



**COPPERWORKS**  
Housing Association

## **Anti Social Behaviour Procedure Notes**

**August 2018**

## CONTENTS

	<u>Page Number</u>
<b>1.0 Introduction</b>	3
<b>2.0 Procedures</b>	3
2.1 Complaint Received	3
2.2 Acknowledge Complaint and Establish Monitoring Form	3
2.3 Interviews and Visits to Property	3
2.4 Staff Decisions	4
2.5 Management Actions	5
2.6 Legal Remedies	6
2.7 Monitoring	7
2.8 Information to Tenants and Other Service Users	7
<b>Appendix 1 – Procedures Flowchart</b>	8
<b>Document 1</b> Acknowledgement Letter	9
<b>Document 2</b> Monitoring Form	10
<b>Document 3</b> Initial Complaint Form	11
<b>Document 3 (a)</b> Report of Visit to Alleged Perpetrator	14
<b>Document 3 (b)</b> Nuisance Monitoring Sheet	15
<b>Document 4</b> Complaint not Justified Letter	16
<b>Document 5</b> Breach of Tenancy Letter	17
<b>Document 5 (a)</b> Breach of Tenancy Reminder Letter	18
<b>Document 5(b)</b> Breach of Tenancy Final Reminder	19
<b>Document 6</b> Mediation Referral Form	20
<b>Document 7</b> Other Agency Referral Letter	21
<b>Document 8</b> Suspended Application Letter	22
<b>Document 9</b> Notice of Legal Action	23
<b>Document 10</b> Progress Letter	24

## ANTI-SOCIAL BEHAVIOUR PROCEDURES

### 1.0 Introduction

This document outlines procedures for staff when dealing with anti-social behaviour, including the following;

- Procedures for responding to allegations of anti-social behaviour including timescales to deal with complaints.
- Standard letters and forms.
- Referrals and protocols between different agencies.
- Information to tenants and other service users.

### 2.0 Procedures

This section details the procedures staff should follow when handling complaints of anti-social behaviour. A flowchart illustrating these procedures has been provided at Appendix 1.

#### 2.1 Complaint Received

A complaint may be received verbally, in writing or anonymously. In the case of anonymous complaints efforts should be made to substantiate the validity of the complaint. This will allow staff to determine whether or not further investigation / action is appropriate. Complaints may also be internally generated e.g. graffiti noted by staff. These will be dealt with and recorded in the same manner as external complaints.

#### 2.2 Acknowledge Complaint and Establish Monitoring Form

On receipt of a complaint, an acknowledgement letter (Document 1) should be sent to the complainant. ***This should be done within 1 working day of receipt of the complaint.***

A monitoring form (Document 2) should be established immediately and held on the ASB Complaints Folder until the issue is resolved. Once resolved, the monitoring form should be copied to the house file of the person who is the subject of the complaint. This will provide a summary of action taken to deal with the complaint. This document can be passed to our Solicitor should court action be necessary.

Reference numbers are allocated in the format year/month/consecutive number e.g. 2006/07/0001 etc. All complaints are logged in the ASB Complaints Register which, along with the monitoring form should be kept up to date at all times.

#### 2.3 Interviews and Visits to Property

***Staff should contact the complainant within 5 working days to assess the action required.*** The complainant can be interviewed either at home or in the Association's office – depending on their preference. If necessary, staff should visit the property in question e.g. where the complaint relates to graffiti or failure to maintain common areas etc.

When interviewing the complainant, staff should record details on the initial complaint form (Document 3). Details should also be recorded on the monitoring form (Document 2).

Following the interview, staff need to decide what course of action to pursue. This may include;

- Speaking to other residents / neighbours. File notes should be made and attached to file.
- Interviewing the alleged perpetrator. A report form (Document 3 (a)) should be completed.
- Issuing nuisance monitoring forms for completion by the complainant(s) (Document 3 (b)).
- Discussing matters with other agencies with a view to joint action or making a referral (see section 2.5 (iii))

## **2.4 Staff Decisions**

In accordance with the Association's anti-social behaviour policy, staff must consider all relevant information when making decisions on cases. Personal issues, not relevant to the case should be ignored to ensure cases are assessed objectively and all decisions are 'reasonable'. This is particularly important where action is taken to obtain an ASBO or eviction Decree.

***Staff should carry out initial investigations within 3 working days.***

### **2.4.1 Complaint not Justified**

Where there is no evidence to substantiate anti-social behaviour, staff must notify all relevant people (including other agencies) of this decision (Document 4).

