



**Queens
Cross
Housing
Association**

Antisocial Behaviour Policy

October 2022

Call: 0808 143 2002
Visit: qcha.org.uk
Email: contactus@qcha.org.uk





OUR VISION

Excellent housing in vibrant communities.

OUR VALUES

Respect

We see the positive in everyone, especially our tenants. We treat everyone fairly, regardless of age, race, gender, sexuality or background. We ask for opinions even if we know we might not like what we hear. And we address people's concerns in any way we realistically can.

Integrity

What we say in public is the same as what we say behind the scenes. If we say we'll do something, we mean it. Our tenants can count on us to solve their problems and make sound decisions.

Aspiration

We want the best for all our current and future tenants. We're not afraid to strive for things that won't be easy – or try things that haven't been done before. We seek out opportunities and welcome change. If it doesn't turn out as planned, we learn and improve again. And then we try again.

OUR STRATEGIC OBJECTIVES

- A) Building and sustaining popular neighbourhoods
- B) Creating and supporting greater life opportunities for all
- C) Developing greener spaces and community wellbeing
- D) Being a dynamic and listening community partner
- E) Treating people equally and with respect

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1. Introduction

This document sets out the policy framework within which Queens Cross Housing Association will manage and investigate reports of anti-social behaviour. The policy will contribute to achieving the Associations Business Plan 2021-2025 statement of our Vision – Excellent Housing in Vibrant Communities.

We believe and recognise that feeling safe and secure in your own home is important to our customers and our 4 Neighbourhoods are safe places to live. When there is a localised instance of anti-social behaviour, hate crime or criminal behaviour this has an impact of customers, communities and the ability to enjoy living in your home peacefully. We are committed to tackling all reports of anti-social behaviour effectively and this will be achieved using the multi-agency approach bringing partners together to provide assistance and support to anyone causing anti-social behaviour or being affected by anti-social behaviour.

We are committed to working with people living in our local communities to create desirable and vibrant neighbourhoods. Dealing effectively with anti-social behaviour is critically important to the success of that work. Failure to act quickly or to deal effectively with incidents of anti-social behaviour can severely impact on the quality of life of residents.

We recognise residents and new housing applicants will not want to live in neighbourhoods if they do not feel safe and at ease in their homes and public places if for example they are blighted by graffiti, abandoned cars or public disorder.

The Scottish Social Housing Charter requires all social landlords, working in partnership with other agencies, to ensure that tenants and other customers live in well maintained neighbourhoods, where they feel safe. Queens Cross Housing Association fully endorses this charter outcome, and this anti-social behaviour strategy describes how we will aim to meet that charter outcome and manage, our estates, anti-social behaviour, and neighbour nuisance and tenancy disputes.

There are a variety of legislative arrangements, good practice, policy and procedures, and terms and conditions of tenancy agreements which enable Queens Cross Housing Association with the support of other agencies tackle incidents of anti-social behaviour at various levels of seriousness. We also aim to design-out opportunities or circumstances which encourage or fuel anti-social behaviour activities.

Queens Cross Housing Association will aim to manage and resolve incidents of anti-social behaviour as far as possible, and we will ensure that where we are unable to resolve the matter we will work with the tenant and other agencies that have responsibilities in this area and work together on a solution.

2. Legal & Regulatory Framework

The legislation that defines antisocial behaviour is the Antisocial Behaviour etc. (Scotland) Act 2004 (2004 Act). The 2004 Act provides that a person 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 caused or is likely to cause alarm or distress to at least one person not of the same household as them.

In the definition “conduct” would include speech; and a course of conduct must involve conduct on at least two occasions. The expression “likely to cause” means that the court would apply whether any other standard person of society would find the behaviour complained of antisocial on the balance of probability. That someone other than a victim would find the behaviour anti-social.

We can manage antisocial behaviour using the provisions set out in the Housing (Scotland) Act 2001, as amended. The Housing (Scotland) Act 2014 introduced additional powers in relation to the management of antisocial behaviour, these along with existing measures are detailed below:

- Interim ASBO
- Full ASBO
- Notice of Proceedings for Recovery of Possession
- Decree for eviction
- Streamlined eviction
- SSST conversion

Changes in May 2019

Ending a Scottish Secure Tenancy by Court Order – Conviction of a Crime / Serious Antisocial Behaviour

Committing serious antisocial behaviour or certain crimes are a breach of the tenancy agreement and can lead to eviction.

