



**Drumchapel
Housing**

Co-operative Limited

Neighbour Disputes and Anti-social Behaviour Policy and Procedures

Approved by Board
Due for Review

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CONTENTS

1. Introduction
2. Policy Statement
3. Definition of Anti-social Behaviour
4. Policy Methods
5. Legislative and Regulatory Framework
6. Drug Dealing
7. Harassment
8. Categorisation of complaints
9. Procedure and delegation of responsibility
10. The roles of the parties involved in complaints
11. Special Initiatives
12. Links with other Services
13. Remedies – Legal and Non-legal
14. Anti-social Behaviour Order (ASBO)
15. Short Scottish Secure Tenancies
16. Complaints
17. Other Issues
18. Anti-social Behaviour Complaints and Board Members
19. Policy reporting, monitoring and reviewing neighbour complaints
20. Procedures following receipt of a complaint
21. Equality and Human Rights
22. Risk Management
23. Policy Review
24. GDPR – Privacy Statement

1. Introduction

- 1.1** Drumchapel Housing Co-operative Limited is committed to helping tenants maintain the quiet enjoyment of their homes by operating a policy and procedure, which endeavours to prevent situations arising that might lead to neighbour complaints.
- 1.2** It is the Co-operative's aim to deal promptly and effectively with the complaints, which do arise, making full use of the available legal measures as necessary.
- 1.3** This policy and procedures on neighbour disputes and anti-social behaviour aims to clearly define behaviour which would be categorised as anti-social and in breach of the tenancy agreement and outlines the way in which neighbour complaints and neighbour disputes should be dealt with.
- 1.4** The procedures that follow detail how a dispute will be dealt with internally by the Housing Officers. Every dispute will be logged, and its progress recorded.
- 1.5** Drumchapel Housing Co-operative will comply with relevant legislation and adopt the principles detailed in the Scottish Housing Charter.

2. Policy statement

- 2.1** Drumchapel Housing Co-operative Limited will not tolerate any level of neighbour nuisance or any form of anti-social behaviour affecting its tenants. The Co-operative will communicate clearly what standards of behaviour are acceptable. Where necessary the Co-operative will use the most robust measures available to it to stop anti-social behaviour.
- 2.2** To achieve this, the Co-operative will develop joint working with Police Scotland, the Community Relations Unit, Glasgow City Council and other statutory and voluntary agencies which might have a legal obligation or some other interest in specific cases or in preventative work. Any criminal behaviour should be addressed in the first instance by Police Scotland and the criminal justice system (with support and evidence from the Co-operative where appropriate). Joint operational protocols are in place for information sharing with Police Scotland, the Community Relations Unit, Glasgow City Council and the Co-operative.

2.3 A joint working relationship with other DRUMCOG partners will also be promoted to ensure that issues affecting the wider area are managed as a community.

2.4 This policy has clear links to the Racial Harassment policy, Estate Management policy and Choice Based Lettings Allocation policy.

3. Definition of anti-social behaviour

3.1 Anti-social behaviour is a complex issue. Often what feels like a nuisance to some can have a very negative impact on others. The general range and scope of anti-social behaviour can range from relatively minor disputes involving noise and lifestyle clashes to serious and extreme cases including drug dealing and serious harassment. We assess each case individually against the definition outlined in The Anti-social Behaviour etc. (Scotland) Act 2004 which states the following:

A person engages in Anti-social Behaviour if they:

a) *Act in a manner that causes or is likely to cause alarm or distress: or pursues a course of 'conduct' that causes or is likely to cause alarm or distress, to at least one person who is not of the same household ('conduct' includes speech and must involve conduct on at least two occasions).*

The definition of what constitutes 'anti-social behaviour' is based upon what is viewed reasonable and unreasonable and this in turn requires a judgement to be made. The types of behaviour viewed as anti-social are likely to include:

- drug dealing;
- harassment;
- racism;
- sectarianism;
- violence or threat of violence;
- people gathering and causing a disturbance;
- noise;
- failing to control pets;
- failing to maintain the garden to an acceptable standard;
- failing to keep the communal areas clean and tidy, (i.e. stairs, closes, back courts, bin areas etc.);

- failing to comply with instructions on the storage of rubbish / recycling goods and the storage and collection of rubbish / recycling bins; and
- any other anti-social behaviour that the Co-operative reasonably defines as being unacceptable.

