



Dumfries & Galloway
Housing Partnership

Working with our Tenants

www.dghp.org.uk



FREEPHONE 0800 011 3447

LO-CALL 0345 606 3447

ANTISOCIAL BEHAVIOUR

WORKING TOGETHER
TO TACKLE ANTISOCIAL BEHAVIOUR

TENANTS INFORMATION



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OUR COMMITMENTS TO YOU

DGHP is committed to ensuring our customers can live without fear of being abused in their home. We will not tolerate our customers being abused, harassed or subjected to noise, nuisance or other antisocial behaviour from those around them.

DGHP work closely with others, including the local police from Police Scotland, the council's antisocial behaviour team and our Community Safety Team, environment enforcement officers, social work services and various support agencies.

We have a team of specialist Antisocial Behaviour Officers (ASB Officers) who will deal with your complaint efficiently and will keep you informed throughout the process.

WHAT IS ANTISOCIAL BEHAVIOUR?

Antisocial behaviour can be a number of things, but the law defines it as -

- When someone acts in a way that causes, or is likely to cause, alarm or distress
- If someone follows a path of behaviour that causes, or is likely to cause, alarm or distress to at least one other person who is not in the same household

The most common examples of antisocial behaviour include -

- Someone having a party with loud music
- People shouting, screaming or fighting within communal entry ways - or if it is so loud that it can be heard outwith the property
- Someone having a large number of people within their property, which in turn causes an unreasonable level of noise, which can be heard outside the property

These are just examples. If you have any concerns or think you may be experiencing antisocial behaviour, please contact DGHP. ASB can occur at any time of the day.

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WHAT IS NOT ANTISOCIAL BEHAVIOUR?

Some examples of issues which are not classed as antisocial behaviour include -

- Normal domestic living noise such as people opening and closing internal doors or kitchen cupboards
- Running the washing machine or vacuum cleaner
- Normal levels of dog barking
- People parking in the wrong place
- Someone leaving their wheelie bins out in the street
- Children playing
- Any personal comments made on social media sites, such as Facebook, Twitter etc. If you are concerned about a comment, report these to the police as it may be an offence.

It is very important that people who live 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 in order to prevent disputes from arising and be mindful that although you may not hear your neighbour, they may hear you.

These are just examples. If you have any concerns or think you may be experiencing antisocial behaviour, please contact DGHP.

WHAT TO DO IF YOU ARE HAVING A PROBLEM

Firstly, if you feel a neighbour is acting unreasonably towards you, try speaking to them. You may be surprised to find they are unaware of disturbing you. Talking to each other can clear up misunderstandings and often problems can be resolved. Speak to your neighbour when you are calm and not angry or agitated. If your discussion is not going well, then walk away. Never become involved in an argument.

WHO CAN I SPEAK TO FOR FURTHER HELP?

Our Customer Service Centre is the first point of contact, telephone freephone 0800 011 3447 or lo-call 0345 606 3447. Alternatively you can e-mail customerservice@dghp.org.uk, or write to our Customer Service Centre at Grierson House, The Crichton, Bankend Road, Dumfries, DG1 4ZS. You can also make your complaint in person at any of our open offices in Annan, Dumfries and Stranraer (these addresses are listed on our website www.dghp.org.uk). You can also send a private message to DGHP via our Facebook/Twitter pages.

WHAT WILL HAPPEN NEXT?

Our ASB Officer will contact you to arrange to take full details of your antisocial behaviour complaint – if you would like a referral to be made to victim support, this can be arranged. We can meet you away from your property should you wish to do so.

Our ASB Officer will also provide you with a pack of information containing full details of the process and what happens next. This pack will also contain an ASB diary for you to record incidents as and when they happen. They will also explain what they intend to do next which will be one of the following:

- Record only - where you do not want further action to be taken.
- Investigate the complaint - the initial investigation will be completed within 12 working days and the alleged perpetrator will be invited to an interview during this time.

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IF THE ASB IS CONFIRMED/CONTINUES, HOW WILL I BE KEPT UPDATED?

When your report of ASB has been confirmed, your ASB Officer will issue you with a pack of information. The ASB Officer allocated to your case will contact you on a weekly (or fortnightly) basis - or as agreed - to keep you updated at all stages of the investigation. They will offer full support to all victims and witnesses involved in the case.

We will confirm to you in writing any actions taken. We will keep you advised at all stages of the investigation and you will be given full contact details of the Antisocial Behaviour officer dealing with your case.

We will also refer you to the relevant stage in your ASB pack.

WHAT DOES THE INVESTIGATION INVOLVE?

We can't take action against someone simply because another person has complained about them – we need evidence. The investigation involves gathering evidence to support the complaint and establish if there has been a breach of tenancy.

This can include completing an ASB incident diary that we provide, we will give you advice on how to fill these in. We may also ask other neighbours who have witnessed incidents to complete a diary. These diaries are a very important source of evidence in any further action that we may need to take and this is all explained in the pack you receive when you report antisocial behaviour. We may also need to obtain evidence from other agencies such as police and/or Community Safety Team.

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We can arrange to meet/interview neighbours away from the property.

INTERVIEWING THE ALLEGED PERPETRATOR

The alleged perpetrator will be invited to an interview if necessary. Details of the complaint will be given to them and they will be given the opportunity to respond. Your name and details will not be disclosed. However, evidence that may be used in court, if it reaches that stage, may include these details.

