



# Antisocial Behaviour Policy

Document No. GP1                      Version: 4  
Responsible Officer: Director of Housing  
Date Approved: 28 August 2025  
Review Date: August 2030  
Regulatory Standard: 2



INVESTOR IN PEOPLE

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## 1. Hjaltland Values

### Our Vision

Providing homes, supporting communities

### Our Values

#### Teamwork

Working together as one team, to the benefit of our customers. To demonstrate and extend trust in each other.

#### Open, Honest & Inclusive

We offer a people focused service that is centred in fairness and integrity. We believe in being open, honest and respectful in everything we do.

#### Ownership

We expect our staff to take responsibility for their actions and give them the freedom to do their job in a positive working environment.

#### Quality

We value quality in everything we do from the standard of our product to the level of service we provide. We take pride in making a difference in communities and providing continuous improvement.

#### Innovation

We seek to ensure we have sustainable housing, fit for future generations, maintained and developed to the highest possible standard.

## 2. Introduction

This policy has been established to ensure consistency of all Hjaltland Housing Association activities.

The purpose of this policy is to outline the Hjaltland Housing Association standards with regards to Antisocial Behaviour (ASB).

Each employee is an important contributor to the Hjaltland Housing Association vision and each employee is needed at work to assist in the accomplishment of Hjaltland Housing Association's values.

To ensure effective and efficient operations of the Hjaltland Housing Association and provide the best possible work environment to employees, Hjaltland Housing Association expects employees to adhere to the standards as outlined in this policy.

Hjaltland Housing Association ('The Association') acknowledges that tenants and residents have the right to live within a peaceful and enjoyable environment and feel safe within their home.

The Association recognises the negative impact ASB can have upon individual residents and communities as a whole and is committed to dealing with ASB and neighbour complaints, including nuisance and harassment, in a comprehensive and robust manner.

To realise our corporate vision of *Providing homes, supporting communities*, the Association will:

- Take timely, consistent and effective action against persons who behave in an antisocial manner;
- Provide support to victims and in appropriate circumstances to perpetrators, to positively change their behaviour, sustaining tenancies, wherever possible;
- Work in partnership with all relevant local agencies to reduce incidents of antisocial behaviour and the impact by maximising prevention, intervention, and engagement and communication activities.

This Policy should be read in conjunction with the undernoted Association policies:

- Allocation Policy
- Complaint Policy
- New Tenant and Tenant Support Policy
- Pets Policy
- Domestic Abuse and Sexual Violence Policy
- Estate Management Policy
- Equality and Diversity Policy
- Repossession Policy
- Short Scottish Secure Tenancy Policy

It is the Association's aspiration, where possible, to prevent ASB and problems between neighbours, and to respond to them quickly and effectively when they do occur.

Anonymous complaints of ASB will be recorded but will not normally be acted upon, unless the complaint is of an extreme or serious nature as defined in section 6 of this policy.

ASB can be very complex and customers using this policy should have realistic expectations of what the Association and other agencies can do to address it.

Where we have been made aware of an incident of ASB and this is already being handled by other agencies, we will not normally take immediate action. An example of this would include criminal investigations being conducted by Police Scotland – as a landlord, we would only consider appropriate breach of tenancy action following charges brought against the tenant or a member of their household.

Where the ASB is alleged to have been committed by someone who is not one of our tenants, their household members or visitors, we are unable to take action. In these instances, we will advise the complainant to contact the relevant agency, e.g., Police Scotland or Shetland Islands Council. In the event of an emergency, complainants should dial 999.

While this policy seeks to provide guidance to staff and tenants, it should be recognised that our response to each situation will depend on both the circumstances and the considered judgement of the staff involved. Each instance of anti-social behaviour is different and because of this, our response to each case must be appropriate to the circumstances of each case.

This policy takes account of relevant legislation, good practice and performance standards including the Scottish Social Housing Charter.

