



Noise  
Nuisance

Harassment

Pets/  
Animal Nuisance

Fly-  
Tipping

Vandalism

**VIOLENCE**

Noise  
Nuisance

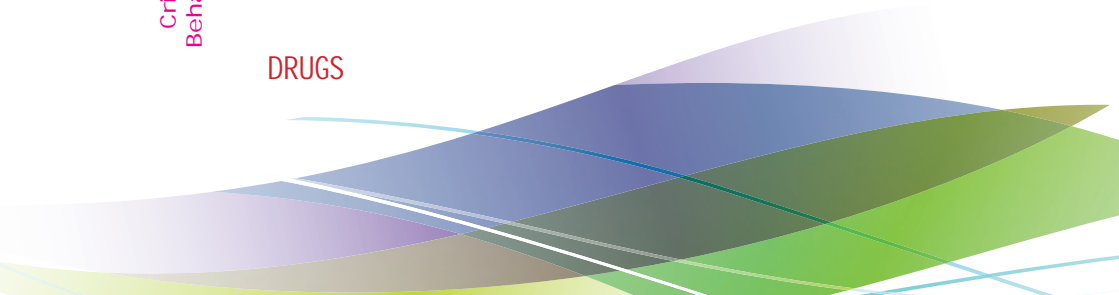
*VERBAL ABUSE*

Criminal  
Behaviour

ALCOHOL  
RELATED  
ASB

HATE CRIME

DRUGS



You have contacted us to report an incident of antisocial behaviour or a neighbour problem you are experiencing within your community.

There are different categories of neighbour nuisance ranging from lifestyle disputes, arguments between neighbours, breaches of tenancy and serious antisocial behaviour. This leaflet tells you how we have categorised the complaint you have made to us and the types of action that we can take in response to your complaint.

We are committed to taking your complaint of antisocial behaviour seriously and believe that you have a right to live peacefully in your home.

**CATEGORY A** Complaints are very serious and can include:

Conviction for drug dealing  
Sectarian abuse

Serious harassment  
Racial Harassment

Criminal behaviour  
Serious Vandalism

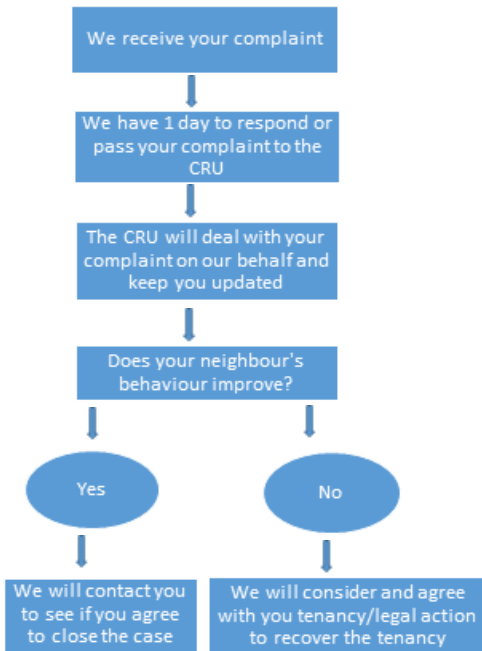
We buy in the specialist services of Glasgow City Council Community Relations Unit (CRU) to deal with all of our Category A cases. However, referring a case to CRU depends completely on the action you wish us to take.

If you want us to take action to evict a tenant or try and obtain an Antisocial Behaviour Order then you have an important role to play to help us. This may include:

- providing evidence which may be used at Court
- providing witness statements
- keeping a diary of events
- phoning the Out of Hours Noise Team for every incident
- allowing a professional witness into your home

Sometimes we really need your help to deal with antisocial behaviour in your community. We may know that drug dealing is taking place within your close, but without important information about where/when/who etc. it can be very difficult to provide information to the Police that can lead to court action and then allow us to try and evict those individuals.

## Category A Complaints



### WHO ARE COMMUNITY RELATIONS UNIT?

Thenue currently buy a Gold Service to help us deal with serious cases of antisocial behaviour within your community.

