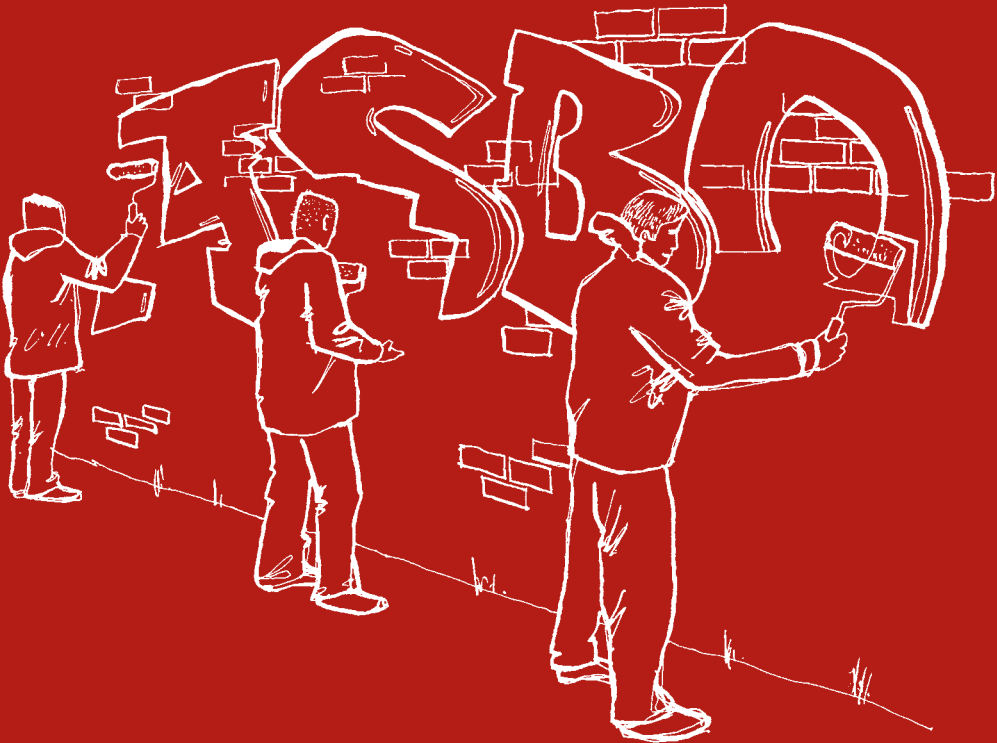




# Feel threatened? We can give you peace of mind



We can produce information on request in large print, Braille, tape and on disk. It is also available in other languages. If you need information in any of these formats please contact us on Freephone 0800 479 7979.

如果你向我們提出要求，我們可以為你提供本資訊的其他語言的版本，或者是盲文或磁帶。如果你需要本資訊的任何一種這些版式的版本，請聯繫我們，電話號碼是 0800 479 7979

Si vous nous le demandez, nous pouvons vous remettre ces informations en d'autres langues, en braille ou sur cassette. Si vous souhaitez que ces informations vous soient fournies sous l'un de ces formats, contactez-nous en composant le 0800 479 7979.

چنانچه مایل باشید می‌توانید این مطالب را به فارسی یا زبان‌های دیگر و همچنین بریل و یا بر روی نوار کاست دریافت دارید. در صورت نیاز خواهشمندیم با شماره تلفن 0800 479 7979 با ما تماس بگیرید.

ਜੇ ਤੁਸੀਂ ਸਾਨੂੰ ਬੇਨਤੀ ਕਰੋ ਤਾਂ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਹੋਰ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ (ਨੋਤਹੀਣਾ ਲਈ ਭਾਸ਼ਾ) ਵਿੱਚ, ਜਾਂ ਟੇਪ ਉੱਪਰ ਦੇ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਹਾਨੂੰ ਇਨ੍ਹਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ 0800 479 7979 ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Na Pana/Pani życzenie możemy zapewnić te informacje w innych językach, alfabetem Braille'a lub na kasecie. Jeśli chciał(a)by Pan(i) uzyskać te informacje w którejś z tych form, prosimy skontaktować się z nami pod numerem telefonu 0800 479 7979.

Haddii aad na weydiisato waxaanu warbixintan kugu siin karaa iyadoo ku qoran luuqad kale, farta ay dadka indhaha la' akhriyaan ama cajalad ku duuban. Haddii aad jeclaan lahayd in warbixintan laguugu siiyo mid ka mid ah qaababkaas, fadlan nagala soo xidhiidh telefoonka 0800 479 7979.

По вашей просьбе данная информация может быть предоставлена на других языках, шрифтом Брайля или в аудиозаписи. Если вам требуется информация в одном из этих форматов, позвоните нам по номеру 0800 479 7979.



