

How to report anti social behaviour

- ◆ Call into the WGHC Office and ask to speak to a member of the Housing Management Team
- ◆ Telephone the Housing Management Team on 0131 551 5035
- ◆ Write to the Housing Management Team
- ◆ Email our office at : mail@westgrantonhc.co.uk

Anti social behaviour that involves crime, violence or threatened violence should be reported first to Police Scotland.

If it is an emergency phone 999

For non emergency phone 101

(remember to ask for an incident number)



What happens after you contact us?

Once you have reported anti social behaviour we will:

- ◆ Respond within 2 working days to let you know we've received your report;
- ◆ Seek professional corroboration (if possible) from the Police, the Noise Team, etc;
- ◆ Assign an officer to your case who will then contact you to offer a face to face appointment either in your home or at the office, unless otherwise agreed;
- ◆ Discuss with you the best way to move forward and agree on an action plan. This may include asking you to complete an incident log;
- ◆ Aim to resolve your case within the agreed timescale;
- ◆ Let you know if we have been unable to resolve your case within the agreed timescale, explain why there has been a delay and when you can expect the case to be resolved;
- ◆ If we have been unable to resolve your case because we do not have the authority or powers to do so we will provide you with a full explanation of our position.
- ◆ Please note that it is only in extreme and severe cases that it would be deemed reasonable by a court to evict a tenant for anti social behavior. It is a last resort action.

What we need to know

We can provide you with incident sheets which prompt you to tell us what details we need to know.

Just ask a member of the Housing Management Team who can send sheets out to you to complete



Remember: always try and speak to someone who has witnessed the same incident as you and ask them to verify the details to support your report.

- ♦ What has happened? *give us a description of the incident;*
- ♦ Where it happened? *was it at a specific address or location?*
- ♦ When it happened? *what time was it, what date?*
- ♦ Who was responsible? *do you know their name and address? Can you describe them?*
- ♦ Why it happened? *was it directly targeted at you or is it community wide?*
- ♦ How did it affect you? *tell us how it made you feel*

Timescales for resolving cases of anti social behaviour

The following target times were agreed with WGHC tenants:

What?	Target Time for Resolution
Incident of Anti Social Behaviour	20 working days



The Noise Team Service

The City of Edinburgh Council in partnership with Police Scotland provide a 24 hour, 7 day a week response service to deal with noise disturbance.

If you are being disturbed in your home by neighbours playing loud music/TV or having parties, neighbours banging or shouting, washing machines or DIY late at night or barking dogs contact the Police Noise Control Team on 101 **when the noise is happening**. Please ask for an incident number. For ongoing problems you can ask to speak to a Community Safety Officer at the North Edinburgh Council Office at West Pilton Gardens on 0131 529 5050.