3.2 In many instances, conflicts between tenants arise out of a clash of lifestyles and expectations, which cannot be readily resolved.

4. Policy methods

4.1 The key elements of the neighbour disputes and anti-social behaviour policy methods are summarised below. The Housing Officers will provide comprehensive information on conditions of tenancy at the start of tenancy and will adhere to the following:

- a) All new tenants will be advised what constitutes anti-social behaviour prior to signing the Tenancy Agreement.
- b) All new tenants will be visited within six weeks of start of tenancy and reminded of their responsibilities to respect their neighbours and not cause undue disturbance or disruption to other residents.
- c) Through effective management and maintenance of our properties reduce the risk of such behaviour occurring.
- d) Adopting the best policy and procedures to prevent nuisance and anti-social behaviour occurring.
- e) By building good partnerships with the Police Scotland, the Community Relations Unit, Glasgow City Council and any other relevant agencies who could assist.
- f) By encouraging effective participation to reduce the potential for neighbour disputes and related anti-social behaviour.
- g) By adopting a zero-tolerance approach to anti-social behaviour affecting Drumchapel Housing Co-operative tenants.
- h) By recognising that appropriate mechanisms are in place to deal with the complex legal and practical issues associated with neighbour nuisance and anti-social behaviour.

- i) Respond promptly, sympathetically and decisively to any complaints made relating to anti-social behaviour of tenants, their household and any visitors to their home.
- j) Recording and responding to all complaints made timeously.
- k) Encourage tenants to resolve their disputes by mutual agreement.
- l) Encourage group meeting/mediation for tenants in conflict via Glasgow City Council's Mediation Service.
- m) Ensure tenants are given the best advice possible in relation to their complaint.
- n) Ensure that other relevant agencies such as Police Scotland, Social Work, Environmental Health and Glasgow City Council play a full role in resolving behaviour or taking action, particularly where it is appropriate for them to do so.
- o) Where serious problems occur (especially of a criminal nature) the Co-operative will engage Police Scotland in working towards a solution.
- p) The Co-operative will take swift action to try to resolve anti-social behaviour, involving a structured approach and the use of incremental sanctions. The Co-operative will only pursue court action for eviction as a last resort (where behaviour is categorised as serious and/or persistent.)
- q) Where problems persist (and there is no clear criminal justice solution) the Co-operative will take appropriate enforcement action under its Tenancy Agreement, or by otherwise using any legal means at its disposal, up to and including the use of Anti-social Behaviour Orders and/or eviction.

5. Legislative and Regulatory Framework

- 5.1** Legislation governing anti-social behaviour is being added to on an ongoing basis as the Scottish Executive step up their campaign to tackle incidences of such behaviour. However, the key legislation is the Housing (Scotland) Act 2001 and the Criminal Justice (Scotland) Act 2003, the Anti-social Behaviour Etc. (Scotland) Act 2004 the Housing (Scotland) Act 2010, Housing (Scotland) Act 2014, Equality Act 2010, Data Protection Act 2018, Human Rights Act 1998, and The General Data Protection Regulation & Data Protection Act 2018.

5.2 The Co-operative's general approach to dealing with neighbour disputes and anti-social behaviour is based on good practice and the Scottish Social Housing Charter outcome and standard 6. "tenants and other customers live in well-maintained neighbourhoods where they feel safe." Where appropriate, we work in partnership with other partners to prevent and manage such behaviour.

6. Drug Dealing

6.1 Introduction

It is the view of the Co-operative that drug dealing in particular will not be tolerated in its locality. The Co-operative recognises the impact this has on tenants and their families within the community.

6.2 Dealing from the Property

Any situation whereby a tenant, household member or visitor, who was convicted of being concerned in the supply of drugs from the property or in the locality, may result in the Co-operative seeking repossession of the property.

