

Pentland Housing Group

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Pentland Housing Association Ltd

Anti-Social Behaviour Policy

1 Aims

- 1.1 Pentland Housing Association aims to improve the quality of life for residents by creating and maintaining sustainable communities in which anti-social behaviour is unacceptable.
- 1.2 The Association acknowledge the fact that anti-social behaviour is a cross tenure problem and not one found exclusively in the social rented sector. The Association also acknowledges that there are significant legal constraints on what assistance it can actually provide in regard to anti-social behaviour from owner occupiers, nevertheless, the Association will assist with advice. The Association will give advice, conflict resolution and mediation, where necessary liaising with other agencies, in response to complaints from owners about tenants. The Association therefore aims to deal with and resolve complaints of anti-social behaviour where possible.
- 1.3 The Association defines anti-social behaviour in line with the following definition contained within the Crime & Disorder Legislation of 1998 and the Housing (Scotland) Act 2014.

2 Definitions

- 2.1 **Anti-Social Behaviour** - Anti-social behaviour can be defined as anything which interferes with a person's peaceful enjoyment of their home and its surrounding area. It forms a wide continuum of disturbing behaviour from minor problems with dogs, children, untidy gardens and lifestyle clashes through to serious noise problems, violent and criminal behaviour, racial harassment, intimidation and drug dealing.
- 2.2 **Harassment** - Harassment can be defined as deliberate interference with the peace, comfort or safety of any person on the grounds of race, colour, religion, sex, sexual preference, disability, ill health or age and it includes incidents of graffiti, damage to property, abuse, threats and physical attacks. It is targeted, is often persistent and about the victim. It involves motive and intent. There is not necessarily any proximity, it can happen anywhere and the perpetrator may be unknown.
- 2.3 **Hate Crime** - Hate crime is taken to mean any crime where the perpetrators prejudice against an identifiable group of people is a factor in determining who is victimised.
- 2.4 **Neighbour Dispute** - Neighbour disputes can be accidental or caused by carelessness and inconsiderateness. They are often about lifestyle clashes or age clashes. They can be one-off and may not escalate. They involve proximity, residence and parties who know who is causing the dispute.

3 Objectives

- To provide a safe and comfortable living environment for all residents
- To adhere to realistic targets for dealing with complaints of anti-social behaviour which will be reviewed annually
- To design out opportunities for crime and anti-social behaviour in the development process of new schemes
- To improve sound insulation levels in the development process
- To support and advise victims of anti-social behaviour
- To support and advise in addressing anti-social conduct where appropriate
- To use management initiatives, conflict resolution and mediation in the first instance to resolve anti-social behaviour
- To use the appropriate legal framework when preventative and management approaches have failed
- To work in partnership with other agencies
- To publicise the policy in order to encourage the reporting of anti-social behaviour

4 Procedures

- 4.1 The Association will ensure that procedures are in place to respond timeously and appropriately to complaints of anti-social behaviour. As the Association is committed to preventing anti-social behaviour, staff will explain the anti-social behaviour policy and discuss acceptable conduct with tenants and sharing owners as part of the allocation process.

5 Monitoring

- 5.1 The Anti-social Behaviour process will be monitored monthly and includes the following:
- Monthly progress meeting
 - Categories of anti-social behaviour
 - Outputs and outcomes
 - Attendance of ASB Liaison Group
- 5.2 Results of the above will be presented annually to the Board of Pentland Housing Association Ltd.

6 Review

- 6.1 The policy will be reviewed every 5 years unless amendment is prompted by a change in legislation reveals that a change is required sooner.