



Queens
Cross
Housing
Association



DEALING WITH ANTISOCIAL BEHAVIOUR

HOW TO REPORT IT AND GET THE HELP YOU NEED

HOW TO REPORT AND GET HELP

At Queens Cross our aim is to provide safe, well managed neighbourhoods for all residents.

This leaflet explains how you can report antisocial behaviour and the steps you can expect from us in managing your complaint.

WHAT IS ANTISOCIAL BEHAVIOUR?

The Antisocial Behaviour (Scotland) Act 2004 says that someone engages in antisocial behaviour if they:

- act in a manner that causes or is likely to cause alarm or distress
- or pursue 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.

Everyone has different tolerance levels and some people will be more affected than others. We take all complaints seriously – we will always listen and explain what we can and cannot do.

HOW DO I KNOW WHAT IS OR ISN'T ANTISOCIAL BEHAVIOUR?

The table below gives some examples of behaviour that might help you to decide whether to report an incident as antisocial behaviour (ASB) or as criminal behaviour. It also gives examples of some issues that are classed as either a tenancy matter or lifestyle difference.

If your complaint relates to a lifestyle difference we may not be able to take any formal action but we will offer advice and will consider any appropriate options, such as mediation.

If you're unsure whether to make a report to us or another agency, just give us a call and we'll do our best to advise you.

Nature of incident	ASB	Criminal	Tenancy matter	Lifestyle
Hate Crime	✓	✓		
Harassment and physical/ verbal threats	✓	✓		
Ongoing loud music / TV	✓			
Vandalism	✓	✓		
Drug use within home				✓
Smoking				✓
Animal Nuisance			✓	
Fly Tipping	✓			
Noise caused by normal living				✓
Drug Dealing	✓	✓	✓	
Noise of children playing in or near their home				✓
Adults or children arguing or falling out				✓
Parking Issues				✓

WHAT HAPPENS WHEN I REPORT ANTISOCIAL BEHAVIOUR?

When you report antisocial behaviour to us we will record the details of your complaint and send you an acknowledgement letter.

The information will be passed to your Housing Officer who will discuss the issue with you including possible ways to resolve the issue.

They'll agree an action plan with you. This will say what we agree to do and what we ask you to do such as writing down when things happen and contacting other agencies who can help. They will provide you with incident log sheets to record information about what happens.

When we have robust evidence that someone is behaving in an anti-social way we will take action. Sometimes this will be informal action. Sometimes we will not have enough evidence and will not be able to take action but will keep records in case problems happen again.

What will my Housing Officer do?

Your Housing Officer will speak to people to see what more they can find out, as the more evidence we have, the easier it is to resolve the problem. All conversations will be confidential.

There are limits to the actions we can take when a tenant is behaving in an anti-social way. In all but the most serious cases, our first steps will involve warnings about unacceptable behaviour.

We cannot evict a tenant without first warning them that their behaviour is unacceptable, serving them with a notice that we intend to take them to court and then applying to a court for a hearing.

Even in extreme cases this process takes time. We then have to provide robust evidence to the Sheriff that it is reasonable to evict the person because of their behaviour.

This is why we work in partnership with **Police Scotland** and any criminal activities you see must be reported by you.

Where evidence is not backed up by a second person it may not be possible to take any formal action.

Our commitment to you

We aim to investigate and resolve straightforward complaints about anti-social behaviour within 10 days. More complicated investigations may take up to 20 days.

We will keep in touch if there are reasons why progress is delayed. We may look to involve partners if you need support.

WHAT CAN I DO?

You can contact us any time of the day or night to report an issue but we will only be able to follow up in working hours.

Call Police Scotland immediately if you witness anti-social behaviour that may also be criminal activity. If you are unsure, call 101.

We will be able to check with the police when we start to gather evidence.

If the problem is serious noise nuisance or ASB in the street you should also report it to Glasgow City Council.

Be careful – do not get involved with any anti-social behaviour that may put you at risk.

Write down everything that happened as soon as possible, while it is fresh in your mind, including:

- Who was involved
- Anyone who might have seen what happened
- The date and time it took place
- Who it was reported to
- Crime reference number provided by Police Scotland



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WHAT ACTION CAN BE TAKEN?

When we have investigated a complaint of antisocial behaviour and have the evidence to support it, we can then take action.

- Warning Letters - seeking co-operation and a change to behaviours
- Acceptable Behaviour Contracts - setting out behaviour that will and will not be tolerated
- Unacceptable Behaviour Notices - setting out behaviour that must stop
- Mediation - where people are willing to air their concerns
- Notice of proceeding for Recovery of Possession - a legal notice required before we can start legal proceedings to evict a tenant.