6.3 Dealing in the Locality

(DEFINITION: "Locality" to be treated as the whole of the G15 postcode, i.e. Drumchapel/Blairdardie)

- a) Any situation whereby a tenant or their partner (whether officially resident or not) was convicted of being concerned in the supply of drugs in the locality (even if the other partner claimed to have no knowledge of the situation), may result in the Co-operative seeking repossession of the property.
- b) Any situation whereby a household member (whether officially resident or not) or visitor was convicted of being concerned in the supply of drugs in the locality, may result in a First and Final Warning letter being issued to the tenant. The Co-operative may also apply for an ASBO in respect of the convicted person. Should the household member or visitor be convicted of being concerned in the supply of drugs in the locality for a second time, then this may result in the Co-operative seeking repossession of the property.
- c) Any other incidents involving drugs would be considered individually, within general anti-social behaviour criteria, e.g. no conviction for dealing, but some

evidence that there may be dealing taking place.

6.4 Partnership Working

The Housing Officers will liaise closely with local police and co-operate in any initiatives to eradicate the trafficking of drugs.

The Director and Depute Director will generally attempt to interview any tenant who is suspected or any of their household members or visitors are suspected of being involved in the supply of drugs in the locality, in order to address the situation at an early stage.

7. Harassment

7.1 Introduction

Harassment is arguably the most serious of all neighbour nuisance and is given a separate section within the policy in order to ensure that tenants are left in no doubt as to the seriousness in which harassment is viewed by the Co-operative and that staff are made aware of the particular procedures to be followed when a case of harassment occurs. This section will deal with harassment in general.

7.2 Behaviour that can Constitute Harassment:

- Bullying
- Unwelcome attention
- Subjecting someone to insults or ridicule
- Displays of material such as pornographic pictures, offensive literature, etc.
- Insensitive jokes or pranks
- Physical violence
- Verbal abuse
- Incitement by means such as petitions, leaflets etc. Damage to property such as graffiti, bricks through windows, etc.
- Threat to life such as lighted materials through the letter box
- Lewd, suggestive or over familiar behaviour
- Deliberate interference with another person's peace, comfort and safety
- This is not an exhaustive list and other behaviours may constitute harassment

Although harassment comes in many forms, particular attention is drawn to the definitions contained within the Equal and Human Rights Policy and are as follows:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual Orientation

The Co-operative will pay due regard to the above and to any other situations which it considers to constitute harassment.

7.3 Racial Harassment

Racial harassment is dealt with under a separate policy entitled Racial Harassment policy.

7.4 Dealing with Harassment

The Co-operative will attempt to prevent harassment occurring by taking opportunities to promote the unacceptability of harassment, via policies, newsletters, handbooks, training, allocations and the lettings process. The Co-operative will also assist victims of harassment in accessing counselling and support services.

8. Categorisation of complaints

8.1 It is useful to categorise complaints to encourage consistency of approach and to clarify to all concerned the likely response of the Co-operative. It should be recognised however that not all cases will be easily categorised.

8.2 Complaints will be categorised into one of the following three categories (the types below are not intended to be exhaustive):

a) Nuisance/Disputes (Category C)

Complaints which clearly breach the tenancy conditions but are of a relatively minor nature e.g. dumping rubbish in unauthorised places, infrequent disturbance, noise complaints, running a business, nuisance, boundary and car parking disputes, pet fouling.

b) Serious (Category B)

Complaints which indicate serious anti-social behaviour, e.g. frequent disturbances, excessive and persistent noise, vandalism/damage to Co-operative property, misuse of drugs, harassment, and verbal abuse, persistent failure to control pets, persistent failure to control children or visitors to the property.

c) Extreme (Category A)

Complaints of a very serious anti-social nature e.g. drug dealing – reports of this may be channelled through the police instead of contacting the tenant/resident directly, un-provoked assault and physical assault, racial/other harassment, and serious damage to property, including Category B behaviour which is not only persistent, but has not changed despite warnings.

9. Procedure and delegation of responsibility

9.1 The Co-operative's procedure for dealing with neighbour disputes is outlined in this policy.

9.2 The Housing Officers have responsibility for accepting, actioning and monitoring cases in accordance with this policy. Final warning prior to Notice of Proceedings being issued will be approved by Depute Director. Instigating court proceedings will be following approval by the Depute Director.

