	01346 512344 (am) 0845 600 5 700	01779 474981 0845 600 5 700
Social Work Department	01224 522000		01241 878585	01346 513281	01779 477333
Victim Support	01224 622478	01467 629990		01467 629990	01467 629990
Rape & Abuse Helpline	01224 620772	01224 620772		n/a	n/a