

Who else can you contact for help?



Edinburgh & Lothians
Regional Equality Council
Telephone:
0131 556 0441



Telephone:
0300 332 1000



Telephone:
0800 027 1234



» Witnesses in Scotland

Website:
www.mygov.scot/victim-witness-support



Citizens Advice Direct
Telephone: 0808 800 9060

Office Hours & Contact Details



West Granton Housing Co-op
26 Granton Mill Crescent
Edinburgh
EH4 4UT

Tel: 0131 551 5035
Email:
mail@westgrantonhc.co.uk

Monday	9 to 1p.m & 2 to 4p.m
Tuesday	9 to 1p.m & 2 to 4 p.m
Wednesday	closed & 2 to 4 p.m
Thursday	9 to 1p.m & 2 to 4 p.m
Friday	9 to 1p.m. & 2 to 4p.m



What do we mean by Antisocial Behaviour?

Behaving in an anti social manner covers a wide range of behaviours. We will always look at each case individually and advise the complainant accordingly.



This leaflet lists the following as examples of what we would consider antisocial but it is by no means exhaustive.

- * Persistent abusive behavior towards neighbours causing them fear or distress
- * Persistent nuisance of threatening behaviour as a result of alcohol or substance abuse
- * Persistent troubling behaviour by small groups of individuals within a local area or community
- * Noise nuisance (but not general day to day living noise)

INFORMATION LEAFLET

Anti social behaviour



Neighbour Disputes

Generally, WGHC defines a neighbour dispute as two or more people who disagree with each other over a matter related to a personal issue or the property/area in which they live. WGHC will encourage neighbours to resolve disputes informally between themselves or where appropriate, through mediation. In some situations, WGHC will not be able to take any action, for example, where a tenant's behaviour is not particularly unreasonable or is not in breach of their tenancy agreement. The outcome of such disputes is very much dependant on the willingness and relationships of the persons involved. In cases where differences become irreconcilable, we can offer assistance to help tenants move either by way of our Internal Transfer List, House Exchange or Edindex.

Timescales for resolving cases of anti social behaviour

In accordance with Indicator 19 of the Scottish Housing Charter, WGHC has consulted with tenants and set a target of 20 working days within which to resolve reported incidents of anti social behaviour.

This means WGHC will aim to resolve all reported incidents of anti social behaviour within this time period. If we are unable to achieve this we will provide an explanation as to why this has not been possible.

How to report anti social behaviour

- ◆ Call into the WGHC Office (our opening hours are on the back page)
- ◆ Call 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)

The Noise Team Service

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**.

If you would like further information about the service phone the Council on 0131 529 3030 during day office hours.

Again always ask for an incident number.

What happens after you contact us?

We will prioritise our response to each case depending on its severity. We recognise the need to adopt different approaches, depending on the specific circumstances of individual cases. In determining this we will give regard to the nature, frequency, duration of the incidents, the effect on the community and the likelihood of the behaviour continuing.

This will help us decide how to allocate our resources and action a proportionate response e.g. telephone contact or face to face contact, a letter, meeting in the office, a home visit or a joint visit with an external agency. When we make contact with you, we will tell you the name of the Investigating officer who will be dealing with your case.

The investigating officer's role is to establish the facts, offer appropriate support and advice and where possible, achieve resolution.

Normally, we will expect complainants to play a role in helping us resolve incidents of anti social behaviour.

What can we do?

There is often an expectation that we can evict tenants who are in breach of their tenancy agreement. The reality is, however, that WGHC as a social landlord is limited in the action it can take. This means that WGHC staff have to work, sometimes intensively, with tenants to ensure they comply with the terms and conditions of their tenancy agreements.

This can involve a lot of staff time talking and visiting tenants, working with external agencies, carrying out follow up visits, keeping accurate up to date records, etc. The success of this work also depends on the willingness of tenants to engage with staff in this process.

With severe cases of ongoing antisocial behaviour WGHC's Committee of Management may decide to raise legal action to recover a tenancy on the grounds of anti social behaviour. In our experience it is very difficult to persuade a Sheriff that an eviction order is the best and only way to deal with the behaviour. If we did decide to raise legal action it is vital we have solid corroborating, evidence and witnesses who are willing to appear in court. However, even then there is no guarantee that a Sheriff will grant an eviction order. It is for this reason we will always seek an expert and experienced legal opinion before raising an action. More often than not we are advised that we do not have sufficient corroboration or that the behaviour is not serious enough to persuade a sheriff to evict.

We appreciate this is difficult for tenants to hear. We would like to assure you we will do what we can to help resolve reports of antisocial behaviour but we also recognise the importance of being clear about what we can and cannot do.