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ASB COMPLAINT RESPONSE TIMES

We have two types of ASB categories. We will inform you which type of category your complaint will be.

Type 1 - This complaint is when anti-social behaviour affects people or households individually for example a noise nuisance. We will aim to resolve a Type 1 Complaint within 15 days.

Type 2 - This complaint is when anti-social behaviour affects communities, such as dog fouling or dumping of rubbish in communal areas. We will aim to resolve a Type 2 Complaint within 21 days.

WHAT ACTION WILL BE TAKEN?

Non-Legal remedies include advice and information, interviews, letters, out of office standby and mediation.

Legal remedies include Anti-Social Behaviour Order, Conversion to a Short Secure Tenancy Agreement or Repossession.

housing@ochilviewha.co.uk

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We will keep you advised on what action we'll take and aim to do this within our timescales, however if it takes longer to make progress, then we will tell you what is happening and keep you updated at least every 30 days.

We will also tell you of the outcome, even if we decide that we cannot take action because there is no evidence to support the allegations.

NOT HAPPY WITH THE OUTCOME?

If you don't agree with how we have dealt with the issue, then you can make a complaint. Our complaint procedure can be found on our website, or you can contact us through your My Home service.

OTHER USEFUL NUMBERS

Police Scotland 101
In an Emergency 999
Victim Support 0800 160 1985
Child Protection 0808 800 5000

01259 722899

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ANTI-SOCIAL BEHAVIOUR

IDENTIFYING, REPORTING
AND RESOLVING ISSUES

www.ochilviewha.co.uk

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WHAT IS ANTI-SOCIAL BEHAVIOUR?



Being anti-social is defined as: "Acting in a manner that causes or is likely to cause alarm or distress; or pursuing a course of conduct that causes or is likely to cause alarm or distress to at least one person not of the same household as them".

Anyone can be a victim of ASB, regardless of age, race or gender.

At Ochil View, we believe all tenants have a right to live in their home peacefully. We are, therefore, committed to taking all issues seriously and resolving them in the earliest possible time.

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WHAT ARE THE TYPES OF ASB?

Anti-social behaviour can be a range of issues, including:

- Noise
- Violence, or threat of violence
- Drug dealing or misuse
- Graffiti and Littering
- Dog Fouling

There are occasions when we can't take action about certain behaviour.

This includes:

- Normal domestic noise e.g. Vacuuming or Washing Machines
- Children 'falling out' with friends or playing outside/inside their home
- Personal disagreements or family disputes

HOW DO I REPORT IT?

- Call or email your Housing Officer directly
- By telephone on 01259 722899
- By email at: housing@ochilviewha.co.uk
- Through your My Home service
- In writing

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WHAT HAPPENS WHEN ASB IS REPORTED?

We treat all reports of anti-social behaviour seriously and will deal with the matter sensitively and in confidence.

When you report ASB, we have to gather as much information as possible. This will include:

- Talking to you and obtaining information about the incident
- Discussing with any other neighbours or witnesses who may be able to help
- Talk to the person causing the ASB, if they are one of our tenants
- Contact other organisations, such as the Police, if they have been involved

If you don't want us to contact the person causing the ASB, then we will respect your decision, however this will make it difficult for us to take any action.

We may ask that you complete a diary log, detailing times and dates that the behaviour occurs. We can provide you with a diary log to use.