ESTATE MANAGEMENT & ANTI-SOCIAL BEHAVIOUR

- Pets

The association has no objection to tenants keeping domestic pets, but they must be kept under supervision and control. Pets must not be allowed to cause nuisance to neighbours, foul in gardens, backcourts or any common areas or cause damage to association property.

We will take complaints about animals very seriously and may recommend that your pet is removed if it is causing a problem. You need permission to keep more than one domestic pet. You are not permitted to keep pets prohibited by the Dangerous Dogs Act 1991 or by any other law.

- Anti-Social Behaviour and Neighbour Disputes

We are committed to ensuring that our residents 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 anti-social behaviour from those around them. We take complaints seriously and act swiftly to resolve problems at an early stage.

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. Talking to each other can often clear up misunderstandings. If, however, you find your neighbour to be unapproachable or indeed you are in an angry state then you should not confront the situation. Please contact the office for advice.

You should try to provide us with 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.

Housing management action

A member of housing management staff will investigate your complaint. This may involve interviewing other witnesses such as neighbours, please be assured your identity will not be disclosed without your permission. The investigating officer will
take all reasonable steps to resolve the situation. Sometimes this will involve working with 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 people can live with. Mediators are specifically trained and help people discuss their problems. They do not judge or take sides. Mediation is voluntary, confidential, independent and free.

**Working with others**

A real and lasting solution to anti social behaviour often involves working with partner organisations such as Social Work Services, the Children’s Reporter and other support agencies.

As many cases of anti social behaviour involve criminal activity, Ardenglen has a strong relationship with Strathclyde Police including an agreement to share information.

**Legal Action**

If a problem is persistent and classed as serious anti social behaviour, Ardenglen will use the most appropriate remedy to resolve the situation. Some of the solutions available to us are Acceptable Behaviour Contracts, Anti Social Behaviour Orders (ASBO’s), conversion to short tenancies and where necessary, Eviction.

Wherever possible, Ardenglen staff will give evidence in court, however, evidence may have more value when given by the person who has suffered antisocial behaviour and in some cases you will be asked to attend court as a witness. If this happens you will be given support from staff and if required additional help is available from the Witness Support Service.

**• Racial Harassment**

We recognise that all of our tenants may experience anti social behaviour, regardless of their racial group. However, some tenants, particularly those from black and minority ethnic communities, are most likely to experience racial harassment. The association adopts a zero tolerance approach to such behaviour.

If you are the victim of racial harassment do not suffer in silence. We will adopt a victim centred approach and make every effort to resolve a situation. Where appropriate, we will instigate legal action. We can also offer housing transfer advice and refer you on to specialist agencies that can help you.
End of Information Sheet

Ardenglen Housing Association is a recognised Scottish Charity no: SCO 32542