***Staff should issue this letter within 3 working days.***

### **2.4.2 Complaint Justified**

Where a complaint of anti-social behaviour appears to be justified, staff must decide what action(s) should be taken to remedy the situation. Early action is absolutely vital to minimise neighbours' concerns and ensure the anti-social behaviour stops as soon as possible.

The next section outlines the actions which may be taken by staff. It is anticipated that management actions would be used in the first instance and legal remedies only as a last resort. However, it is recognised that in cases of extreme anti-social behaviour e.g. racial harassment or assault, legal remedies may be applied immediately.

### **2.4.3 Standard Actions**

It is very important to ensure that all parties involved in the dispute are kept informed of progress, especially if the case is calling to court and they are to be called as witnesses. This information should be communicated in writing in the format of Document 10, which can be adapted to suit any of the options below.

#### **2.4.4 Breaches of Tenancy**

Where staff are satisfied that a breach of tenancy has occurred as a result of anti-social behaviour, the tenant should receive a warning. The warning should be in writing and clearly explain the reasons for the breach of tenancy (Document 5). It should be accompanied by a copy of the Association's complaints policy. Should the anti-social behaviour continue, further warnings should be issued (Document 5 (a) and 5 (b)).

As mentioned previously, serious anti-social cases may merit a final warning letter or a Notice of Proceedings at an earlier stage.

Standard management actions and legal remedies are outlined below;

#### **2.5 Management Actions**

(i) **Housing Management Practice**

Many complaints about anti-social behaviour arise as a result of normal living conditions e.g. complaints about noise by music equipment and other household goods such as washing machines being used at inappropriate times. In cases such as this, staff should consider whether there may be a practical solution to the problem e.g. improving sound insulation etc.

(ii) **Mediation**

Where there is recurring anti-social behaviour and the relationship between the parties involved has broken down, or where the Housing Manager decides the Association's role has been exhausted, it may be appropriate to make a referral for mediation. Referrals will initially be made to Community Safety Glasgow Mediation Services Glasgow Mediation Service. The referral form (Document 6) should be completed in full and submitted to the mediation agency.

(iii) **Involving Other Agencies**

In some cases of anti-social behaviour, it may be necessary to involve other agencies such as environmental health, police, social work etc. Where required, staff will make referrals by phone (file note to be made / letter sent), letter or email. A standard referral letter is attached as Document 7. Staff should also make full use of the joint protocol for information sharing between the police, Glasgow City Council and RSL's. Requests for information can be made verbally or using the standard request forms provided within the protocol.

(iv) **Suspensions**

In some cases of anti-social behaviour, it may be appropriate to suspend applications for internal transfer. A letter will be sent to tenants falling into this category (Document 8).

In the case of waiting list applicants where there is clear evidence of anti-social behaviour, action to suspend will be taken in accordance with the allocations policy.

- (v) **Acceptable Behaviour Contracts / Unacceptable Behaviour Notices**  
Wherever deemed necessary, the Association will work in conjunction with the Police to encourage those responsible for anti-social behaviour to sign an ABC. Where attempts to have this document signed fail, we will issue an UBN. Both these documents will be used to support any future legal action e.g. ASBO or eviction.

## **2.6 Legal Remedies**

- (i) **Association Procedures**  
Where legal action is being considered, cases should be reported by case number to the Association's Management Committee as part of the monthly Anti-Social Behaviour - Legal Action Report. The report will give background in the first instance and updates each month thereafter. Recommendations on the appropriate course of legal action (based on our Solicitors advice) will also be made. Agreed action should be taken as soon as possible thereafter and the tenant in breach of their tenancy agreement should be informed in writing (Document 9).

Relevant legal actions may include;

- Interdict
- Specific Implement
- Interim or full ASBO (anti-social behaviour order)
- Eviction / repossession

All parties involved in the dispute should be kept informed of progress in the case. Document 10 should be used for this purpose

- (ii) **Eviction Action**

Eviction action will commence following a Notice of Proceedings being served upon the tenant breaching their tenancy agreement. At that point the Association will also notify the Case Work Team and social work department that the tenant is at risk of losing their home.

Following a decree for eviction being granted, the Management Committee will decide whether the tenant should be evicted from the property. Their decision will be final.

Repossession action can involve eviction with or without the provision of other suitable accommodation. Where other alternative accommodation is not provided staff will refer the case to the relevant social work department e.g. families and children, vulnerable persons etc. The North Area Homeless Casework Team will also be notified. Association staff will engage in any necessary communication / meetings with relevant agencies prior to the eviction taking place.

(iii) **Other Agencies and Legal Action**

As stated in the Association's Anti-Social Behaviour Policy, there are legal remedies available to other agencies to assist in the resolution of complaints. Wherever possible and appropriate, the Association will liaise closely with the relevant agencies to encourage this course of action e.g. environmental health involvement in noise pollution or dog fouling etc.