9.3 Any eviction or reduction of Scottish Secure Tenancy to a Short Scottish Secure Tenancy will be approved by the Depute Director and the Board of the Co-operative.

10. The roles of the parties involved in complaints

10.1 Co-operative Tenants

The Co-operative believes that, in general, the most effective way in achieving a favourable outcome at any stage in a neighbour complaint is for the complainant to become directly involved in the case and this will therefore be encouraged, but with due regard to personal safety issues.

10.2 Non-Co-operative Tenants and Others

Where a complaint is received against a Co-operative tenant from someone other than another Co-operative tenant, e.g. tenant of another landlord, visitor, resident etc, then such complaints will still be dealt with under the terms of this policy.

Where a complaint is received from a Co-operative tenant against, for example, another resident, then the Co-operative will become directly involved where appropriate and provide advice and assistance where it cannot do so. For example, a tenant may require to raise their own interdict against an owner who is, say, harassing them, but the Co-operative can liaise with the other Landlord where the case involves a non-Co-operative tenant.

The Co-operative will, however, take direct action wherever possible. The case may also be referred to Glasgow City Council's Mediation Service.

10.3 The Co-operative

In recognition of policy objectives, the Co-operative will respond in a positive manner to all complaints received, in order that the complainant is made aware of how progress can be made.

On receipt of a complaint, the Co-operative will attempt to determine if the complaint is valid and which agency would be best equipped to resolve the situation. This may be the Co-operative itself, another agency (e.g. Police; Social Work Department, Environmental Health Department), or a combination of agencies.

If the complaint concerns a neighbour, the complainant will, if appropriate, be encouraged to approach their neighbour in the first instance in an attempt to rectify the situation, unless they may endanger themselves by doing so.

The Co-operative, will, however, monitor any action, which follows from a valid complaint.

Where action is also required from the complainant and/or other tenants in order to corroborate or progress the complaint, then this will be made clear to the complainant at the outset, otherwise a positive resolution to the case may not be possible by Co-operative action alone and an early withdrawal will then take place.

The complainant will be kept informed of progress except where there are legal restrictions.

10.4 Other Agencies

The Co-operative may also consider the use of the following:

Glasgow City Council's Mediation Service -there are trained mediators and tenants of the Co-operative cases can be referred to the service. They will accept cases regardless of the current tenure of the parties involved in the dispute.

Where direct agency contact by the tenant is appropriate, the tenant will be requested to inform the Co-operative of outcomes, for monitoring purposes.

The Co-operative will liaise closely with Social Work Department, in particular, at an early stage, where there is the possibility of a family with young children being evicted.

10.5 Support to Tenants

The Co-operative can support tenants in many ways in order to maximise enjoyment of their homes and this section of the policy explores this issue.

- a) Advice on options and agree course for action (which includes advice on legal options).
- b) Advice on action the police can take and refer to the police with victim's consent.
- c) Keep victims informed of progress of action taken.
- d) Advice on support agencies and make referrals where appropriate.

- e) Provide emergency contact points.
- f) Link victims to community emergency alarm system, or issue personal alarms or mobile phones.
- g) Treat damage by perpetrators as emergency repairs, where appropriate.
- h) Remove racist or obscene graffiti within 24 hours.
- i) Improve home security.
- j) Ensure estate/scheme security is adequate – i.e. lighting, fencing, entry phones, etc.
- k) Where there is a real risk of violence, arrange a temporary move or provide permanent rehousing. As our housing stock is in the same location re-housing by the Co-operative may not be the solution.
- l) The Co-operative will endeavour to supply as much of the above support as it is able to, either individually or in partnership with other agencies.

11. Special Initiatives

11.1 The Co-operative has introduced a number of initiatives in order to provide support to the community, as follows:

- a) Estate Inspections: our Estate Caretakers carries out regular estate management inspections to ensure that the general area remains in good order, thus contributing to social cohesion and tenant satisfaction.
- b) Acceptable Behaviour Agreements (ABA's): The Co-operative has contacted the Police and use ABA's which require to be signed by the offender, a police officer and a representative from the Co-operative.
- c) Parenting Orders: These are effective from April 2005 and the Co-operative will make a request to the local authority for these orders when appropriate. They can be applied for if a child under 16 years of age has been served with an ASBO.

