

## Quick guide

We want everyone to feel safe, respected, comfortable in their home. Anti-social behaviour (ASB) can seriously affect neighbours and the wider community. This leaflet explains what anti-social behaviour is, what's expected of our tenants, and what happens if a problem arises.



### What we expect from our tenants.

- Treat neighbours with respect and consideration.
- Keep noise to a reasonable level, especially at night.
- Use shared areas responsibly.
- Resolve minor disputes calmly and respectfully, where possible.
- Report problems early before they escalate.

### What is anti-social behaviour?

Anti-social behaviour is any action that causes nuisance, harassment, alarm, or distress to others. This includes (but not limited to):

- Loud music, shouting or noise late at night.
- Aggressive, threatening or violent behaviour.
- Harassment, intimidation, or verbal abuse.
- Not controlling pets (e.g. fouling, aggression).
- Damage to property or vandalism.
- Drug-related activity.
- Allowing others in the property to behave anti-socially (including visitors).

### What isn't anti-social behaviour?

Anti-social behaviour does not include reasonable, everyday living noises or minor one-off arguments. Examples include (but not limited to): children playing, babies crying, cooking smells, DIY during reasonable hours, using kitchen appliances, vacuuming, doors closing, or walking around a home.

### If you are experiencing anti-social behaviour.

- Keep a record of what's happening (dates, times & details).
- Report it to us as soon as possible.
- Report emergencies and criminal activity to Police Scotland.

### When you report anti-social behaviour, we will:

- record the matter and send you an acknowledgement.
- discuss the matter with you and explore ways to resolve the matter. This may include agreeing a plan to monitor ongoing incidents, to help have robust evidence.
- speak with the other parties involved (and third parties, where appropriate), to gather as much information as possible.

## Timescales

We aim to investigate and resolve straightforward complaints within 2-weeks, with more complex cases taking up to 4-weeks.

Where we are investigating a serious complaint, that requires information to be sought from third-parties, we may take up to 8-weeks to resolve.

We will make you aware of expected timescales, keep in touch with you throughout the process and update you with an outcome.

## Next steps

Once we have fully investigated the complaint of anti-social behaviour and gathered all the evidence available, the complaint will be reviewed to determine whether a breach of tenancy conditions has occurred.

Where a breach has occurred, the relevant party will be invited to attend a meeting to discuss the breach and any potential warning they may be given.

## Outcomes & actions

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.

Where there has already been a first formal warning issued (or the matter is considered serious), the warning may be escalated to a second formal warning. Where a second formal warning has already been issued, the Association may proceed to court action.

We cannot seek to evict a tenant without (1) warning them that their behaviour is unacceptable, (2) serving them with a notice that we intend to take them to court and (3) then applying to a court for a hearing.

The authorisation to evict sits with the court. Therefore, we then need to provide robust evidence that proves it is reasonable to evict the person because of their behaviour. Even in extreme cases this process takes time.



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