Legal steps that involve us going to Court

- Interim Antisocial Behaviour Orders and Antisocial Behaviour Orders (ASBO) often in partnership with Police Scotland
- Reducing a tenancy to a less secure Short Scottish Secure Tenancy
- Eviction Orders - the decision to grant permission to evict sits with Sheriff NOT Queens Cross Housing Association.

Glasgow Council

- Fixed Penalty Notices for fly tipping, litter and dog fouling.



OTHER AGENCIES THAT CAN HELP YOU AND US

There are a range of agencies who can support or deal with incidents of antisocial behaviour.

Glasgow City Council, Antisocial Behaviour Team

Problems with your neighbours, like threatening and aggressive behaviour, can be reported to the team.

0800 0273 901 (Thursdays, 10am to 4pm)

glasgow.gov.uk/reportasb

Glasgow City Council, Out of Hours Noise Team

They deal specifically with domestic noise issues and have noise measuring and recording equipment.

0141 287 6688 (7 days, 5pm to 3am)

glasgow.gov.uk/reportnoise

Police Scotland

Police Scotland has powers to remove any equipment that is being used to cause excessive noise.

101 for non-emergencies; 999 for emergencies

scotland.police.uk

Crimestoppers

You can give information anonymously

0800 555 111

Crimestoppers-uk.org

Victim Support Scotland

Free confidential, emotional and practical support

0800 160 1985, Monday – Friday, 8am – 8pm

victimsupport.scot

Scottish Women's Aid

Domestic abuse and forced marriage helpline

0800 027 1234

womensaid.scot

HOW TO REPORT ANTISOCIAL BEHAVIOUR TO US

To report antisocial behaviour, call us or send us an email.

For information on antisocial behaviour and other services, visit our website

Call 0808 143 2002

Email contactus@qcha.org.uk

Visit qcha.org.uk



**Queens
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Are you or do you know a Queens Cross customer who has difficulty communicating with us in English? This could mean that you don't get access to the information and services you need. Queens Cross can provide translation and interpretation services for customers. If this is you, or someone you know, get in touch and we'll do our best to help.



هل تعلم أنه يسعدنا أن نترجم؟

هل تعرف أحدا من عملاء كوينز كروس أو أنك أنت عميل كوينز كروس وتجد صعوبة في التواصل معنا باللغة الإنجليزية؟ قد يعني ذلك أنك لا تستطيع الوصول إلى المعلومات والخدمات التي تحتاجها.

يمكن لكوينز كروس تقديم خدمات الترجمة الكتابية والشفوية للعملاء. إذا كان هذا الخطاب يعينك أنت أو أي شخص تعرفه، تواصل معنا وسنبدل قصارى جهدنا للمساعدة.

Czy wiesz, że jesteśmy otwarci na korzystanie z tłumacza - Happy to Translate?

Czy jesteś klientem lub znasz klienta Queens Cross, który ma trudności, aby komunikować się z nami w języku angielskim?

Może to oznaczać dla Ciebie brak dostępu do potrzebnych Ci informacji i usług.

Queens Cross zapewnia tłumaczenia ustne i pisemne swoim klientom. Jeżeli chcesz z nich skorzystać lub znasz kogoś, kto chciałby z nich skorzystać, skontaktuj się z nami, a dołożymy wszelkich starań, aby Ci pomóc.

您是否知道，我们乐意提供翻译？

您本人或者在您认识的人中，是否有难以用英语与我们沟通的女王十字（Queens Cross）的客户？

这可能意味着您无法访问所需的信息和服务。

女王十字（Queens Cross）可以为客户提供笔译和口译服务。如果您或您认识的人存在这种需求，请与我们联系，我们将尽最大努力为您提供帮助。

کیا آپ جانتے ہیں کہ ہمیں ترجمہ کر کے خوشی ہو گی؟

کیا آپ بذات خود یا کوئی شخص کراس کے کسی ایسے کسٹمر کو جانتے ہیں جسے ہمارے ساتھ انگریزی میں بات چیت کرنے میں دشواری کا سامنا ہو؟

اس کا مطلب یہ ہو گا کہ آپ اپنی مطلوبہ معلومات اور خدمات تک رسائی حاصل نہیں کر پائیں گے۔

كوينز كراس صارفين كے لئے ترجمے اور ترجمانی كی خدمات فراہم كر سكتی ہے۔ اگر آپ یہ بذات خود ہوں یا کسی اور كو آپ جانتے ہوں اور رابطہ فرمائیں تو ہم مدد كرنے كی پوری كوشش كر رہے گے۔