This policy will be delivered in a way which recognises and respects diversity and in accordance with the Association's Equality and Diversity Policy.

Anyone who feels that the Association has not complied with this policy can use the Association's Complaints Policy.

### **3. Policy Statement**

Hjaltland Housing Association and our employees recognise the legal obligations placed on them by the Housing (Scotland) Act 2001, as amended by the Housing (Scotland) Act 2014 and of any other statutory provisions and regulations applying to its activities.

Hjaltland Housing Association understands the harmful effect that anti-social behaviour can have upon tenants and residents' lives and will act consistently, effectively and proportionally to address causes of anti-social behaviour within its neighbourhoods, while supporting victims and witnesses.

HHA is committed to ensuring that all tenants can live peacefully and safely in their homes and communities. We take antisocial behaviour seriously and will take reasonable and proportionate steps to prevent, investigate, and address such behaviour in accordance with relevant Scottish legislation, including the Antisocial Behaviour etc. (Scotland) Act 2004.

Employees [and any sub-contractors] have a duty to co-operate in the operation of this policy by fulfilling the responsibilities placed upon them.

Signed

Ian Bray  
Director of Housing

Date; 28<sup>th</sup> August 2025

Planned Review Date; August 2030

#### 4. Regulatory Framework / Legal

The Regulatory Framework is based on the Housing (Scotland) Act 2001, the Housing (Scotland) Act 2014 and the Antisocial behaviour etc (Scotland) Act 2004 .

Hjaltland Housing Association has a range of duties, obligations and responsibilities placed on them by legislation and through statutory guidance. These include achieving the standards and outcomes in the Scottish Social Housing Charter, duties to help people who are homeless, duties around the safety of tenants' homes, and promoting equality and human rights.

Hjaltland Housing Association also have requirements placed on them by other regulatory bodies, including the Office of the Scottish Charities Regulator, the Equality and Human Rights Commission, the Care Inspectorate, Audit Scotland and the Scottish Public Services Ombudsman.

Hjaltland Housing Association will ensure that we meet all of our legal duties and responsibilities and that we adhere to relevant guidance and the requirements of other regulators.

Relevant Regulatory Standard: 2

#### 5. Responsibilities

##### a. Committee

It is recognised that the Management Committee, while not actively involved in the day to day running of the organisation, is collectively responsible for providing leadership and direction.

Committee Members are responsible for ensuring that Hjaltland Housing Association fulfils its statutory obligations and allocates adequate resources to do so.

##### b. Executive Team

The Chief Executive is responsible for ensuring that the Committee's policy objectives are achieved and that policy and performance are kept under active review to address any changes required. The following individual post has been allocated overall responsibility within the terms of our policy:

- Bryan Leask, Chief Executive Officer

##### c. Senior Leadership Team

Due to the 'managerial' function performed by Director of Departments it is accepted that they will be best placed to identify and control any concerns within their departments. Day to day responsibility for ensuring the policy is put into practice and consultation with employees is delegated to:

- Directors of Departments

They will ensure:

- The objectives and guidance outlined within our management system is fully understood and observed by persons under their control;
- Responsibilities are clearly defined and allocated / delegated to the appropriate levels within their areas of responsibility;
- The policy statement will be brought to the attention of all employees under their control;
- Any changes to the policy or our arrangements are brought to the attention of all persons under their control;

d. Responsible Persons

It is important that policy standards are maintained and improved therefore where necessary specific roles within Hjaltland Housing Association, have been allocated additional responsibilities. Where this responsibility is specific to a subject area, the details of the responsible person are communicated to employees in writing or verbally as required.

These Responsible Persons will also be required to monitor their areas of control as well as the performance and activities of all persons under their control to ensure that acceptable standards are maintained.

