

Your Guide to

Neighbour Relations

Helpful information for tenants about GHA's approach to antisocial behaviour



Better homes, better lives

GHA
THE GLASGOW HOUSING ASSOCIATION LTD

We want you to feel safe in your home and community. We will not tolerate any antisocial behaviour. If you would like to report antisocial behaviour please contact your local housing organisation (LHO). If you do not have the contact details you can find them at **www.gha.org.uk** or you can call the GHA switchboard 9am-5pm on **08459 001 001**.

What is antisocial behaviour?

Everyone has a different idea of what antisocial behaviour means. It can range from playing loud music to racial and other forms of harassment, even threatening behaviour or acts of violence.

Our zero tolerance approach

GHA is committed to ensuring its tenants can enjoy a quiet and peaceful life in their homes. We will not tolerate tenants being abused, harassed or subjected to noise, nuisance or other antisocial behaviour from those around them. We take all complaints seriously and act swiftly to resolve problems at an early stage.

Working with others

Real and lasting solutions to antisocial behaviour often involves GHA working with partner organisations such as Social Work Services, the Children's Reporter, and other support agencies.

As many cases of antisocial behaviour involve criminal activity, GHA has a strong working relationship with Strathclyde Police including an agreement to share information.

What to do if you are having a problem

If you feel a neighbour is acting unreasonably towards you, it may help to speak to them about the problem. You may be surprised to find they are unaware of disturbing you. Talking to each other can clear up misunderstandings and often problems can be resolved.

But do not speak to your neighbour when you are angry. If your discussion is not going well, then walk away. Never become involved in an argument.

Contacting your local housing organisation

Your LHO is the first point of contact for making a complaint of antisocial behaviour and you may do this in person, by phone or in writing.

Try to provide as much information as you can at this stage. It may help to keep a diary of all incidents with details of what happened, dates, times and how it affected you.

What your LHO will do

Your housing officer will investigate your complaint. This may involve interviewing other witnesses such as neighbours, but your identity will not be disclosed without your permission. The housing officer will take all reasonable steps to resolve the situation. Sometimes this will involve other support agencies that can help with issues such as mental health, drug and alcohol dependency etc.

Mediation

Your housing officer may suggest mediation, which is a way of helping people deal with disputes and reach some kind of agreement that everyone can live with. Mediators help people discuss the problem. They do not judge or take sides – they just help people talk. Mediation is voluntary, confidential and free.

If problems continue

If the LHO needs assistance to resolve your complaint it may ask GHA's Neighbour Relations team (NRT) to help and notify you if this happens.

The NRT is a specialist, dedicated team that deals with serious cases of antisocial behaviour. Please continue to notify the LHO of all complaints or incidents unless you are told that the NRT is dealing with your case.

Neighbour Relations team

The NRT works closely with the Police, GHA's Legal team and LHOs. The NRT can take a wide range of steps including Antisocial Behaviour Orders (ASBOs), Acceptable Behaviour Contracts, conversion to short tenancies and, where necessary, eviction.

Be patient

Solving serious antisocial behaviour takes time and effort from you and us. The NRT will offer, where appropriate, a 24-hour call out service. We will also offer full support to all victims and witnesses involved. We will keep you advised at all stages of the investigation.

If court action is required

Many cases are resolved without court action but, if necessary, the NRT will attend court on your behalf and give your evidence.

However, evidence may have more value when given by the person who has suffered antisocial behaviour and in some cases you may be asked to attend court as a witness.

If this happens, NRT officers will be present at all stages to support you and additional help is available from the Witness Support Service.

Useful telephone numbers

Police

Headquarters (Pitt Street): 0141 532 2000

Glasgow Central and West: 0141 532 3000

Glasgow South: 0141 532 5400

Glasgow North East: 0141 532 4600

Support organisations

Victim support: 0141 553 2415

Citizens advice: 0141 552 5556

Samaritans: 0141 248 4488

Childline: 0870 336 2910

Women's Aid: 0141 553 2022

Contact us

If you have any concerns or questions about neighbour relations please contact your LHO. Your housing officer will be able to give you general advice. If you do not know the contact details of your LHO please call **08459 001 001** or visit **www.gha.org.uk**

This leaflet follows RNIB's Clear Print guidelines. It is available on request in Braille, tape and on disk. It is also available on request in other languages. If you need the leaflet provided in any of these formats, please contact us on **0141 274 6309**.

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