



hebridean housing
partnership

ANTI-SOCIAL BEHAVIOUR



This leaflet is to provide advice on what you should do if you are experiencing incidents of antisocial behaviour.

If you are being threatened or feel at immediate risk, you should contact Police Scotland on 101 or on 999 in an emergency.



WHAT IS ANTI-SOCIAL BEHAVIOUR?

Antisocial behaviour is any behaviour that causes or is likely to cause harassment, alarm or distress to other people living in the neighbourhood. It can take many forms which can include, but is not limited to the following:

- Excessive noise, loud music, shouting, doors banging etc.
- Harassment, verbal abuse, racist, sexist, homophobic or disablist remarks, threats of violence or physical assault
- Drug/alcohol abuse causing antisocial behaviour
- Domestic violence
- Graffiti or damage to a property or the surrounding area
- Fly tipping/dumping rubbish

WHY REPORT ANITSOCIAL BEHAVIOUR?

We recognise that antisocial behaviour can have a significant impact on the lives of our tenants and residents. We are committed to listening to our tenants and working with our partners and communities to address antisocial behaviour, ensuring our residents can enjoy a peaceful, secure home and neighbourhood.

We will provide support, information and advice to victims and witnesses of antisocial behaviour. We will work with Comhairle nan Eilean Siar, Police Scotland, residents and other partners to ensure antisocial behaviour is dealt with swiftly and effectively and will take appropriate action against any perpetrators who reside in our properties.

HOW DO I REPORT ANTISOCIAL BEHAVIOUR?

If there has been a serious incident, we would advise you to contact Police Scotland in the first instance. You should then follow this up by advising your Area Housing Officer. Contact details are provided at the end of this leaflet.



WHAT HHP CAN DO?

We will take all allegations of antisocial behaviour seriously. Once your complaint has been received by us, we will:

- Investigate the allegation to establish the facts.
- Create a case which is used to monitor progress of the complaint.
- Advise you of the name of the member of staff who will be dealing with your case.
- Give you advice about other agencies that can help support you, and with your agreement, ask them to contact you directly.
- Explain what options are available to you and agree a course of action with you, advising you of expected timescales for these to be completed.
- We will interview the person you have complained about and any witnesses. If this person does not respond or denies the allegations, we will look for any other evidence that may assist us in deciding the possible courses of action. This may include reports from other agencies or other residents.
- We will keep you updated throughout the progress of the case
- If our enquiries produce no evidence to support further action, we will write to both parties advising that no further action will be taken.
- We will work with partner agencies to issue orders such as Anti-Social Behaviour Orders or Acceptable Behaviour Contracts if appropriate.

WHAT HHP CANNOT DO?

If the person you are complaining about is not an HHP Tenant, we will engage with partner agencies. HHP acknowledge that we cannot tackle antisocial behaviour on our own and we work with various partners including the Council and the Police Scotland to address antisocial behaviour. How we deal with antisocial behaviour depends on how serious it is and whether any previous action has been taken against the people involved. We cannot:

- take tenancy action without significant evidence and working through a strict legal process
- insist the police act
- discuss confidential information with you



WHAT CAN YOU DO?

In the case of a serious incident or emergency, you should contact Police Scotland on 101 or on 999.

- You should provide details of any incidents to HHP
- Record incidents using diary sheets which HHP can provide
- Provide any video or audio evidence
- Provide Details of any witnesses
- Avoid confronting the alleged perpetrator(s)

HEBRIDEAN HOUSING PARTNERSHIP

STORNOWAY

GLEANN SEILEACH BUSINESS PARK
WILLOWGLEN ROAD
STORNOWAY
ISLE OF LEWIS
HS1 2QP

BALIVANICH

17 WINFIELD WAY
BALIVANICH
ISLE OF BENBECULA
HS7 5LH

0300 123 0773

USEFUL CONTACTS

POLICE SCOTLAND

Non-emergency phone number – 101
Emergency phone number – 999

CRIMESTOPPERS (REPORT
ANONYMOUSLY)
0800 555 111

SSPCA

KINGSEAT ROAD
HALBEATH
DUNFERMLINE
FIFE
KY11 8RY
03000 999 999

WESTERN ISLES CITIZENS ADVICE SCOTLAND

41-43 WESTVIEW TERRACE
STORNOWAY
ISLE OF LEWIS
HS1 2HP
01851 705727

COMHAIRLE NAN EILEAN SIAR

ENVIRONMENTAL HEALTH DEPARTMENT
01851 822 694
Email: eh@cne-siar.gov.uk