If the Tenant or anyone living with the tenant at the property or anyone visiting the property, are convicted of using the house or allowing it to be used for immoral or illegal purposes, or of any offences punishable by imprisonment committed in or around the locality of the property, we are entitled to seek a court order to evict them from their home.

Before we start the court action for eviction, we will serve a Notice of Proceeding on the tenant. The tenant has the right to challenge that decision.

From May 2019, the Housing (Scotland) Act 2014 will make this process easier by removing the need for the Court to consider whether it is “reasonable” to make any order for eviction where we are using this ground for eviction.

The Court will be required to grant the eviction order if we have served the Notice of Proceedings within twelve months of the date of the conviction (or within twelve months of the conclusion of an unsuccessful appeal against the conviction).

Conversion to a Short Scottish Secure Tenancy for Antisocial Behaviour

In certain circumstance, we can change a tenant’s tenancy agreement to a different type of tenancy agreement called a Short Scottish Secure Tenancy (SSST) agreement, which gives fewer rights and less protection from eviction than a Scottish Secure Tenancy (SST)

From May 2019, these circumstances will now include any situation where a tenant or someone living with the tenant has acted in an antisocial manner in or around the property. If we choose to convert the tenancy we will serve a Notice which will detail the action of the person who has behaved in an antisocial manner and our reasons for converting the tenancy.

The tenant will have the right to appeal the conversion to the Sheriff Court.

Social landlord can also suspend an application for social housing under certain prescribed circumstances will be detailed in our Allocation Policy.

Scottish Social Housing Charter

The Scottish Social Housing Charter was introduced by the Scottish Government to help improve the quality and value of the services that social landlord's provide, and support the Government 's long term aim of creating a safer and stronger Scotland.

Outcome 6 of the Charter States that:

Social landlords, working in partnership with other agencies will ensure that:

- Tenants and other customers live in well maintained neighbourhoods where they feel safe

This outcome covers a range of actions that social landlords can take on their own and in partnership with others. It covers actions to enforce tenancy conditions on estate management and neighbour nuisance, to resolve neighbour disputes, and to arrange or provide tenancy support where this is needed. It also covers the role of landlords in working with each other to tackle anti-social behaviour.

Two Charter performance indicators have been developed to evidence to the Scottish Housing Regulator, and our tenants, how well we are managing complaints of antisocial behaviour and our wider estates, they are:

Indicator 15

Percentage of anti-social behaviour cases reported in the last year which were resolved.

- (i) Number of cases of anti-social behaviour reported in the last year.
Of those at (i)
- (ii) Number of cases resolved in the last year

Indicator 22

Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.

- (i) The total number of court actions initiated during the reporting year.
- (ii) The number of properties recovered for non-payment of rent.
- (iii) The number of properties recovered for anti-social behaviour.
- (iv) The number of properties recovered for other reasons.

Targets for both these indicators will be set by Queens Cross on an annual basis to ensure that the services provided to our customers are improved year on year basis.

In practice anti-social behaviour can mean different things to different people. It can cover a wide range of behaviours from serious harassment, dog fouling to criminal damage to property. Behaviour regarded as acceptable by some can be seen as anti-social and unacceptable to others.

3. Key Principles

We aim to work with multiple agencies to tackle antisocial behaviour with prevention, enforcement and support when required for victims and perpetrators. We will achieve this by implementing the following objectives:

- Education and information to our tenants on how anti-social behaviour impact our tenants lives and communities;
- Make our new tenants aware at the earliest opportunity of their responsibilities under the terms of their tenancy agreement;
- Update our existing tenants on their responsibilities of being a good neighbour, via our Good Neighbour Charter
- Early intervention using our multi agency approach with our partnership working e.g., Police Scotland and were possible, sharing information with relevant organisations.
- Ensure all reports of antisocial behaviour are recorded, taken seriously and investigated thoroughly.
- We will aim to resolve all antisocial behaviour where possible within 10 days for medium priority complaints and 20 days for high priority complaints and keep the customer updated in person or in writing of the outcomes. The exception will be cases involving criminal behaviour and pending the outcome of court cases.
- Considering and utilising all tools and enforcement powers that are available to us after consulting our lawyers if appropriate.
- Providing our staff with clear guidelines, written procedures and training on how to effectively manage antisocial behaviour cases.
- Minimise the impact of antisocial behaviour by providing the appropriate level of advice and support to victims, witnesses and perpetrators.