(v) **Third Parties and Legal Remedies**

It is often the case that tenants approach staff about legal advice for a number of issues e.g. domestic abuse, harassment etc. It may often be appropriate to refer such cases for independent legal advice. This is available from the Legal Services Agency (LSA) at the North Glasgow Advice Centre. It may be appropriate for the person concerned to seek a non-harassment order under the Protection from Harassment Act 1997. Staff should endeavour to make referrals to relevant agencies whenever appropriate.

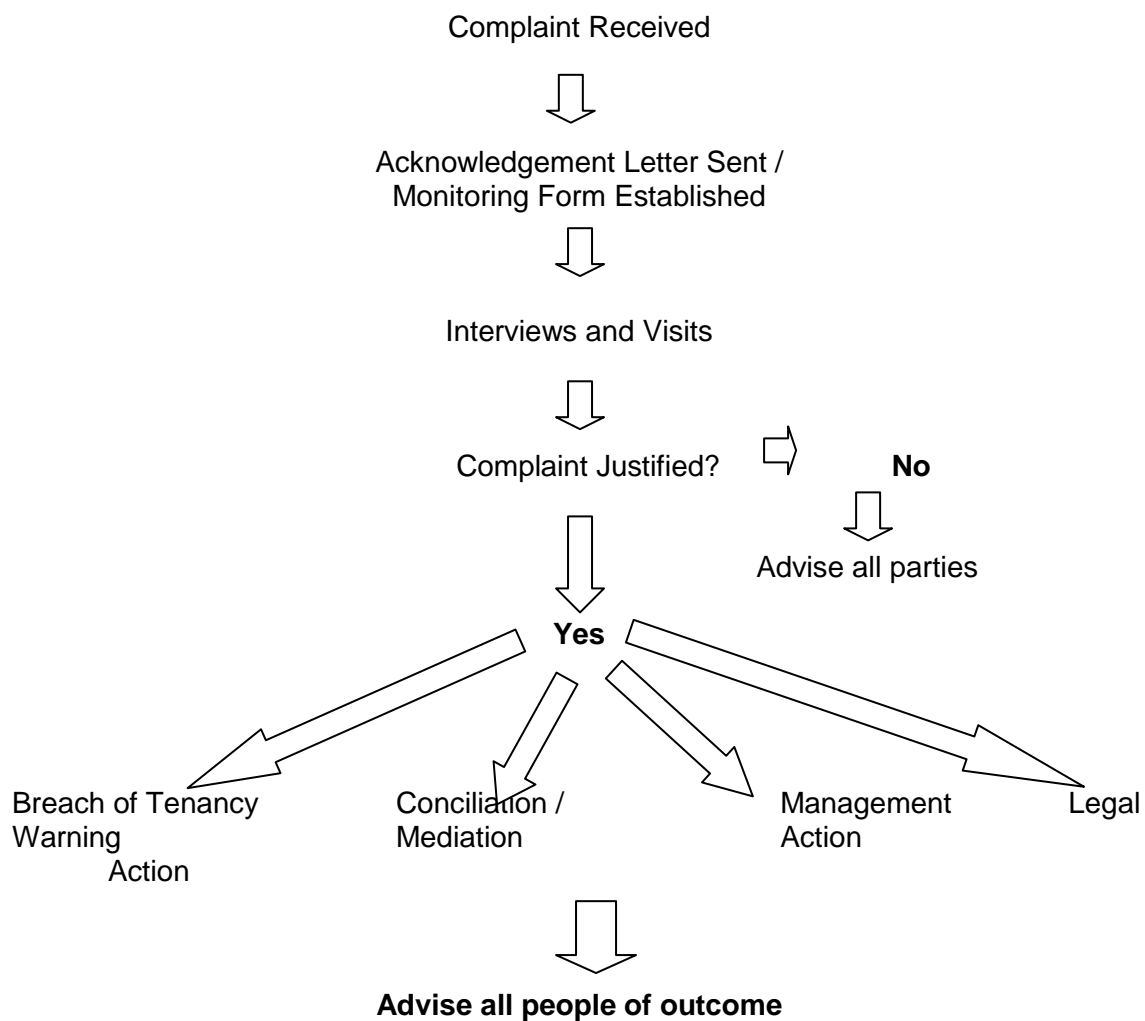
**2.7 Monitoring**

Performance indicators are incorporated into the anti-social behaviour policy in Appendix 2. Monitoring will be carried out on an ongoing basis and reported to the management committee as part of the monthly reports.