12. Links with other services

12.1 External Agencies

- a) Homeless and Support Services/Social Work/Voluntary Agencies Officers should ensure that any individual(s) who they come in to contact whilst investigating a neighbour complaint, be it the perpetrator or the victim, who is need of some form of support should be referred to the appropriate agency who may be able to address their support need. Support needs could range from drug/alcohol related problems/ family support needs /welfare services/ money advice/parenting skills, etc.
- b) Officers referring an individual(s) to social work should refer to the Housing Options lead person database and/or write to the respective area social work manager, detailing information about the client you are referring and the reasons for your referral. Details of referrals to all internal/external agencies should be recorded and retained on the case file.

12.2 Victim Support Services

People who suffer anti-social behaviour can feel vulnerable from the moment they report an incident. Often, they need an independent person to talk to for reassurance and emotional support. It is therefore essential that in appropriate circumstances, officers should advise victims of anti-social behaviour of "Victim Support". Officers should carry information leaflets on Victim Support and these should be routinely passed to tenants who are victims of anti-social behaviour.

13. Remedies – legal and non-legal

- 13.1 In general, the approach favoured by the Co-operative is to resolve the problem as quickly and harmoniously as possible. Although in most, if not all, Category A Disputes need to be dealt with legally and/or by the Police. Other disputes should initially be dealt with using other remedies than simply legal ones. These remedies and techniques may be informal or formal, but Housing Officers should explore them prior to instructing legal proceedings.

13.2 Mediation

The Co-operative have staff who are trained in Mediation techniques and working in partnership with GCC and other local Housing Associations. The Mediation process is not always suitable for disputes however, this will be explored where appropriate.

13.3 Notice of Proceedings

- a) Should a tenant be guilty of committing anti-social behaviour or other forms of neighbour nuisance, it is likely that they are in breach of their tenancy agreement which is in accordance with the Housing (Scotland) Act 2001. If this is the case a Notice of Proceedings may be served to alert the tenant and the “qualifying occupiers” within the household that the Co-operative may instruct court proceedings against their tenancy.
- b) Further breaches of tenancy may result in the Co-operative instructing a solicitor to proceed to the Sheriff Court to request action against the tenancy in favour of the Co-operative. This can take the form of Eviction or Recovery Proceedings.

13.4 Streamlined Eviction Process

The Antisocial Behaviour etc (Scotland) Act 2004 and the Housing (Scotland) Act 2001 set out a range of measures that landlords can take to help address anti-social behaviour.

To complement the existing measures available to landlords to address antisocial behaviour in, or in the locality of a social housing tenancy, a number of new provisions were introduced in the Housing (Scotland) Act 2014 (the 2014 Act).

These measures include:

A new streamlined eviction process where there has been a criminal conviction punishable by imprisonment for tenancy related antisocial or criminal behaviour within the previous 12 months.

This new provision gives landlords the flexibility to use a streamlined process for eviction where a tenant (or any one of joint tenants), a person living in or lodging in the house, a subtenant or a person visiting the house has been convicted of an offence punishable by imprisonment within the previous 12 months.

13.5 Specific implement

- a) The remedy of specific implement is an order of the court requiring a person to perform his or her legal obligations for example, obligations under a contract. It can be used by social landlords to require a tenant to take positive action.
- b) There are a number of complaints, which the Co-operative receives that relate to matters that potentially could be the subject of an action for a specific implement. For example, failure of tenants to maintain their own gardens, failure to fulfil responsibilities to clean communal areas, dumping rubbish and other behaviour affecting the amenity of communal areas such as common closes.