Relevant responsible persons are:

- Director of Housing

e. All Staff

- Employees will comply with the policies, procedures and arrangements set out in the Management System together with any information, instruction and training provided. In addition, any risk control measures and equipment provided to ensure safe-working practices will be properly used.
- Employees will report to their Director of Department or other member of management any identified breaches of procedures, any accidents or incidents in any aspect, which appears to them to give rise to a significant risk to employees or other persons. Such reports will be made without undue delay.
- Employees will inform their Director of Department or other member of management, without undue delay, where they believe that further training or other risk control measures would be beneficial.
- Employees will co-operate in all programmes, training, assessments and other initiatives that are intended to reduce risk and will actively implement any control measures identified as being required.
- Employees will not participate in horseplay, practical jokes or other acts, which may result in harm being caused to themselves or to other individuals.
- Demonstrate their commitment by their behaviour and co-operate in the investigation of accidents and incidents;

## 6. Definitions

The legal definition of ASB is outlined in the Antisocial Behaviour (Scotland) Act 2004. The legislation says that a person is involved in ASB if they:-

*“Act in a manner that causes or is likely to cause alarm or distress or pursue a course of conduct that causes or is likely to cause alarm or distress to at least one person not of the same household as them.”*

*“Conduct”* includes speech and *“course of conduct”* is defined as being on two or more occasions.

Behaviour which falls into this category will be classified as Anti-social behaviour and dealt with through the inter-agency anti-social behaviour procedures, attached as appendix 1.

There is behaviour which causes a nuisance to neighbours but may not fall within the terms of the anti-social behaviour legislation, such as a neighbour who is not maintaining their garden. This will be classified as a neighbour complaint and the Association will have a procedure in place to deal with these issues promptly and effectively. A copy of this procedure is attached as appendix 2.

## 7. Objectives

Our overall aim is to respond to anti-social behaviour cases:

- Seriously
- Promptly
- Professionally
- Confidentially

The objectives of the policy are to ensure that:

All tenants and their neighbours may enjoy their tenancies while causing the minimum of disturbance to others and being undisturbed by the activities of other neighbouring residents.

We establish the methods and preventative measures which will be used by the Association to prevent and respond quickly to ASB complaints.

We help tenants and communities find their own solutions and provide advice and details on ways to address neighbour problems.

We give clear guidelines to staff, supported by written procedures, on how to deal effectively with reports or incidents of anti-social behaviour.

The Association will always strive to achieve an amicable solution to incidents of ASB and neighbour nuisance. However, where this is not possible, we will use legal powers and remedies to help resolve the situation.

It is the Association's policy to seek repossession as a last resort for all breaches of tenancy, including ASB. In the first instance, the Association may consider reducing security of tenure by issuing a Short SST to the tenant.

Repossession as a means to alleviating ASB will only be used when other non-legal have been exhausted or are not appropriate taking into consideration the seriousness of the behaviour, for example drug offences, serious assault or offences punishable by imprisonment.

## 8. Categorisation of Antisocial Behaviour and complaints

The Association will categorise complaints as being;

- Extreme
- Serious
- Nuisances/other breach of tenancy

The nature of these incidences can mean that a complaint may shift between categories if factors in the dispute change, or the dispute escalates.

### CATEGORY A – Extreme behaviour

This category covers complaints which are of a criminal nature and will be referred to Police Scotland and will, by definition, take a longer period to finalise.

Examples include but are not limited to:

- Drug dealing
- Assault
- Harassment (including racial harassment & hate crimes)

### CATEGORY B – Serious antisocial behaviour

This category covers complaints which are considered to be of a serious nature.

Examples include but are not limited to:

- Threatening or abusive behaviour
- Frequent serious disturbance
- Vandalism to Association property
- Excessive noise complaints (as confirmed by Environmental Health/Police Scotland)

### CATEGORY C – Nuisance/other breach of tenancy

This category includes complaints which clearly breach the tenancy conditions but are of a relatively minor nature.