**2.8 Information to Tenants and Other Service Users**

The Association provides detailed information to tenants and other interested parties via the Tenant's Handbook, The Tenancy Agreement, the Association's website and information leaflets.

**Appendix 1 – Procedures Flowchart**





**Document 1: Acknowledgement Letter**

Name  
Address

Date

Dear (tenant's name),

**Complaint of (insert details) at (insert property address) – Ref: 2006/07/00001**

I acknowledge receipt of your complaint regarding (insert details) at the above property.

This matter is now being investigated and you will be kept informed of progress.

If you would like to discuss this matter further, please contact me on 0141 559 \*\*\*\*.

Yours sincerely

**Document 2 : Monitoring Form**

Complaint Ref No: \_\_\_\_\_

Nature \_\_\_\_\_ of \_\_\_\_\_ Complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Property \_\_\_\_\_ Address: \_\_\_\_\_

Date Complaint Rec'd: \_\_\_\_\_

Category of Complaint: \_\_\_\_\_ A \_\_\_\_\_ B \_\_\_\_\_ C  
(please circle)

Action Taken	Date	Comments
<p>Acknowledgement letter</p> <p>Interviews / meetings</p> <p><i>Decision Taken</i> Complaint not justified (letter sent)</p> <p>Complaint justified (breach of tenancy letter)</p> <p><b><u>MANAGEMENT ACTION(S):</u></b></p> <p><i>Housing Mgt Practice</i> Alteration / property improve</p> <p>IT to other accommodation</p> <p><i>Mediation</i> Consent letters signed</p> <p>Referral made</p>		

Action	Date	Comments
<p><u>ABC</u></p> <p>Interview arranged</p> <p>ABC signed</p> <p><u>UBN</u></p> <p>UBN issued</p> <p><u>Other Agencies</u></p> <p>Environmental Health</p> <p>Housing</p> <p>Homelessness</p> <p>Social Work</p> <p>Education</p> <p>Planning</p> <p>Health</p> <p>Police</p> <p><u>Suspensions</u></p> <p>Suspension from active consideration for rehousing</p> <p><b><u>LEGAL ACTION(S):</u></b></p> <p>Solicitors letter</p> <p>Meeting with Solicitor</p> <p>Letter to tenant re: legal action</p> <p>Interdict</p> <p>Specific Implement</p> <p>Interim ASBO</p> <p>ASBO</p>		

Action	Date	Comments
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<p><u>Eviction Action</u></p> <p>Notice of Proceedings</p> <p>Summons</p> <p><u>Court Outcome</u></p> <p>Continued</p> <p>Sisted</p> <p>Decree Recalled</p> <p>Dismissed</p> <p>Proof</p> <p>Eviction</p> <p>Advice to Tenant</p>		
<p><b><u>Any other comments</u></b></p>		

**Document 3**

**Details of Initial Anti Social Complaint**

Date of Interview			
Name of Complainant:		Date of birth	
Ethnicity/Disability/ Gender			
Address:			
Household Composition:			
What is the main problem?			
Who is affected by the problem?			
Where does it happen and what is the time and date?			
Action Plan.			
Are the culprits known, if so what are their names (s) and address(es)	<u>NAME</u>	<u>ADDRESS</u>	<u>DOB</u>
Does the complainant want the Officer to visit the Culprit?			
Have the police been informed? Have incidents been previously reported to the police?			
Are any other tenants affected by the behaviour? Does the officer interview them?			
Should the Officer or Complainant involve any other agencies?			
Any there any indirect solutions to the problem?			
What are the methods of collecting evidence?			

**Signed:** \_\_\_\_\_ (Staff Member)      **Date:** \_\_\_\_\_

**Signed:** \_\_\_\_\_ (Tenant)      **Date:** \_\_\_\_\_

**Document 3 (a)**

**REPORT OF VISIT TO ALLEGED PERPETRATOR**

NAME	Tel no
------	--------

ADDRESS
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ETHNIC ORIGIN :	D.O.B
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DETAILS OF INCIDENT REPORTED.( This can be prepared before the interview.
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THE ASSOCIATION'S POLICY  
(This should be explained at this point)

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THE RESPONSE (Record of the particular action(s) which the person is alleged to have taken [try and record this precisely])

--

**SIGNED:**

\_\_\_\_\_

**DATE OF INTERVIEW:**

\_\_\_\_\_

**Document 3 (b)**

**ANTI SOCIAL / NUISANCE MONITORING SHEETS**

<b>Time</b>	<b>Day</b>	<b>Date</b>	<b>Where is the nuisance, etc, coming from.</b>	<b>Describe the Nuisance,</b>	<b>How Does It Effect You.</b>
Start ----- Stop					
Start ----- Stop					
Start ----- Stop					
Start ----- Stop					
Start ----- Stop					
Start ----- Stop					
Start ----- Stop					
Start ----- Stop					