14. Anti-social Behaviour Order (ASBO)

- 14.1** ASBO's came into force on 1 April 1999, via the Crime and Disorder Act 1998. The legislation was then updated on 26 July 2004, when Anti-social behaviour (Scotland) Act 2004 was implemented introducing an extension of powers to use ASBOs for 12-15 year olds. ASBO's are part of a range of available responses to anti-social behaviour and should be seen in this context. They are not intended to replace existing measures nor are they a substitute for criminal proceedings.
- 14.2** The ASBO is an order, which would be made by a civil court on application by a local authority or Registered Social Landlord and would restrain particular individuals from engaging in unreasonable conduct, which adversely affects members of the community. It is an order which can be made against any person aged 12 or over in any housing tenure, which prohibits, indefinitely or for a period, the offender from doing anything prescribed in the order.
- 14.3** An ASBO is intended to tackle both behaviour that is likely to escalate to a criminal level, and patterns of behaviour which cumulatively cause considerable alarm or distress to the community, but which do not consist of single acts which are sufficiently serious or sufficiently clear-cut to be prosecuted individually as criminal offences.
- 14.4** Examples of Anti-social Behaviour for which an ASBO may be sought. The type of behaviour for which ASBO's may be sought include:
 - a) Individuals who intimidate neighbours and others through threats or violence.
 - b) Persistent unruly behaviour by a small group of individuals on an estate who

perhaps dominate others by intimidation through violence or unpleasant actions, and use minor damage to property and fear of retaliation as a means of intimidating other people.

- c) Families whose anti-social behaviour when challenged leads to verbal abuse, vandalism, threats and graffiti.
- d) Persistent racial harassment or homophobic behaviour.
- e) Persistent anti-social behaviour as a result of drugs or alcohol misuse.

14.5 The order is not a sentence for a crime but a civil order to protect a community from future conduct. It is therefore in the hands of the Sheriff to determine its duration.

14.6 Breach of the Order is a criminal offence and the maximum penalty on indictment for the offence would be 5 years imprisonment, and/or an unlimited fine. The proof required for this purpose is that of a criminal prosecution i.e. corroboration is required and proof beyond reasonable doubt to secure conviction.

14.7 Section 44 of the 2004 Act amended the Crime and Disorder Act to introduce interim ASBO's. Interim ASBO's are intended to provide more immediate protection from anti-social behaviour and can be applied for pending the application for a full ASBO. The Sheriff may grant an interim order provided that they are satisfied that the anti-social behaviour cited would be established when a full hearing takes place. The sheriff must also be satisfied that an interim order is necessary to protect the affected people from further anti –social acts or conduct by the person.

14.8 The person whom an order is made against may appeal the order. Where an appeal is made the interim ASBO will continue to have effect pending the outcome of any appeal.

14.9 When to apply for an ASBO

Preventative measures such as negotiations, mediations, warnings and enforcement of tenancy agreements will normally be exhausted before considering applying for an ASBO. While each case will be looked at on its own merits, the Co-operative will likely consider seeking an ASBO for anti-social behaviour falling into categories B and C of this policy.

14.10 Anti-social Behaviour Contracts/Agreements (ABC)

- a) An Anti-social Behaviour Contract (ABC) sometimes known as an Acceptable Behaviour Agreement (ABC) is an early intervention designed to get an individual involved in unacceptable or anti-social behaviour to acknowledge this behaviour and its impact on other people, with the aim of stopping it.
- b) It can also be used with parents who do not take action to prevent their children acting anti-socially. It is a voluntary written agreement between the perpetrators and in the case of a young person his or her parent or guardian, and the Co-operative and possibly other agencies. It places responsibility on the individual and his or her family to work towards an agreement, rather than having one imposed. There is the underlying 'stick' of legal action to reinforce adherence to the ABC until improved behaviour becomes the norm. ABC can be used on adults and could be used in cases of excessive loud music, noisy parties etc.
- c) In cases where behaviour is serious, persistent or criminal an ASBO or other legal remedies may be more effective.

15. Short Scottish Secure Tenancies

- 15.1** The Housing (Scotland) Act 2001 introduced provisions for landlords to grant tenants Short Scottish Secure Tenancies (SSST's). If tenants have previously been evicted for anti-social behaviour in the last 3 years, or the tenant or a member of their household are subject to an ASBO, then a Short SST can be used.
- 15.2** Section 34(7) as amended requires landlords (where the tenant is on a short SST because of previous anti-social behaviour or an ASBO) to provide or ensure the provision of such housing support services as it considers appropriate to enable the tenancy to convert to a Scottish Secure Tenancy (SST).
- 15.3** Section 91(8) of the Act provides a broad definition of Housing Support Services - "Housing Support services includes any service which provides support, assistance, advice or counselling to an individual with particular needs with a view to enabling that individual to occupy, or to continue to occupy, as the person's sole or main residence, residential accommodation other than excepted accommodation".