**Antisocial behaviour is a complex and challenging problem but we're tackling it head on.**

**This booklet outlines the steps you can take if you're affected by antisocial behaviour but if there's anything else you'd like to ask call us on Freephone 0800 479 7979.**

### **Need to contact us?**

- ▶▶ **Call us 24/7 on Freephone 0800 479 7979**
- ▶▶ **Visit your local housing office**
- ▶▶ **Write to us at GHA Customer Service Centre, Lipton House, 170 Crown Street, Glasgow G5 9XD**
- ▶▶ **You can also visit us online [www.gha.org.uk](http://www.gha.org.uk) or send an email to [talk@gha.org.uk](mailto:talk@gha.org.uk)**

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## Overview

We want you to feel safe in your home and community. We will not tolerate any antisocial behaviour. If you would like to report antisocial behaviour please contact your Local Housing Organisation (LHO).

If you do not have the contact details you can find them at **[www.gha.org.uk](http://www.gha.org.uk)** or you can call with our Customer Service Centre 24/7 on **Freephone 0800 479 7979**.

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## What is antisocial behaviour?

Everyone has a different idea of what antisocial behaviour means. It can range from playing loud music to racial and other forms of harassment, including threatening behaviour or acts of violence.

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## **Our zero tolerance approach**

We are committed to ensuring you can enjoy a quiet and peaceful life in your home. We will not tolerate tenants being abused, harassed or subjected to noise, nuisance or other antisocial behaviour from those around them. We take all complaints seriously and act swiftly to resolve problems at an early stage.

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## **Working with others**

To achieve enduring solutions to antisocial behaviour we will work with partner organisations such as Social Work Services, the Children's Reporter and other support agencies.

As many cases of antisocial behaviour involve criminal activity, we have a strong working relationship with Strathclyde Police, including an agreement to share information.

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## **What to do if you have a problem**

If you feel a neighbour is acting unreasonably towards you, it may help to speak to them about the problem. You may be surprised to find they are unaware of disturbing you. Talking to each other can clear up misunderstandings and often problems can be resolved in this way.

But do not speak to your neighbour when you are angry. If your discussion is not going well, then walk away. Never get involved in an argument.

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## Contacting your LHO

Your LHO is the first point of contact for making a complaint of antisocial behaviour and you may do this in person, by phone or in writing.

Try to provide as much information as you can at this stage. It may help to keep a diary of all incidents with details of what happened, dates, times and how it affected you.

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## What your LHO will do

Your housing officer will investigate your complaint. This may involve interviewing other witnesses such as neighbours, but your identity will not be disclosed without your permission. The housing officer will take all reasonable steps to resolve the situation. Sometimes this will involve other support agencies that can help with issues such as mental health, drug and alcohol dependency etc.

**Want to know more?**  
Ask a member of staff  
at your local office or  
call us on **Freephone**  
**0800 479 7979**

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## Mediation

Your housing officer may suggest mediation, which is a way of helping people deal with disputes and reach some kind of agreement that everyone can live with. Mediators help people discuss the problem. They do not judge or take sides – they just help people talk. Mediation is voluntary, confidential and free.

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## If problems continue

If the LHO needs assistance to resolve your complaint it may ask GHA's Neighbour Relations Team (NRT) to help and notify you if this happens.

The NRT is a specialist, dedicated team that deals with serious cases of antisocial behaviour. Please continue to notify the LHO of all complaints or incidents unless you are told that the NRT is dealing with your case.

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## Neighbour Relations Team

The NRT works closely with the police, GHA's legal team and LHOs. The NRT can take a wide range of steps including Antisocial Behaviour Orders (ASBOs), Acceptable Behaviour Contracts, conversion to short tenancies and, where necessary, eviction.

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## Be patient

Solving serious antisocial behaviour takes time and effort from you and us. The NRT will offer, where appropriate, a 24-hour call out service. We will also offer full support to all victims and witnesses involved. We will keep you advised at all stages of the investigation.

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## If court action is required

Many cases are resolved without court action but, if necessary, the NRT will attend court on your behalf and give your evidence.

However, evidence may have more value when given by the person who has suffered antisocial behaviour and in some cases you may be asked to attend court as a witness.

If this happens, NRT officers will be present at all stages to support you and additional help is available from the Witness Support Service.

### **A second warning**

This is issued to offenders who repeatedly commit antisocial behaviour. Find out more in our leaflet 'Your second warning'

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## Useful telephone numbers

### Strathclyde Police:

**Headquarters (Pitt Street):** 0141 532 2000

**Glasgow Central and West:** 0141 532 3000

**Glasgow South:** 0141 532 5400

**Glasgow North East:** 0141 532 4600

### Support organisations:

**Victim Support:** 0141 553 2415

**Citizens Advice:** 0141 552 5556

**Samaritans:** 0141 248 4488

**Childline:** 0870 336 2910

**Women's Aid:** 0141 553 2022

# Has antisocial behaviour affected you?

Call our team 24/7 on  
Freephone 0800 479 7979



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## Would you like more information?

Freephone: 0800 479 7979

Email: [talk@gha.org.uk](mailto:talk@gha.org.uk)

Visit: [www.gha.org.uk](http://www.gha.org.uk)

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