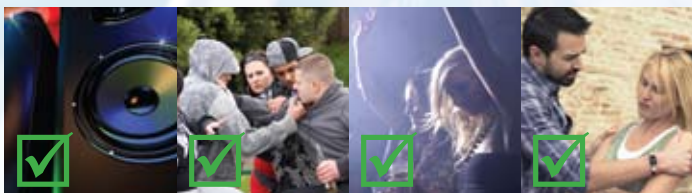


REPORTING ANTISOCIAL BEHAVIOUR - A QUICK GUIDE

DGHP has prepared this guide for tenants who are suffering from antisocial behaviour. This information will guide you through the processes we will undertake on your behalf to tackle the antisocial behaviour.

This is intended as a quick reference guide covering the main points for you – keep it somewhere safe and handy.

A reminder of what is, and what is not, antisocial behaviour -



EXAMPLES OF ANTISOCIAL BEHAVIOUR loud parties with music blaring; people shouting, screaming or fighting within communal areas or someone having a large number of people in their property with unreasonable levels of noise.



ANTISOCIAL BEHAVIOUR IS NOT normal domestic living noise such as opening and closing internal doors or cupboards; running the washing machine or Hoover; normal levels of dog barking; people parking in the wrong place; someone leaving their wheeled bin out; children playing; any personal comments made on social media sites, such as Facebook, Twitter etc

It is important that people living in flats or semi-detached houses are aware of their neighbours and remember that noise can travel through walls and floors. Please be courteous towards your neighbours to prevent disputes from arising.

OUR AGREEMENT WITH YOU

WE EXPECT YOU TO -

- Help us with recording evidence to support the case
- Complete your ASB diary accurately
- Telephone the police while incidents are ongoing
- Report incidents with as much detail as possible
- Tell us if you know of anyone else who has been disturbed by the incident
- Keep us up-to-date
- Be sure you are reporting incidents of actual antisocial behaviour
- Understand that your case may have to go to court
- Understand that unless there is a reason to anonymise your complaint, the perpetrator will see your statement
- Realise that we can't evict a tenant at the first sign of a problem - we must give them a chance to improve their behaviour
- Appreciate there may be delays if your case reaches court and these delays are out-with our control
- Understand that DGHP can only take action against our own tenants - not owner occupiers
- Be patient and rest assured we are working with you – and for you

YOU CAN EXPECT US TO -

- Write and tell you who your dedicated ASB officer is and give you their contact details
- Send you a pack of information on our investigation process, including an ASB diary
- Keep you informed of progress on your case
- Always treat your case very seriously
- Support you throughout the investigation and court process
- Progress to court action if ASB still takes place after all other measures have been exhausted
- Do everything in our power to get your case to a resolution as quickly as possible
- Support you to report incidents to Dumfries and Galloway Council's Community Safety Team and Police Scotland if the perpetrator is not a DGHP tenant



DGHP Customer Service Centre
0800 011 3447 (freephone)
0845 606 3447 (charged at network rate)
email us: customerservice@dghp.org.uk
or visit our website: www.dghp.org.uk