Examples include but are not limited to:

- Abandoned vehicles
- Noise
- Neighbour disputes
- Dog/pet control

- Behaviour of visitors or children
- Infrequent disturbance
- Stair/bin cleaning
- Garden upkeep/litter
- Fly-tipping

## 9. Reporting Antisocial Behaviour

Tenants can report a complaint to us in a method that's convenient for them, be it in person, over the phone, in an email or in writing.

Any form of ASB taking place during office hours can be reported directly to Hjaltland. However, Police Scotland should be called straight away for serious behaviour or where someone is committing a crime. Where a complaint relates to excessive noise, only trained Environmental Health Officers or Police Scotland can assess it as being a 'statutory noise nuisance' and therefore the Police should always be called out of normal office hours.

Upon receiving a complaint, we aim to acknowledge the complaint within one working day. We will explain the process and the importance of logging additional issues as this will be essential for any possible legal action.

If a tenant feels it is safe to do so, they will be encouraged to speak to the person directly. If relating to noise, they may not even be aware their behaviour is causing a disturbance, and an informal approach is often the most effective means of addressing the issue. However, we appreciate tenants may not be comfortable in doing so.

The following list is not exhaustive but does identify the more common issues of ASB, and which organisation should be the first point of contact.

- Noise – Environmental Health (Police Scotland out of office hours)
- Dog fouling/abandoned vehicles – Environmental Health
- Litter & Burst Black Bags - Environmental Health
- Pet and animal nuisance – Environmental Health
- Threatening or intimidating behaviour – Police Scotland
- Committing a crime or criminal behaviour – Police Scotland
- Nuisance issues around a property – Hjaltland Housing Association
- Vandalism - Police Scotland
- Drug abuse & drug dealing – Police Scotland
- Harassment – Police Scotland
- Hate Crime – Police Scotland
- Domestic abuse – Police Scotland

### Complaint handling timeline

- Initial acknowledgement to both the complainer and the accused – 1 working day
- Liaise with other agencies/refer as required – 2 working days

- All subsequent complaints – acknowledgement to both parties – 1 working day
- Statements taken from complainer following multiple complaints – 5 working days
- Face to face meeting with the accused following multiple complaints – 10 working days
- Resolved/closed with no further reports – 20 working days
- Resolved/closed following multiple complaints – 40 working days
- Resolved/closed – complex and on-going – undefined timescale due to complexity of legal action (criminal or civil)

Regardless of the timescales to resolve, the key commitment is to ensure those affected by ASB feel supported by HHA as their landlord and have opportunities to raise any further issues or concerns.

We will respect complainants' wishes on confidentiality and will seek their permission before disclosing information to the alleged perpetrators, their legal representatives and other interested parties. Where we share information with other agencies it will be in accordance with the Data Protection Act 2018 and established information sharing protocols. Information we received will be kept confidential and secure

## 10. Preventing Antisocial Behaviour

### Our conditions of tenancy

We will, where possible, enforce the tenancy conditions and deal with ASB and neighbour nuisance promptly and effectively. These conditions are set out in the details in our Scottish Secure Tenancy and Short Scottish Secure Tenancy, but the main points are that tenants must not:

- Make excessive noise. This includes, but is not limited to, the use of; televisions, hi-fi's, radios and musical instruments and DIY tools;
- Fail to control your pets properly or allow them to foul or cause damage to other people's property;
- Allow visitors to your house to be noisy or disruptive;
- Use your house, or allow it to be used, for illegal or immoral purposes;
- Vandalise or damage our property or any part of the common parts or neighbourhood;
- Leave rubbish in unauthorised places;
- Allow your children to cause nuisance or annoyance to other people by failing to
- Exercise reasonable control over them;
- Harass or assault any person in the house, or neighbourhood, for whatever reason. This includes that person's race, colour or ethnic origin, nationality, gender, sexuality, disability, age, religion or other belief, or other status;
- Use or carry offensive weapons;
- Use or sell unlawful drugs or sell alcohol

In addition, tenants, those living with them and their visitors must not do the following in an antisocial way:

- Run a business from your house;

- Park any vehicle, caravan or trailer;
- Carry out work to any type of vehicle, caravan or trailer;

Tenants, those living with them and their visitors, must not bring into the house or store in the house any type of firearm or firearm ammunition unless you have a permit.

