

Tenant briefing note 7: Anti-social behaviour



Anti-Social Behaviour Policy Consultation

The Association is in the process of reviewing its Anti-Social Behaviour Policy. We appreciate that this is an important issue for our residents and are interested to receive your views on the proposed timescales and the priority level given against the type of complaints that we manage.

You can contact us by email at generalenquiries@linthouseha.com, speaking to your Housing Officer or by telephone on 0141 445 4418.

Proposed priorities and timescales

The Antisocial Behaviour etc (Scotland) Act 2004 says that anti-social behaviour is when someone acts in a way that 'causes or is likely to cause alarm or distress to anyone; or behave in a way likely to cause alarm or distress to at least one person not of the same household as them'.

We believe that all our residents should be able to enjoy their home and community in the knowledge that the Association has a strong management and approach to those who cause anti-social behaviour that affects our residents.

The proposal priorities and associated timescales are on the next page.

Anti-social behaviour

Anti-social behaviour covers a wide range of unacceptable activity that causes harm to an individual, to their community or to their environment. This could be an action by someone else that leaves you feeling alarmed, harassed or distressed. It also includes fear of crime or concern for public safety, public disorder or public nuisance. Examples include:

- Nuisance, rowdy or inconsiderate neighbours
- Vandalism or graffiti
- Street drinking
- Environmental issues including littering, dumping of rubbish and abandonment of cars
- Fireworks misuse
- Inconsiderate or inappropriate use of vehicles

Category 1 Very Serious Complaints	Category 2 Serious Complaints	Category 3 Low level complaints
<p>This is the highest form of categorisation that can be awarded and includes incidents of; conviction of criminal charges such as drug dealing (supply or intent), criminal behaviour involving serious incidents of violence or threats of violence to any member of the public or staff, Hate crimes (racial/sectarian/homophobic etc) and serious harassment</p>	<p>This category can included incidents that are sustained or relatively serious such as; Threatening and aggressive behaviour, regular parties, shouting/swearing/fighting, malicious damage to property, pets attacking other parties, loud music on an ongoing basis, as well as offensive or obscene graffiti against individuals.</p>	<p>This category is awarded for issues such as minor neighbour disputes; stairs cleaning, pets refuses complaints and occasional noise.</p>
<p>Target Timescales:</p> <p>Initial Action – 24 hrs Resolve – 30 days</p> <p>These cases tend to involve multi-agencies and can take time for information to be shared, this is the reason for the longer resolve days.</p> <p>Current timescale: 186 days</p>	<p>Target Timescales:</p> <p>Initial Action – 3 working days Resolve – 15 working days</p> <p>Current timescale: 93 days</p>	<p>Target Timescales</p> <p>Initial Action – 5 working days Resolve – 10 working days</p> <p>Current timescale: 30</p>