### WHAT DOES THIS GOLD SERVICE PROVIDE?

The Community Relations Unit take on and investigate all Category A cases that we pass to them. Once passed to them they will:

- Give us advice and help on how to proceed with each case.
- Give us information on any criminal activities you tell us about, including access to their Police Intelligence Unit

- Monitor all criminal cases through the court process until they are actually heard at court (sometimes this can take up to a year!)
- We get access to state-of-the-art surveillance services; from hidden cameras in spy-holes to cctv footage of incidents that take place in your community
- Access to a Professional Witnesses

#### **WHAT HAPPENS WHEN MY CASE IS PASSED TO COMMUNITY RELATIONS UNIT?**

- They will investigate your complaint
- They will keep in regular contact with you
- They will issue warnings on our behalf
- They will issue Acceptable Behaviour Contracts
- They will issue Unacceptable Behaviour Notices
- They will contact agencies such as Social Work
- They will discuss legal avenues with us both, including Eviction or an Antisocial Behaviour Order.



**CATEGORY B** Complaints indicate serious anti-social behaviour, and include:

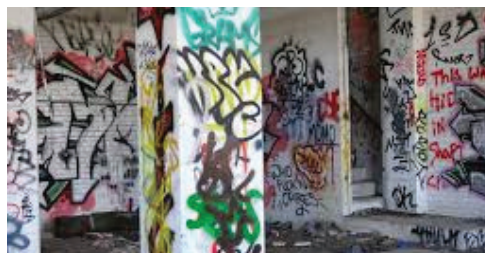
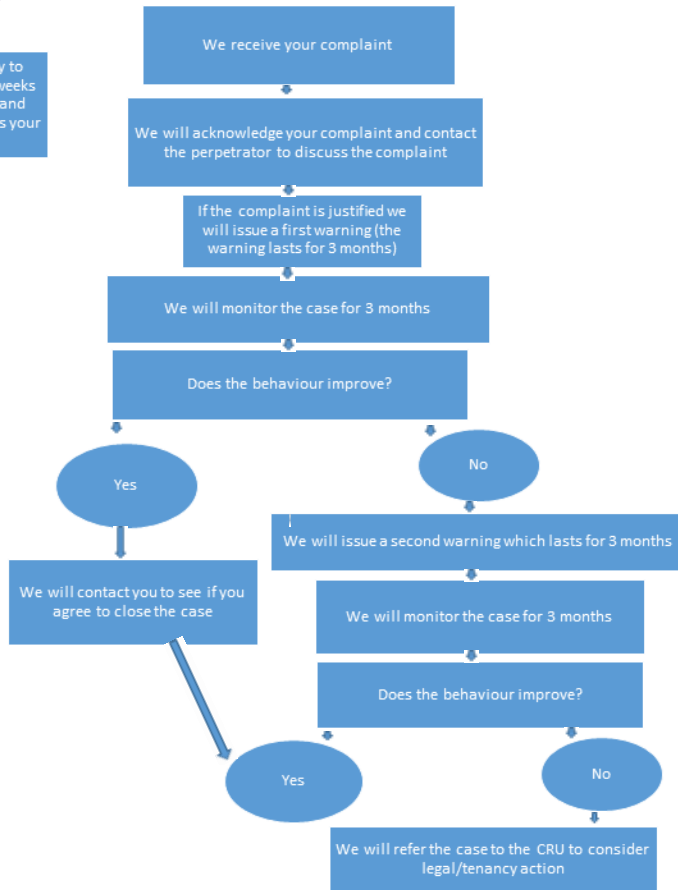
Excessive and Persistent Noise  
Vandalism to our property

Frequent Disturbances  
Threatening Behaviour

Misuse of Drugs  
Verbal Abuse

### Category B Complaints

We have 1 day to respond and 2 weeks to investigate and resolve your pass your complaint



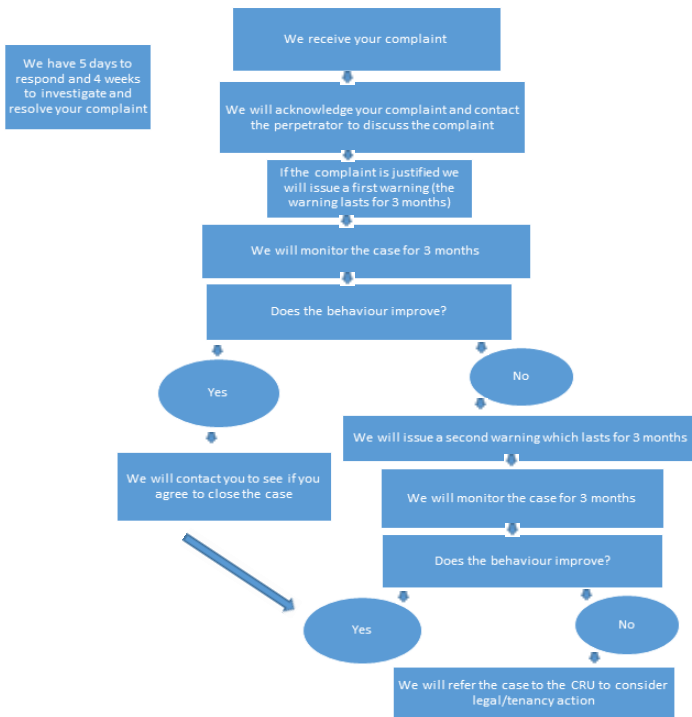
**CATEGORY C** Complaints indicate a breach of tenancy conditions but are not as serious in nature as Category A & B cases, and include:

Stair Cleaning  
Lifestyle Clashes

Pet Fouling

Disposal of Rubbish  
Occasional Noise Nuisance

## Category C Complaints



## **NOT SURE IF YOU WANT TO COMPLAIN?**

All complaints are treated as confidential. What happens next depends on how serious the behaviour is; what information we can get and ultimately what you want us to do.

Both Tenue and Community Relations Unit staff will walk you through each stage of the process and the possible outcomes of your complaint so you are 100% clear about your role in the process.

We understand just how serious the effect of being a victim of crime can be. We will support you any way we can, from keeping you regularly updated on cases that may be calling at court; keeping you updated on what action we take on the complainant and letting you know about the various Victim Support agencies that are available within Glasgow.

## **WHAT IS THE DIFFERENCE BETWEEN A CATEGORY A, B & C COMPLAINT?**

We treat all of your complaints seriously. Even if you come to us with a Category C noise nuisance complaint, we still understand that these can be just as upsetting to you. The only difference is how long it will take us to deal with your complaint.

## **MY NEIGHBOUR IS GOING TO COURT - WHAT HAPPENS NEXT?**

The Court has to be satisfied that there is a pattern of behaviour and that it is necessary to give an Antisocial Behaviour Order or evict a tenant under the grounds of antisocial behaviour. To do this you may need to provide evidence or we may be able to use the services of a professional witness.

## **WHAT IS A PROFESSIONAL WITNESS?**

This is a person employed to witness incidents of antisocial behaviour such as a noisy party - so that they, instead of you, stand up in court and give this evidence.

However, both ourselves and Community Relations Unit will be there to:

- **Help you throughout the process**
- **Act sensitively when preparing the case for court**
- **Completely understand your concerns and worries about attending Court**

Although action to evict someone from their tenancy can be a long process we have successfully evicted tenants for drug dealing and other serious cases of anti social behaviour including persistent noise complaints.



## NOISE COMPLAINTS

The majority of complaints we receive are regarding noise. We will always investigate your noise complaints but sometimes cannot do anything about it.

For instance, your neighbour may work shifts and is up at different times from you; there may be a young toddler upstairs who cries or gets up very early; your upstairs neighbour has fitted wooden flooring.



Quite often your neighbour will not be aware they are causing a problem and we recommend that in the first instance you should approach them and explain how this is making you feel. Be assured however, if you are not comfortable with this approach, that staff here can do so on your behalf.

We will contact surrounding residents to see if they also heard the noise. If they didn't, or are not willing to tell us about it then you can use the CRU Out of Hours Noise Team. They can call out to particular incidents, witness the noise and then issue fixed penalty notices. They then tell us about these Notices and we will get the tenant in and give them a warning as a breach of tenancy, where, in most cases a warning from us normally stops the behaviour.

However, if your neighbour continues to be antisocial, we can try and get an Antisocial Behaviour Order action against the tenant (or household member) concerned. We have successfully obtained two ASBOs for noise nuisance.

In both cases the Association and CRU obtained enough evidence and didn't need any tenants to attend Court as a witness. However, we would always be realistic and advise that this is not always the case and you may be required to call at Court as a witness.

The CRU Noise Service work 7 nights a week and respond to complaints of noise from one household which affects another (or others). Following a visit, if they find that the noise is unacceptable, a warning notice can be issued to the noise maker. If the neighbour does not then reduce the noise to an acceptable level, a £100 fixed penalty notice can be served. In the event a fixed penalty is not paid, the case will be referred to the Procurator Fiscal and the noise-making equipment can be removed from the offenders home if appropriate.