These conditions of tenancy will be reinforced by a Tenant Handbook that describes the Association's Policy for dealing with ASB, a verbal explanation and discussion of the conditions of tenancy at the beginning of the tenancy and at the new tenancy settling in visit (normally carried out within the first month of the beginning of tenancy)

We actively consider the support needs of existing and prospective tenants, developing effective partnerships with care and support providers to try and ensure appropriate support needs are in place to enable the tenant to sustain a tenancy.

### **Our Estates**

We will regularly inspect and record the condition of estates (as set out in the Association's Estate Management Policy), to identify vandalism, graffiti, damage, fly tipping, abandoned vehicles etc. and address these quickly through taking action to repair or remove them.

During such inspections we will look for any possibility of activity related to the supply and cultivation of drugs, terrorism related activity or to human trafficking. These serious crimes will be immediately reported to Police Scotland.

### **Our Allocation of housing**

Our arrangements for dealing with housing applicants who have, or whose household members have, a record of previous or current ASB, including eviction and anti-social behaviour orders are set out in our Allocations Policy. The main features are:

We will suspend the housing application of persons with a documented history of ASB in the previous 3 years, from receiving an offer of tenancy until they show the behaviour is unlikely to recur and that there are valid reasons that support a view that their behaviour and conduct have changed.

We will consider the use of a Short SST for applicants who have a history of antisocial behaviour orders or eviction (on grounds of antisocial behaviour) within the last 3 years.

The Association will endeavour to prevent anti-social behaviour and neighbour problems through:

- Providing information and guidance in our tenancy agreement on the definition of anti-social behaviour and neighbour problems

- Providing good quality information about our anti-social behaviour policy to encourage good tenancy relations and inform the expectations of people who report anti-social behaviour
- Working in partnership with other agencies to facilitate a multi-agency approach to maximise the resources available to address anti-social behaviour and adopting preventative and responsive measures to tackle anti-social behaviour
- Encouraging communication between those experiencing anti-social behaviour and those responsible for anti-social behaviour through mediation to tackle problems early and to reduce the risk of escalation.
- Responding within target times to reports in an effective, sensitive and consistent manner, undertaking thorough investigations, keeping accurate records and informing complainants of progress and decisions that have been made
- Using lettings plans where appropriate to either address existing problems or prevent new one from occurring.
- Monitoring and reviewing the effect and outcomes of our actions.

Where preventative or management approaches fail to resolve cases then more formal action will be considered. The legal remedies which the Association might pursue include the following:

- Notice of Proceedings on Anti-social behaviour grounds
- Interdict / interim interdict
- Specific implement – a court order requiring a party to perform a specific act.
- Seizure of equipment causing noise
- Anti-Social Behaviour Orders (ASBO)
- Parenting Orders
- Tenancy conversion to Short Scottish Secure Tenancy (on ASB grounds)
- Eviction

Where the Association does not have direct legal powers to take any particular course of action then it will seek the co-operation of the relevant agency to take action against the tenant(s) concerned.

Section 16 of the Housing (Scotland) Act 2001 sets out the various grounds in which the landlord has the right to take action to recover possession. There are a number of grounds that relate to anti-social behaviour.

The Housing (Scotland) Act 2001 sets out specific criteria which the courts must take into account. Essentially, the decision to evict must be subjected to the test of reasonableness. The court must have due regard for the points listed below before awarding a decree for eviction in anti-social behaviour cases:

The nature, frequency and duration of the alleged conduct;

- The extent to which the conduct is, or was a consequence of acts or omissions of persons other than the tenant member;
- The effect that the conduct had, is having and is likely to have on any person other than the tenant member; and
- Any action taken by the landlord, before raising proceedings, with a view to securing the cessation of that conduct.