**NAME** \_\_\_\_\_ **ADDRESS** \_\_\_\_\_

**SIGNATURE** \_\_\_\_\_

**Document 4 : Complaint not Justified / Established**

Name  
Address

Date

Dear (tenant's name),

**Complaint of (insert details) at (insert property address) – Ref: 2006/07/00001**

The above complaint has now been fully investigated. I am writing to advise that, due to insufficient evidence to confirm the complaint, no further action will be taken at present.

If you would like to discuss this matter further, please contact me on 0141 559 \*\*\*\*.

Yours sincerely



**Document 5 : Breach of Tenancy**

Name  
Address

Date

Dear (tenant's name),

**Breach of Tenancy at (insert property address)**

I am writing to advise that you have broken your tenancy agreement for the following reasons;

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It is absolutely vital that you do not breach your tenancy agreement again. If you do, I may need to consider further action against you and / or your tenancy.

I have enclosed a copy of the Association's Complaints Policy detailing our appeals system. However, If you would like to discuss this matter further, please contact me on 0141 559 \*\*\*\*.

Yours sincerely

**Document 5 (a) : Breach of Tenancy Reminder**

Name  
Address

Date

Dear (tenant's name),

**Breach of Tenancy at (insert property address)**

I refer to my letter of (insert date) regarding.....It would appear that you are continuing to breach your tenancy agreement for the following reasons;

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Please ensure that this behaviour stops immediately. If you fail to do so, I will have no option but to consider legal action to ensure you comply with the terms of your tenancy agreement.

I have enclosed a copy of the Association's Complaints ~~Policy~~ **Handling Procedure** detailing our appeals system. However, If you would like to discuss this matter further, please contact me on 0141 559 \*\*\*\*.

Yours sincerely

**Document 5 (b) : Breach of Tenancy Final Reminder**

Name  
Address

Date

Dear (tenant's name),

**Breach of Tenancy at (insert property address)**

I refer to my previous letters of (insert date) and (insert date) regarding.....It would appear that you are continuing to breach your tenancy agreement for the following reasons;

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This letter is your final warning that you **must** comply with the terms of your tenancy agreement. Legal action will commence if you fail to do so.

I have enclosed a copy of the Association's Complaints Policy detailing our appeals system. However, If you would like to discuss this matter further, please contact me on 0141 559 \*\*\*\*.

Yours sincerely



**Document 7 : Other Agency Referral Letter**

Agency Name  
Address

Date

Dear (name),

**Complaint of anti-social behaviour at (insert property address) – Ref: 2006/07/00001**

Further to our investigations regarding complaints of anti-social behaviour at the above property. It would appear that we require your assistance to deal with the issues identified.

I would be grateful if you could contact me on 0141 559 \*\*\*\* to discuss appropriate action.

I look forward to hearing from you.

Yours sincerely

**Document 8 : Suspension of Application for Internal Transfer**

Name  
Address

Date

Dear (tenant's name),

**Breach of Tenancy at (insert property address)**

I refer to our previous correspondence / discussions regarding the above matter and would now confirm as follows;

**You will not be considered for an internal transfer to alternative accommodation unless you fully comply with the terms of your tenancy agreement. This means that;**

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Your name will remain on the transfer list but will not be activated until you meet the terms of your tenancy agreement in full.

I have enclosed a copy of the Association's Complaints Policy detailing our appeals system. However, If you would like to discuss this matter further, please contact me on 0141 559 \*\*\*\*.

Yours sincerely

**Document 9 : Notice of Legal Action to Tenant**

Name  
Address

Date

Dear (tenant's name),

**Legal action to resolve breach of tenancy at (insert property address)**

I refer to our previous correspondence / discussions regarding the above matter and write to advise that we are now taking legal action to resolve this matter. The Action we are taking is as follows;

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I have enclosed a leaflet from the North Glasgow Advice Centre providing information regarding independent legal advice. Alternatively, you may wish to contact your own Solicitor.

If you would like to discuss this matter further, please contact me on 0141 559 \*\*\*\*.

Yours sincerely

**Document 10 : Progress Letter**

Name  
Address

Date

Dear (tenant's name),

**Complaint of (insert details) at (insert property address) – Ref: 2006/07/00001**

Further to the complaints regarding..... I am writing to advise as follows;

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If you would like to discuss this matter further, please contact me on 0141 559 \*\*\*\*.

Yours sincerely