The Association aims to manage anti-social complaints irrespective of tenure type. This means we will investigate reports of anti-social behaviour caused by our own tenants or other local residents and anyone else that can be identified as causing antisocial behaviour.

Where we have no realistic title or interest or scope to resolve non-tenant behaviours, we will pass all available information to the appropriate authorities including Police Scotland and signpost to other agencies and provide support where we can in finding a joint solution to such behaviours.

4. Prevention and Early Intervention

Developing a strategic and multi-agency approach to preventing antisocial and criminal behaviour is a priority for Queens Cross Housing Association. In partnership with Police Scotland and other relevant stakeholders we will undertake ongoing assessments of the nature and extent of antisocial, hate crime and criminal behaviour across our Neighbourhoods. This will allow us to identify emerging trends: identify the communities where antisocial behaviour problems are most extensive and then design services and prioritise the allocation of resources based on robust intelligence and clearly identify local need.

Research has shown that perceived agency inaction in tackling “lower level” antisocial behaviour significantly reduces community confidence in an organisations ability and capacity to tackle more serious problems. We know that serious offences have the most traumatic impact on individuals but these types of offences are rare. These incidents affect a relatively small number of households and it is the persistent low level antisocial behaviour that negatively impacts customer satisfaction levels across our neighbourhoods. With patch sizes averaging 300 for each Housing Officer we are able to deal with these in a robust, timely manner and by doing so stop them escalating into more serious form of behaviour.

We recognise that, if we are to successfully address these issues, prevention, early intervention, education and support should be at the heart of our approach to dealing with antisocial behaviour we will do this using various methods they include:

Raising Awareness of Tenant Responsibilities

Under the terms of their tenancy agreement, all Queens Cross tenants are responsible for the behaviour of every person (including children) living in, or visiting, their home. This includes responsibility for their behaviour in the home, on surrounding land, in communal areas (close, stairs, landing, lifts, entrance foyers, shared gardens etc.) and in the surrounding area of the dwelling house.

An important part of raising awareness of tenant responsibilities in keeping their neighbourhoods safe and secure is agreeing local priorities with our Community Involvement Groups. Effective and timely reporting of antisocial behaviour complaints and complying with the terms and conditions of the tenancy agreement is an excellent example of how community buy in can positively impact our neighbourhoods and our tenant’s quality of life.

Partnership working with our CIG and local communities is crucial to ensuring a broad range of approaches/solutions can be deployed or considered when managing cases of antisocial behaviour. No one agency or organisation can tackle antisocial behaviour alone. We will work jointly with our colleagues in Police Scotland, Fire and Rescue Scotland, Glasgow City Council, NHS, Criminal Justice, Neighbouring RSL’s.

Good Neighbour Charter

As well as responding to Antisocial Behaviour we have developed a good neighbour charter to encourage positive behaviours by our staff and residents. We hope this more proactive approach will minimise antisocial behaviour from happening in the first instance and empower our customers and our staff to take pride in the communities we live and work in.

Education

We are committed to educating our staff and residents on antisocial behaviour and will do this in various ways these include:

- Promotional campaigns through our social media platforms
- Clear up to date information on our website
- Training our staff and setting out clear processes and guidance
- Information leaflets will be provided to new residents and anyone who is making an antisocial behaviour complaint
- Linking in with our key partners that allows us to signpost effectively
- Communicating effectively with our customers

5. Agreed Categories & Timescales

Following consultation with our tenants we have defined categorised and grouped the different types of antisocial behaviour according to their level of seriousness. We have also agreed the following timescales to action and resolve complaints of antisocial behaviour:

Category	Definition	Timescales
High Priority	<ul style="list-style-type: none"> • A conviction of criminal charges of drug dealing (supply or intend to supply) or production of a controlled drug. • Criminal charges relating to firearms. • Criminal behaviour involving serious incidents of violence or threats of violence towards any member of the public. • Running a brothel • Dealing in stolen goods • Illegal betting and illegal gambling • Serious assault • Serious harassment. • Hate crimes (racial, sectarian, homophobic, religious, disability etc.). • Domestic Violence • Serious damage to property including wilful fire-raising 	<p>Action within 1 working day</p> <p>Resolve within 20 working days</p> <p>(exception will be cases involving criminal behaviour and pending the outcome of court cases for timescales)</p>
Medium Priority	<ul style="list-style-type: none"> • Aggressive/Abusive behaviour • Drug / Solvent / Alcohol abuse • Verbal / Written harassment. • Noise nuisance / Disturbance • Vandalism • Graffiti • Non-accidental Bin fires 	<p>Action within 1 working day</p> <p>Resolve within 10 working days</p>

6. Complaints not managed under the Antisocial Behaviour Policy

Lifestyle clash or non-corroborated complaints

There are some situations and behaviours which do not constitute ASB and there is very little we can do to resolve these issues. Some issues simply result from the differences in the way that people lead their lives. Examples include:

- A neighbour using a washing machine early in the evening.
- The sound of a neighbour moving around their house in the flat above.
- Children playing in an appropriate manner and at a reasonable time.