## **CLOSE CLEANING COMPLAINTS**

If your neighbour is not taking their turn to clean the stairs, then there are a number of things we can do, which include

- establishing a close cleaning rota
- implementing a full service within your close, ask staff for details
- issuing an initial warning to those responsible
- assisting in undertaking a one-off clean of the close if the close agreed to take responsibility thereafter
- confirming who the member of staff responsible for undertaking estate management inspections for your area is
- we will consider increased frequency of visits where necessary

## **DOG FOULING**

Complaints of this nature relate to inconsiderate individuals that do not clean up after their dogs

We work very closely in partnership with CRU to tackle this within your community and we both take your complaints very seriously.

If you see someone allowing their dog to foul in your area then we would strongly recommend that you report this directly to Glasgow City Council Environmental Task Force. If it's within the close then we will try and deal with it first.

## **WHY REPORT IT DIRECTLY TO COMMUNITY SAFETY GLASGOW?**

If CRU Patrol Officers see people letting their dogs foul, then they can issue fixed penalty notices to owners.

They then tell us about it and we will in turn issue warnings to tenants as a breach of Tenancy Agreement. In some instances, landlords have worked very closely with CRU and have successfully evicted a tenant for persistently allowing their dog to foul.

If you phone directly they will:

- respond to and deal with your complaints of dog fouling
- investigate any instances of people allowing their dogs to foul and take legal action wherever possible
- ensure that dog dirt is removed in areas where Glasgow Dog Fouling initiative is running
- Glasgow City Council Dog Warden Service will uplift stray dogs
- Land Environmental Services will erect signs in hotspot areas.

### **OUT OF CONTROL DOGS**

If you feel any of our residents have out-of-control dogs, then please do not hesitate to contact Glasgow City Council Pest Control/ Enforcement who can investigate your complaint and deal with irresponsible owners. 0141 287 9700



### **GARDENS/HEDGES**

These complaints are generally about a neighbour who is not maintaining their front garden and allowing their grass and/or hedge to become overgrown.

Staff have a number of options open to us to deal with this, which may include one or more of the following:

- a one-off cut/tidy which is not chargeable (e.g. following illness or new tenant)
- consider removal of hedges
- check if tenant ill, disabled, elderly and unable to do garden

Please contact us for further details

Please do not hesitate to contact any member of the Area Services Team to discuss your complaint further. Below are also some useful numbers:

Victim Support Glasgow	0141 553 2415 or 0800 160 1985 or victim.support.glasgowcity@victimsupportsco.org.uk
Police Scotland	101 or in an emergency 999
Crimestoppers (anonymous)	0800 555 111
Hate Crime	<a href="http://www.hatecrimescotland.org">www.hatecrimescotland.org</a> or 0141 276 7494
Community Safety Glasgow	0141 276 7400
CRU Noise Team	0141 287 6688 or Out of Hours : 0800 0273 901
Glasgow City Council (GCC)	0141 298 2000
GCC Environmental Task Force: (Fly-tipping, Litter, Needle Uplift, Dog Fouling, Fly-posting, Graffiti)	0300 343 7027 or MyGlasgow App
GCC Bulk Uplift	0141 287 9700 or MyGlasgow App
GCC Abandoned Vehicles	0141 287 0859
GCC Pest Control/Enforcement: (Rats, Mice, Wasps, Stray Dogs, Out of Control Dogs)	0141 287 1059
Citizen's Advice Bureau Bridgeton: Glasgow City Centre:	0141 554 0336 0141 552 5556

If you are a Thenue Housing tenant, we have a self service APP for your phone or tablet and a Web Portal on our website which means you can access many of our services from the comfort of your home or whilst you are out and about. Via our App or our Web Portal, you can:

- report a repair
- check your rent balance
- report a neighbour or estate complaint
- change your contact details

The App is available from Google Play Store or Apple App Store or you can scan the QR code below. If you need help to download it please do contact staff at our office.



We are committed to ensuring access to information for everyone. If you need this information translated in another language or you require an audiotape, Braille or large print version, please tell us.

Thenue Housing Association Ltd Registered office:  
423 London Rd, Glasgow G40 1AG  
Authorised & Regulated by the Financial Conduct Authority  
Registered society under the Co operative and Community  
Benefit Societies Act 2014 (No 1933R(S))  
Charity registered in Scotland (No SC032782)  
Property Factor Registered No PF000268