

Our commitment to you.....

We are committed to ensuring wherever possible, that all our tenants can live without undue disturbance or disruption from others.

Please help us to help you.....

Be considerate and be a good neighbour.

Remember.....

It's good to talk! If you have a problem with your neighbour it can often be resolved by discussing the matter sensibly between yourselves.

If this fails – it's still good to talk – so talk to us about it.

USEFUL TELEPHONE NUMBERS

Langstane Housing Association

Aberdeen Office – (01224) 423000
Elgin Office – (01343) 540480

Grampian Police

(01224) 386000 (all offices)

Grampian Racial Equality Council

(01224) 625895

Environmental Health

Aberdeen City – (01224) 523400

Aberdeenshire – (01467) 620981
(answerphone outwith hours)

Moray – (01343) 563345

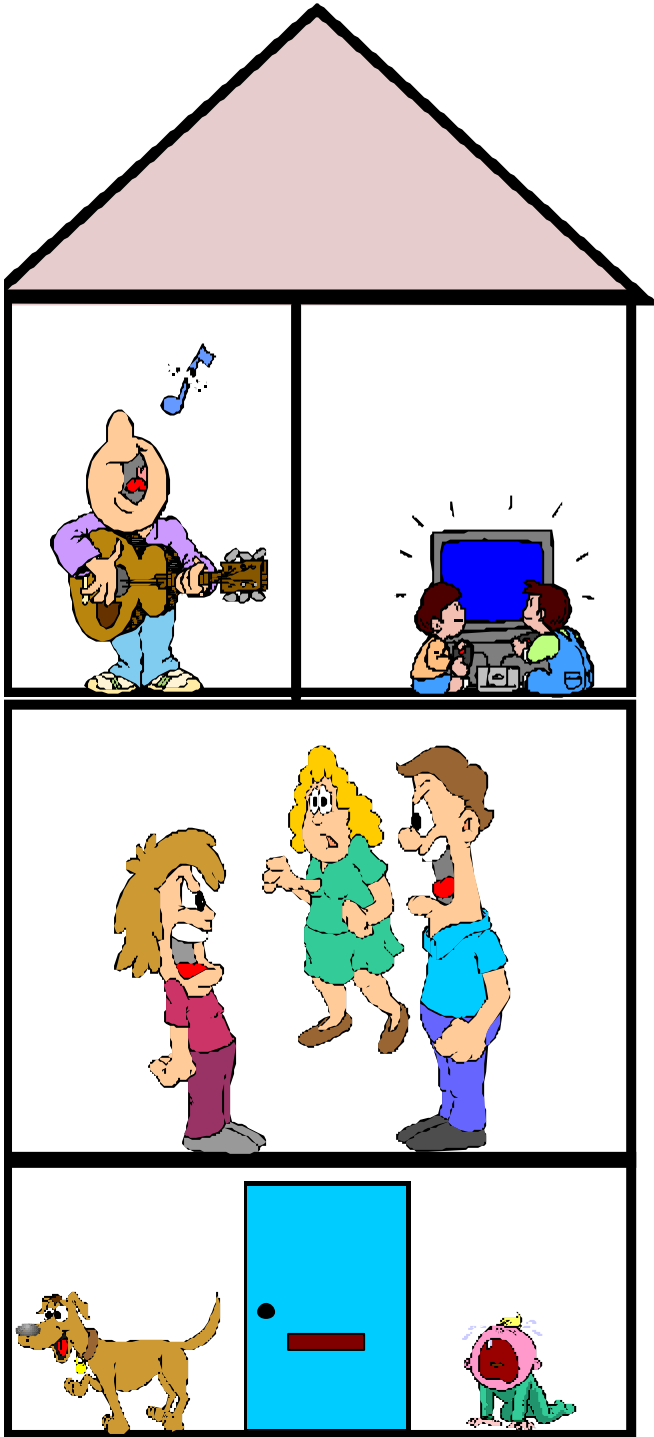
or

(08457) 565656 outwith office hours

A Tenant's Guide to Understanding Anti-Social Behaviour



INVESTOR IN PEOPLE



What is Anti-Social Behaviour?

Anti-Social Behaviour is defined as follows:

‘Anti-Social Behaviour occurs where behaviour by one household or individual in an area, threatens the physical or mental health or security of other households or individuals’

Anti-Social Behaviour and the law

The Crime & Disorder Act, 1998, gives landlords additional grounds for re-possessing a property in cases of criminal conduct committed, or anti-social behaviour committed or likely to be committed, in the locality of tenanted property by the tenant or someone lodging with him, or by visitors to the property.

Responsibility

REMEMBER as the tenant, YOU are responsible for the behaviour of YOUR visitors.

What if you have a problem with a neighbour?

Discuss the problem with someone you trust and give them the full facts.

Often a problem can be resolved by merely talking it through with your neighbour. He/she may not be aware that their behaviour is affecting you.

If the situation does not improve, you may wish to write to your neighbour outlining your concerns. DO NOT make threats in your letter.

Report the matter in writing or by telephone to us. We have a clearly defined policy and procedure for dealing with anti-social behaviour.

Keep a record of any acts of anti-social behaviour, including times, dates, duration and a brief description of events.

In cases where the anti-social behaviour includes a criminal act, the matter should also be reported to the Police.

If you have reported the matter to the Police, obtain details of the Officer dealing and include the incident reference number.

You can also report the matter to the Environmental Health Department, who have a duty in terms of the Environmental Protection Act, to deal with specific noise complaints. Examples include barking dogs, noisy parties and excessive noise late at night.

As a responsible Landlord, we will endeavour to resolve complaints of anti-social behaviour. Remedies available to us include: conflict resolution, mediation, verbal and written warnings and in extreme cases, we may seek repossession of the property through the courts.