We also recognise that, in some circumstances, there may be limits on what Queens Cross as a landlord can do to resolve alleged ASB. Examples include where:

- There is no evidence or corroboration to support the claims
- An investigation concludes that there was no evidence of ASB or breach of tenancy.
- It is a one on one neighbour dispute.

Social Media Complaints

Unfortunately, some people use social media for making offensive and/or inappropriate comments.

Unpleasant or offensive comments directed at tenants on social media sites will not be dealt with by Queens Cross Housing Association, unless there is a criminal offence, where Police Scotland has been involved. A criminal offence may include threats to kill, threats to cause damage, criminal conduct amounting to harassment and comments that incite racial hatred and violence.

For general unpleasant or inappropriate posts, in the first instance, tenants will be advised to contact the social media site on which the comments have been made and ask for their assistance. If they believe they have been libelled to the extent that they wish to take legal action, they will be advised to consult with a solicitor.

Domestic CCTV Cameras

Queens Cross recognises that some of our tenants may feel more secure if they install external CCTV to deter crime or if they have been experiencing problems of ASB. In contrast we also recognise that some tenants may find the installation of a CCTV camera on their neighbour's home a breach of their privacy.

Tenants who wish to erect a CCTV camera to their property must apply for permission in writing to our maintenance department, before installation, this is to ensure there is no risk of damage to our property.

Tenants seeking to install domestic CCTV will be advised to read the Information Commissioner's website for guidance on the Code of Practice on domestic CCTV. If we receive any complaints in relation to the installation of CCTV, we will also direct them to the Information Commissioner's online toolkit that will advise the best course of action.

Estate Management Issues

Issues such as dog fouling, untidy gardens, cleanliness of common areas, fly tipping, roads and parking issues will be dealt with under our new estate management procedures.

7. How we will manage an antisocial behaviour complaint

Receiving a report of antisocial behaviour

Residents can report antisocial behaviour in different ways by telephone, email, in writing, online via our web site, via the tenant app or in person and will be advised, in all instances, to report criminal behaviour to Police Scotland. We will acknowledge your complaint in writing unless your complaint is anonymous.

When a complaint is made, we will listen and record all details on our management system and open a complaint - this is to ensure there is a record of the complaint (you should be provided with the complaint reference number). We will advise you if you need to report the matter to other agencies such as Police Scotland.

Our role in managing an antisocial behaviour complaint

Our staff will be fair and firm, remaining impartial and observing confidentiality at all times. We will be clear and realistic about potential outcomes; antisocial behaviour is very complex and often requires many different approaches to resolve ongoing issues.

We will make every effort to gather all of the facts of the incident speaking to any witnesses or neighbours, if we identify a risk, we will report this to the relevant agencies.

We will take a customer focused approach to tackling antisocial behaviour, working with the complainant and the alleged perpetrator with a view to reaching agreed actions, timescales and ultimately closure. We always endeavour to stick to timescales, but we will keep you informed if the timescale will not be met.

We will sign post to other relevant agencies for example where there has been criminal activity, we will encourage these types of incidents to be reported to Police Scotland for them to carry out a criminal investigation.

Clear processes and guidance have been developed for staff to refer to when managing complaints of an antisocial nature, this will be used in conjunction with ongoing training to ensure best practice and consistency across all teams.

Action Planning

A Housing Officer will have the overall responsibility of managing an anti-social complaint as part of the process they will discuss and agree an appropriate action plan with you advising the steps we can and will take to investigate your complaint they will also:

- Advise you of the process and timescales
- Be honest about what we can and can't do and may direct you to other agencies if appropriate
- Provide any Advice or guidance if required.
- Advise you of any steps you may need to take (such as keeping a log of incidents) or contacting other agencies at the time of the incident

Investigating a complaint

We will fully investigate all complaint of antisocial behaviour and we will do this by:

- Gathering information to Corroborate the allegation this may include witness statements or speaking with Police Scotland or any other agencies that were involved (it isn't the role of the Housing Officer to investigate criminal activity this remit lies with Police Scotland)
- Arrange to meet with various parties including the alleged perpetrator to gather all the facts.