This makes the process of evidence gathering through neighbour reports and statements very important in terms of arguing the case of reasonableness in court.

### **11. Performance and monitoring**

The Management Committee will review and approve key performance indicators on an annual basis and targets and outcomes will be monitored at twice-yearly meetings.

Performance will be measured against the following:

- Percentage of tenants satisfied with the management of their neighbourhood
- The nature of the complaint e.g. type of anti-social behaviour
- Percentage of anti-social behaviour cases which were resolved within locally agreed targets
- Percentage of reports of anti-social behaviour attended to within target timescales
- Number of new ASB reports per 100 properties
- Number of repeat perpetrators of ASB
- Percentage of ASB court actions initiated which resulted in eviction

### **12. Equality, Diversity and Human Right Impact Assessment**

The Association is committed to promoting positive measures that eliminate all forms of unlawful or unfair discrimination on the grounds of age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation. Our aim as landlord, service provider and employer is to recognise the needs of all individuals, and ensure these commitments are evident throughout every aspect of our business and our activities.

The Association assesses and reviews all new and revised policies and procedures, and an Impact Assessment is available.

### **13. GDPR**

The Association will treat your personal data in line with our obligations under the current data protection regulations and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in Hjaltland Housing Associations Privacy notices.

### **14. Monitoring and Review**

Employees [and any sub-contractors] have a duty to co-operate in the operation of this policy by fulfilling the responsibilities placed upon them.

As stated, the operations of the company and this policy will be reviewed at regular intervals or in light of changing company circumstances, procedures and statutes. These changes will be brought to the attention of employees and others whose health and safety may be affected by such changes.

Planned Review Date: 2028



## Appendix 1

### Anti-Social Behaviour Procedures

#### Complaint of Anti-social behaviour

1. When a complaint is received of ASB, the matter should be passed to the Housing Officer for that area.
2. Where that member of staff is not available, another housing officer should take the call and progress the issue in their absence.
3. Notes must be taken of the complaint, detailing the nature of the incident, dates and times and whether this has been a one-off incident or of a recurring nature.
4. The Housing Officer should assess whether the behaviour being described constitutes anti-social behaviour e.g., parties, noise disturbance etc. and if so should make the person aware that we will involve the Antisocial behaviour Coordinator (ASBC) as part of the inter-agency procedures.
5. The Housing Officer must register the complaint in the ASB & neighbour complaint register.
6. At the same time a section should be created in the ASB & neighbour complaint folder held in housing management and all correspondence must be held in this file. The tenant's omnilegder notes section should detail the date of the complaint and highlight that further information is held in the ASB complaints file.
7. The Housing Officer must acknowledge the complaint in writing within 3 working days, outlining the nature of the complaint and the action to be taken, including a referral to the ASB team. The complainant should also be encouraged to keep diary notes and if the situation warrants it advised to call the Police.
8. The ASB complaints spreadsheet must be kept up to date detailing dates when the complaint was acknowledged
9. The interagency antisocial behaviour procedures are then to be followed. This will involve discussions with the Antisocial Behaviour Coordinator, to discuss a response to the issues being raised. As part of these procedures the aim is to try and achieve a resolution within 4weeks (20 working days). However, it is recognised that some more complex cases may take longer to resolve especially where legal action is to be taken. Housing Officers must keep file notes on action being taken and update the ASB complaints spread sheet on progress being made. It is important that it can be shown that action is being taken and the complaint is being kept informed of progress.
10. There are a range of solutions that can be considered in any ASB case and Housing Officers should, in discussion with the ASBC and other appropriate agencies, determine a course of action. This may involve home visits, referrals to the Mediation team, CCTV, ABC (anti-social behaviour contracts), case conferences and legal action.