- 15.4** Section 35 allows landlords to convert a SST to a short SST where a tenant or someone residing with the tenant is subject to an ASBO or, where tenants have previously been evicted for anti-social behaviour anywhere in the UK within the past 3 years or where the tenant, a joint tenant or someone residing with them or visiting them has in the previous three years acted in an antisocial manner in relation to another person residing in or visiting or engaged in a lawful activity in the vicinity of the house occupied by the tenant or, if the tenant has pursued a course of conduct against that other person that amounts to harassment.

16. Complaints

Complaints against neighbours will be dealt with under this policy. Complaints about the way neighbour disputes have been dealt with will be considered under the Complaints Procedure.

17. Other issues

17.1 Housing Allocations and Anti-Social Behaviour

In particular circumstances, the Co-operative will have discretion to suspend an applicant on the housing register where there is clear and recent evidence of anti-social behaviour.

17.2 Special Needs

- a) The Co-operative will assist all tenants who are involved in complaints of anti-social behaviour (victims and perpetrators) to obtain or receive relevant support from other agencies (e.g. Social Work, SAMH, drug and alcohol abuse support networks).
- b) It should be noted however, that any perpetrator of anti- social behaviour with support needs as described above will not be precluded from court action being taken against them, particularly where support has been rejected or withdrawn.

17.3 Racial Harassment

Where complaints of anti-social behaviour involve an element of racial abuse or harassment the policy outlined in the Co-operative's Racial Harassment policy should be strictly adhered to.

17.4 Information

Information on neighbour disputes and anti-social behaviour and how to report this is available for our tenants. All neighbour complaints will be recorded on the day they are made on the SDM system to ensure accurate and adequate recording of incidents.

18. Anti-social behaviour complaints and Board members

18.1 If an anti-social complaint is made by or about a Board member or a member of their immediate family, it will be treated as any other complaint with the exception noted below:

- a) Any Board members directly involved in such a complaint must not be in attendance at a Board meeting during discussion of a specific case or discussion of a policy matter which has a direct bearing on the Co-operative's response to the complaint.
- b) Board members who have an indirect involvement in a specific case e.g. if they are tenants in a close where a dispute or incident occurred will consider their attendance during any relevant discussion at a Board Meeting.
- c) If upon investigation it is revealed that a Board member is behaving in an anti-social manner they will be removed from Board under the terms of the Co-operative's Rules.

19. Policy reporting, monitoring and reviewing neighbour complaints

19.1 The Housing Officers will update the Depute Director when neighbour disputes/anti-social behaviour occur and detailed updates at the 1- 2-1 meetings. The Board will receive a quarterly report from the Housing Officers which will list the total number of complaints received.

20. Procedures following receipt of complaint

20.1 Recording of Complaints

All complaints will be recorded by the staff member on the SDM database. On a day-to-day basis it will be the responsibility of every member of staff to ensure the database is kept up to date. It will be the overall responsibility of the Line Manager for their team.

The Housing Officers will decide on the use of discretion regarding pursuing complaints received anonymously. However, action will generally be taken where the complaint appears to be valid.

20.2 Acknowledgement and Proposed Response

The proposed response(s) and approximate timescales will also be notified to complainants. (Action will, of course, be initiated prior to this in the case of Category A and B complaints).

It's important that there are realistic timescales for dealing with complaints. As a guide to response times, it is envisaged that the Co-operative's response will be in accordance with the complaint category. The table below details the target response times for each category. Where the Co-operative is relying on a response from other agencies or proceedings are involved, the response times may be delayed as a result. The Housing Officers will request approximate response times and these will be monitored.

