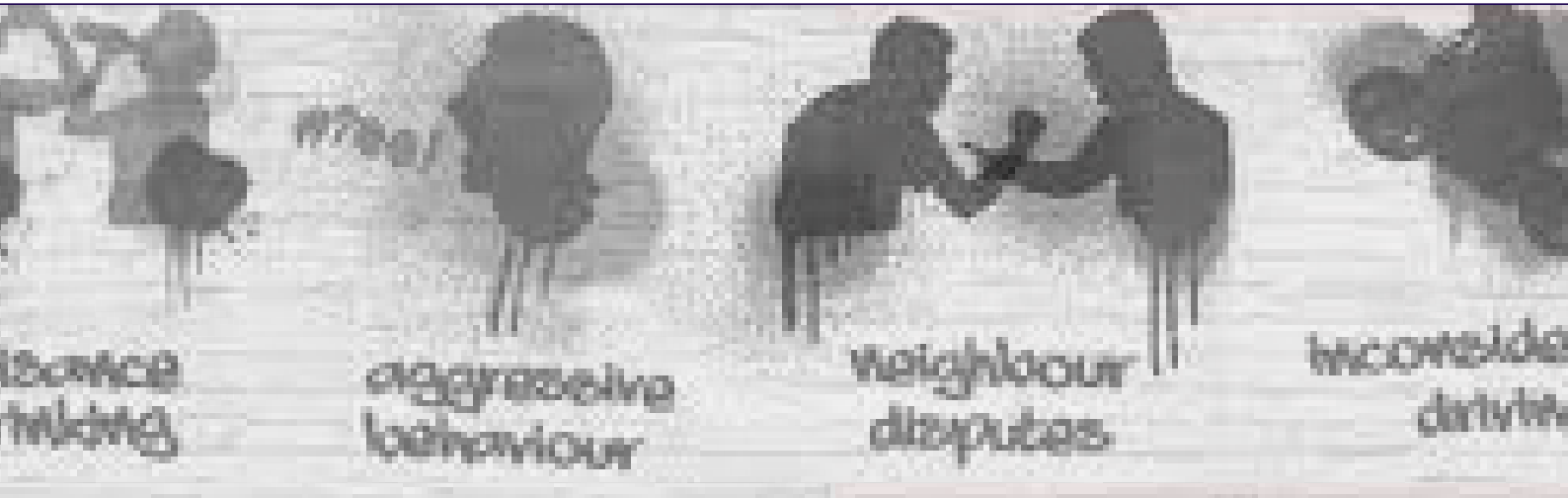


ANTI SOCIAL BEHAVIOUR



Help is available

Castlehill Housing Association want you to feel happy and safe in your home and we hope that our tenants and families will have consideration for their neighbours. There may be noise during the day, which may be annoying, it is not always anti-social.

Anti-social behaviour (ASB) is when you are continually experiencing a noise or behaviour that makes you feel harassed, alarmed or distressed. If you are experiencing these things there are steps you can take to rectify them, let your Housing Officer know.

The Association knows that if you are continually experiencing anti-social behaviour near your property that it can be upsetting, we will work with you to help solve the issue.

Contact the Police

If you are experiencing anti-social behaviour contacting the Police is vital. You can call them on 101.

They play an important role in partnership with the Association. Logging complaints with the Police gives the Association a key external witness and their information can assist us in taking further action.

WHAT IS ANTI SOCIAL BEHAVIOUR?

Castlehill considers the following behaviours to be classed as anti-social.

- noisy parties/music/tv
- dumping of litter and rubbish
- vandalism
- verbal abuse
- threatening or violent behaviour
- criminal behaviour - drug dealing or drinking alcohol in the communal areas
- excessive noise
- noisy visitors late at night

Not all behaviour can be classed as anti-social, the following is irritating but not anti-social.

- one off parties
- DIY or working on cars or bikes
- children playing outside
- youngsters hanging out with friends - unless they are being offensive or aggressive

Speak to each other

You may want to speak with your neighbour and let them know that the noise they are making disturbs you.

Please bear in mind that you should only approach someone if you are feeling calm yourself.

You do not want to cause further arguments which will aggravate the situation, so if something your neighbour does upset you then it is best to have a chat straight away, as they probably are unaware there is an issue.

Similarly if your neighbour approaches you with a problem, try to take the time to consider their point of view. If everyone takes a minute and chats calmly, then disputes can quickly and sensibly be resolved.



ASBIT

If you live in Aberdeen City area you can call the Anti Social Behaviour Team (ASBIT) on 0800 0510434 or email them at ASBIT@aberdeencity.gov.uk.

The Antisocial Behaviour Investigation Team's aim is to *'help make sure that all citizens can live peacefully in safe and secure communities.'*

The ASBIT team are called out to verify complaints and have certain powers available to them to compel tenants to behave responsibly.

Mediation

You may be offered to participate in mediation. Which is when we bring parties together to try and resolve the issues.

Mediators are independent from the Association and act to help them build agreement and/or improve understanding.

This can be a very worthwhile and successful experience for those involved.

Mediation is likely to be our first step, to help resolve conflicts.



Talk to us...

You can call your Housing Officer on 01224 625822 to discuss the situation and if you want them to contact your neighbour. Please remember that whilst complaints can be kept confidential, in some cases it may be obvious or necessary to advise who has complained.

We will always try to resolve issues between tenants in a responsible way. We want those involved to ensure that they understand their responsibilities as laid out in their tenancy agreement.

When faced with persistent anti-social behaviour the Association may take the decision to move ahead with an eviction. This is not a quick fix and will take some months. It is very important that the complainant maintains records of anti-social incidents and reports to both the Association and to the Police or the ASB unit to provide as much supplementary information as possible.