11. In the event that further complaints are received about the same tenant from other residents, the Housing Officer must register these as separate complaints on the spread sheet and points 3 – 10 above followed in each case. When registering the case, the Housing Officer should detail on the spreadsheet that it is linked to an earlier complaint.
12. The Housing Officer must keep the Director of Housing and Senior Housing Officer informed of any incidents and the progress on resolving the issues.

#### Neighbour Complaint

13. If the complaint does not constitute anti-social behaviour but is instead a neighbour complaint, such as failure to cut grass, inappropriate use of rubbish bins etc., then the Housing Officer should follow the Neighbour complaint procedure detailed in Appendix 2.

## Appendix 2

### Neighbour Complaint Procedure

#### Introduction

This procedure relates to the handling of neighbour complaints which do not constitute anti-social behaviour. Neighbour complaints would include such things as complaints about a neighbour who is failing to cut their grass, the inappropriate use of recycling bins or issues of children using play areas inappropriately.

If the complaint relates to anti-social behaviour e.g. loud music, parties, drug dealing etc. then the Housing Officer should use the Anti-social behaviour procedure.

#### Neighbour Complaint

1. When a neighbour complaint is received, the matter should be passed to the Housing Officer for that area.
2. Where that member of staff is not available, another housing officer should take the call and progress the issue in their absence.
3. Notes must be taken of the complaint, detailing the nature of the incident, dates and times and whether this has been a one off incident or of a recurring nature.
4. The Housing Officer should assess whether the behaviour being described constitutes a neighbour complaint or anti-social behavior e.g. parties, noise disturbance etc. If it is anti-social behaviour the Anti-social behaviour procedures should be followed.
5. If it is deemed to be a neighbour complaint the Housing Officer, where possible, should explore with the complaint ways the complaint feels the situation could be resolved. Where this is not possible, the housing Officer should inform the complaint that further investigation will be required.
6. The Housing Officer must register the complaint in the Anti-social behaviour/neighbour complaints register.
7. At the same time a section should be created in the ASB & neighbour complaints folder held in housing management and all correspondence must be held in this file. The tenant's omnilegder notes section should detail the date of the complaint and highlight that further information is held in the ASB & neighbour complaint file.
8. The Housing Officer must acknowledge the complaint in writing within 3 working days, outlining the nature of the complaint and the action to be taken.
9. The ASB & neighbour complaint spreadsheet must be kept up to date, detailing dates when the

complaint was acknowledged

10. There are a range of solutions that can be considered in any neighbour complaint case and Housing Officers should determine in each case what approaches are most likely to achieve a successful outcome. This may include home visits, letters to all tenants on the scheme about a particular issue or providing advice and information to tenants about support available e.g. grass cutting services.
11. In all cases, whether the complaint is against one individual tenant or a group of tenants the Housing Officer must contact the tenant(s) in writing outlining the nature of the complaint and detailing what action is required to rectify the situation (with timescales, if appropriate). The letter must always detail that the tenant has the opportunity to discuss the matter with the Officer should they disagree with the nature of the complaint.
12. The Housing Officer should seek to resolve the situation within 20 working days and should monitor the situation to ensure that this happens. If the initial letter does not have the desired effect the housing officer must explore other ways of resolving the issue, e.g. involving Shetland mediation, advising tenants that remedial work will be undertaken and they will be recharged etc.
13. The Housing Officer must contact the tenant who complained to advise them that we have taken action on their complaint and that they should not hesitate to contact us if they have any further issues. The letter to the person complaining must include a statement that should they be dis-satisfied with the way in which we have handled the neighbour complaint that they have the right to complain through our complaints policy.
14. In the event that further complaints are received about the same tenant and issue from other residents, the Housing Officer must register these as separate complaints on the spread sheet and points 3 – 13 above followed in each case. When registering the case the Housing Officer should detail on the spreadsheet that it is linked to an earlier complaint.
15. The Housing Officer must keep the Director of Housing and Senior Housing Officer informed of any incidents and the progress on resolving the issues.