Action	Category A	Category B	Category C
Contact complainer	1 working day	1 working days	2 working days
Contact witnesses	1 working day	2 working days	5 working days
Contact perpetrator	1 working day	2 working days	5 working days
Liaise with other agencies	1 working day	2 working days	7 working days
Case evaluation	5 working days	10 working days	10 working days
Case closed/resolved*	10 working days	20 working days	20 working days

*The Co-operative defines resolved as meaning action has been taken in line with the policy and the complainant has been advised either verbally or by letter/email that the case is closed.

Where no further action is being proposed, the reasons for this should be stated to the complainant.

20.3 Recording of Action Taken

- a) The SDM system will be used to record action notes, category and give each case a number.
- b) The names and addresses of both complainant and perpetrator will be entered into the SDM system upon receipt of the complaint and allocated a case number which will be used for any subsequent complaints from other persons which relate to the same case.

20.4 Monitoring of cases

Where a case appears to have been resolved, it will be closed.

The SDM system should be noted with the closure date.

20.5 Legal action (repossession)

Under the terms of Section 14 (3) of the Housing (Scotland) Act 2001, all members of a household who are at least 16 years of age must be served with copies of any legal paperwork from Notices of Proceedings onwards.

Officers shall therefore make formal enquiries to establish the identities of such persons when commencing the legal process in a case.

20.6 Social work department involvement

Housing Officers should seek to involve Social Work Department to offer support to the tenant if a case is becoming serious and certainly at the point of issuing a Notice of Proceedings, especially where there are vulnerable persons or children involved.

Where repossession has been granted, both Social Work Department and Glasgow City Council's Homelessness Services should be informed.

21. Equality and Human Rights

21.1 The Co-operative's Equality and Human Rights policy, outlines our commitment to promote a zero tolerance to unfair treatment or discrimination to any person or group of persons, particularly on the basis of any of the protected

characteristics¹. This includes ensuring that everyone has equal access to information and services and, to this end, the Co-operative will make available a copy of this document in a range of alternative formats including large print, translated into another language or by data transferred to voice. We are also aware of the potential for policies to inadvertently discriminate against an individual or group of individuals. To help tackle this and ensure that it does not occur, best practice suggests that organisations' carry out Equality Impact Assessments to help identify any part of a policy that may be discriminatory so that this can be addressed (please see section 6 of the Equality and Human Rights Policy for more information).

21.2 In line with the Equality and Human Rights Policy, the Co-operative will apply a screening process based on that recommended by the Equality and Human Rights Commission to ascertain whether each policy requires an Impact Assessment to be carried out. The screening process was applied to this policy and it was decided that an impact assessment is required.

¹ The Equality Act 2010 identifies the "protected characteristics" as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

22. Risk Management

22.1 The Co-operative has considered the potential risks of failing to adhere to this neighbour disputes and anti-social behaviour policy. The Co-operatives reputation would be jeopardised and properties would become difficult to let. By having a written detailed neighbour disputes and anti-social behaviour policy, the Co-operative is able to ensure that a consistent approach is adopted and that the service delivered is compliant with the law and best practice.

23. Policy Review

- 23.1** This policy will be reviewed every three years or sooner where changes in legislation affect procedure. The review will consider the Co-operative’s performance in responding to complaints and the effectiveness of any action taken. The success of this policy shall be measured against the following outputs and outcomes:

Outputs	Outcomes
Operational protocols with Police Scotland, Community Relations Unit, Glasgow City Council and other partner agencies	Structured approach taken and solutions found and the limits of the Co-operative is recognised.
Record of neighbour complaints maintained and reported to the Management Board	Staff and Board awareness of problem and early corrective action taken. Reduction in neighbour disputes.
Information leaflet for tenants	Raised awareness of how Co-operative will deal with complaints from start to finish. Deterrent as gives notice that Co-operative has zero tolerance.
Tenant satisfaction survey	High levels of tenant satisfaction with the management of the neighbourhood.

24. GDPR – Privacy Statement

- 24.1** The Co-operative will gather and use certain information about individuals in accordance with UK GDPR and DPA 2018. Staff members have a responsibility to ensure compliance with the terms of the privacy policy and to collect, handle and store personal information in accordance with relevant legislation. The Fair Processing Notice (FPN) details how personal data is held and processed.