- We will work with all parties and other agencies to gather evidence and identify appropriate action to try and resolve
- We will communicate with all parties throughout the process providing them with key information regarding the complaint

Our role in supporting customers when managing complaints

We will always strive to take a preventative and supportive approach when managing complaints of antisocial behaviour.

We will endeavour to identify if antisocial behaviour is a result of an underlying issue or vulnerability. If we ascertain there is a support requirement, we will make appropriate referrals to the relevant agencies where a support need is recognised.

We will meet with other agencies to ensure good communication and a multi-agency approach is taken and that the key agencies are involved in the process.

Resolve

We aim to manage complaints in a timely manner and will take appropriate action if we have sufficient corroboration or evidence to do so. We will always communicate our outcomes to all parties and provide you with any relevant advice or signpost you to other agencies if this is more appropriate.

Escalation or enforcement action

Our approach to the use of enforcement action will be informed by the type and severity of the antisocial behaviour that has been reported. Whilst recognising that enforcement action needs to be appropriate, proportionate and timely the wellbeing and protection of our tenants and communities will always be at the forefront of our decision-making process and we will move straight to enforcement if it is deemed necessary.

In the majority of cases this will have been when a preventative and supportive approach has failed e.g., Housing Officer and Neighbourhood Manager offering support from appropriate agencies. An exception to this is our approach to deal with tenants, or household member of tenants, who have been convicted of drug production and or supply, we in conjunction with Police Scotland are committed to dealing with these cases in a robust way. Where possible we will take legal action with a view to recovering the tenancy.

We encourage tenants to be mindful of neighbours and encourage them to try and resolve differences by being more tolerant with one another in the first instance.

Depending on the circumstances and the nature of the ASB our staff will utilise the various tools available to them to manage antisocial behaviour and the perpetrator and this will include the use of:

- Acceptable Behaviour Contracts (ABC);
- Unacceptable Behaviour Notices (UBN);
- Mediation
- Warning Letters
- Interim Antisocial Behaviour Orders (Interim ASBO)
- Antisocial Behaviour Orders (ASBO);
- Short Scottish Secure Tenancy
- Notice of proceeding for Recovery of Possession (NPRP)
- Eviction Orders.
- Fixed Penalty Notices for fly tipping, litter, and dog fouling (GCC)

8. Involving and Empowering Local Communities

We recognise the importance of engaging with our customers in such a way as to help individuals feel more confident in relation to accessing our services and when they need them, and to providing the information they need to make decisions for themselves and their communities. To deliver on this ambition we have committed to co-creating with our customers a refreshed community governance model that will provide wide, flexible, inclusive and innovative opportunities for customers to engage, or influence, the governance of Queens Cross and the services we provide locally.

We will build on the existing Community Involvement Groups (CIG) and Residents Task Force (RTF) scrutiny approach to strengthen our accountability, providing us with the healthy independent challenge and assurance. This will include involving the RTF panel and introducing thematic tenant's inspections of our antisocial behaviour services. We will use learning from what customers tell us to help us reflect on things we do well, and we need to improve on.

9. Effective Communication Tailored to Customer Needs

The ability to communicate effectively with our customers around antisocial behaviour complaints is intrinsically linked to our focus on providing high quality services and driving up levels of customer satisfaction. For example we know the initial response to our tenants and customers when they make an antisocial behaviour complaint, is almost as important as the value of subsequent action taken to resolve the problem.

When dealing with complaints of antisocial behaviour we recognise the importance of looking at it from the customer's point of view. Customers will be unaware of some of the complexities, time delays and other potential pitfalls of investigating complaints of this nature. We will ensure that, whenever possible, all antisocial behaviour complaints are acknowledged and investigated in accordance with Queens Cross's agreed timescales. Furthermore complainers, any witnesses, and the person who is the subject of the complaint, will be kept informed of progress during the investigation and advised when the case is closed. We will also carry out quarterly customer feedback questionnaires by an independent body to consistently capture our customers feedback and satisfaction levels. By delivering on these commitments, we will build confidence and trust, and create relationships with our customers that will last and be mutually beneficial.

The primary objective of this work will be to ensure our tenants are aware of how seriously we take complaints of this nature; that we will never be dismissive of their problem and that we will provide robust and informed response.