The interview is likely to result in one of the following:

- Acceptance that there is some truth in the allegations - the ASB Officer will remind the tenant of their tenancy obligations and that the ASB must stop.
- Denial of the allegations (evidence obtained) - the ASB Officer will make it clear that evidence has been obtained and remind them of their tenancy obligations and that the ASB must stop.
- Denial of the allegations (no evidence) - the ASB Officer will remind the tenant of their tenancy obligations and monitor the case.

Following the interview, letters will be sent to you and the alleged perpetrator confirming the outcome.

If the alleged perpetrator does not attend the interview, a letter with a second appointment will be sent unless independent corroborating evidence has been found.

OPTIONS THAT MAY BE USED TO TACKLE ANTISOCIAL BEHAVIOUR

If after interviewing the perpetrator there are no further problems and the antisocial behaviour stops, the case will be closed and a letter sent to you and the perpetrator to confirm this.

If the antisocial behaviour continues there are a number of options that may be used:

- **Referrals to various support services** - There are some occasions where a person is causing antisocial behaviour as a result of a disability or illness that they may be suffering from. In cases such as these it is often the case that the person is not responsible for their behaviour and so it is important that they are provided with support to remedy the situation. In these cases DGHP will work with Dumfries and Galloway Social Services to get the necessary support in place.
- **Verbal and written warnings or Acceptable Behaviour Contracts (ABC's)** - If it becomes apparent that the written warnings are not working, the team will consider using an Acceptable Behaviour Contract (ABC) to address the behaviour of perpetrator. This is a voluntary document, signed by the perpetrator, Police Scotland, DGHP and if applicable, Dumfries and Galloway Council. There is no criminal penalty imposed if they breach the contract but it provides evidence in a legal action that they were not able to moderate their behaviour by voluntary means. We will keep you informed if an ABC is being used.
- **Interim antisocial behaviour order (ASBO) and full ASBO** - A court order stating that the perpetrator must stop a particular course of action. If they do not stop then they can be arrested and sent to prison.
- **Eviction** - In very serious or persistent cases of antisocial behaviour and as a last resort, we can apply to the Sheriff Court to seek possession of the property and eviction of the tenant. In deciding whether or not to grant decree for eviction the Sheriff must decide that it is reasonable to evict the perpetrator.

Following this you may be contacted by an independent company to complete a telephone survey on the standard of service provided by the antisocial behaviour team. This allows you to tell us what you think about how your complaint was dealt with. The information you provide will help us to improve the service.

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Dumfries and Galloway Housing Partnership

0800 011 3447

Police Non Emergency number 101

Police Emergency number 999
(This should only be used for emergencies)

Crimestoppers 0800 555 111

Community Safety Team

Community Safety Team (Dumfries) 030 33 33 3000

Community Safety Team (Annan) 030 33 33 3000

Community Safety Team (Stranraer) 030 33 33 3000

Dumfries and Galloway Council:

Antisocial Behaviour Team 030 33 33 3000

Environmental Enforcement Officers 030 33 33 3000

Dumfries and Galloway Advocacy Service

01387 247237

Support organisations:

Victim Support Scotland 0345 603 9213

Scottish Domestic Abuse helpline 0800 027 1234

Citizens advice

Dumfries 0300 303 4321

Annan 0300 303 4321

Castle Douglas 0300 303 4321

Stranraer 0300 303 4321

Samaritans Freephone 116 123

Childline 0800 11 11

Women's Aid

Dumfries 01387 263052

Stranraer 01776 703104

24 hour 0808 2000 247

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ALTERNATIVE FORMATS

This publication is also available on tape,
in Braille, large print and community languages.

For information contact DGHP's Customer Service Centre
on:

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EMAIL customerservice@dghp.org.uk

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CANTONESE

本印刷品有錄音帶、凸字、大字印刷與社區其他語文版本可供索取，如欲獲取更多資訊，請通過以下方式聯絡 DGHP 客戶服務中心：致電 0800 011 3447 或發送電子郵件 customerservice@dghp.org.uk

POLISH

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ARABIC

تتوفر هذه النشرة على شريط، بطريقة بريل، لغات التواصل والطباعة الكبيرة. للحصول على المزيد من المعلومات، اتصل بمركز خدمة عملاء DGHP على الرقم 0800 011 3447 أو بالبريد الإلكتروني: customerservice@dghp.org.uk

BENGALI

এই প্রকাশনাটি টেপে, ব্রেইলে, বড় ছাপার অক্ষরে এবং কমিউনিটির ভাষায় পাওয়া যায়। আরো তথ্যের জন্য DGHP-এর গ্রাহক সেবা কেন্দ্রে যোগাযোগ করুন 0800 011 3447 নম্বরে বা ইমেল করুন এই ঠিকানায়: customerservice@dghp.org.uk

URDU

یہ اشاعت ٹیپ، بریل، بڑے پرنٹ اور کمیونٹی کی زبانوں میں دستیاب ہے۔ مزید معلومات کے لئے DGHP کے کسٹمر سروس سنٹر سے 0800 011 3447 پر رابطہ کریں یا customerservice@dghp.org.uk پر ای میل کریں۔



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INVESTORS
IN PEOPLE | Silver

FOR FURTHER INFORMATION, PLEASE CONTACT:

DGHP Customer Service Centre

Grierson House, The Crichton,
Bankend Road, Dumfries DG1 4ZS
0800 011 3447 (freephone) or 0345 606 3447
email us: customerservice@dghp.org.uk
or visit our website: www.dghp.org.uk

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