10. Managing and Optimising Performance

We will monitor antisocial behaviour performance and trends using both Charter and local performance indicators.

We will use our resources and services to support customers to sustain their tenancies and minimise the number of terminations/abandonments and management transfers due to antisocial behaviour. We will use this information to set challenging targets and ensure we can demonstrate to our customers that we aim to continually improve our antisocial behaviour services. In addition to the SSHC and Scottish Housing Regulator requirements detailed within section 3 this will include:

- The number of abandoned properties;
- The number of notices of proceedings issued for antisocial behaviour;
- The number of Antisocial Behaviour Orders granted;
- The number of interim Antisocial Behaviour Orders granted;
- The number of court actions initiated for antisocial behaviour; and
- The number of evictions undertaken for antisocial behaviour

11. Supporting our Customers with Different Needs

We will use the Housing Options approach to bring partners together to identify those customers who have additional support needs to be either the victim, or perpetrator of antisocial behaviour. Queens Cross will explore how we will best link into other services to the benefit of our customers, examples of this include:

- Recognising and increasing awareness of how poor daily living skills impact on neighbours and the surrounding environment
- Accessing pathways into Health and Addiction Services
- Linking into local community groups and resources using our own Older Person Services and the Community Connectors.
- Accessing recovery networks; and
- Improving door management skills E.g. who the tenant gives access to their home and being responsible their visitors behaviour

The Queens Cross staff process and guidance also signpost officers to the relevant agencies for provision of support services to customers with additional communication needs.

12. Developing our Staff Capacity and Knowledge and the use of technology

Queens Cross Housing Association will carry out robust training and mentoring to provide all of the Housing staff with the knowledge and tools for tackling antisocial behaviour in our communities. We will also work with our partner agencies in specific training E.g. Hate Crime and Domestic Violence. We will ensure our housing management system; QL is developed further to assist staff with logging, action, investigation, support and resolving complaint. The Association is developing mobile working for staff and App's for tenants to enable Anti-social Behaviour complaints to be reported.

13. Policy Review

We will review this policy every three years. Reviews will consider legislative, performance standards and good practice examples.

More regular reviews may be considered where, for example, there is a need to respond to new legislation / policy guidance or any recommendations from significant case reviews.

We have developed this approach in consultation with our tenants and account has been taken of representation made. Similar consultations will take place for all future reviews.

14. Confidentiality, Data protection and Rights of Access

All information provided by complainers, witnesses or alleged perpetrators during the course of any anti-social behaviour investigation will be treated in strict confidence and will only be discussed with other parties with the individual's (or their appointed representative's) prior consent.

Queens Cross Housing Association will comply with the Data Protection Act 2018 and the General Data Protection Regulation in relation to all personal information held.

The GDPR includes the following rights for individuals:

- What personal data we hold about them;
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from them, information about the source
- The right to have incomplete or inaccurate data about them corrected or completed and the process for requesting this
- The right to request erasure of personal data (where applicable) or to restrict processing in accordance with data protection laws, as well as to object to any direct marketing from us and to be informed about any automated decision-making that we use
- The right to lodge a complaint or seek judicial remedy and who to contact in such instances

If a tenant wishes a copy of relevant personal information which the association holds about them, subject access requests can be requesting in writing to the Association and we will respond within one month of this request.

Further information regarding how we process your data can be found on our website along with a Subject Access Template.

15. Complaints

Our aim is to get it right first time, however, where there is dissatisfaction with this Policy framework or how we manage antisocial behaviour, customers can make a complaint.

A summary of our Complaints Policy and Procedure is available on our website and in our local offices.

We can manage antisocial behaviour using the provisions set out in the Housing (Scotland) Act 2001, as amended. The Housing (Scotland) Act 2014 introduced additional powers in relation to the management of antisocial behaviour, these along with existing measures are detailed below:

CONTACT US

45 Firhill Road,
Glasgow G20 7BE

T: 0808 143 2002

E: contactus@qcha.org.uk

qcha.org.uk



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 يعنك 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 ہوگی؟

کیا آپ بذات خود یا کوئینز 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۔

کوئینز کراس صارفین کے لئے ترجمے اور ترجمانی کی خدمات فراہم کر سکتی ہے۔ اگر آپ یہ بذات خود ہوں یا کسی اور کو آپ جانتے ہوں اور رابطہ فرمائیں تو ہم مدد کرنے کی پوری کوشش کریں گے۔