



# Antisocial Behaviour

## Customer Information

We want all our customers to live in a safe and peaceful environment where they can enjoy their homes. We take any reports of antisocial behaviour very seriously. We work with our customers and communities to help address these issues and their causes.

Antisocial behaviour includes a wide range of unacceptable behaviour that affects the quality of life of others living in the community.

We consider antisocial behaviour to include:

- noise nuisance
- verbal abuse
- harassment
- threatening/abusive/intimidating behaviour
- actual violence
- drug dealing, prostitution and any related activity or behaviour

It is a condition of our tenancy agreements that tenants, those living with them, and their visitors must not harass or act in an antisocial manner to any person in the neighbourhood. The tenant is responsible for their behaviour, and that of those living with them and their visitors.



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## My life's being affected by antisocial behaviour – what can I do?

Some things can be quickly and amicably resolved by chatting to your neighbour. If you feel it's safe and appropriate for you to do so, you may be able to make the behaviour stop very quickly by simply speaking with the person responsible. They may not realise that they are causing upset, and they'd be happy to make things right.

We understand there may be times when you may not feel comfortable speaking directly to someone to try to resolve an issue. In this case you should report it to your Housing Officer by calling **03000 200 217** or emailing **housing@eildon.org.uk** so that we can investigate it, and offer advice and support to resolve the issues with your neighbour.

If you are threatened with violence, are concerned for the safety of yourself or others, or witness a criminal offence you should call the police on **101**. If it's urgent **dial 999**.

You can also report incidents anonymously by visiting the Crimestoppers website or calling **0800 555 111**.

Just because something's occasionally annoying doesn't make it antisocial behaviour. The sound of children playing, domestic appliances, lawnmowers and daytime DIY would not normally be considered unreasonable. Similarly, we do not consider cooking smells, someone parking legally outside your home or people staring, to be antisocial behaviour. Concerns raised with us regarding incidents of this type will not be normally be investigated by us.

## When you report antisocial behaviour to us we will:

- ask you for as much detail as possible to make sure that we fully understand the issue and the impact it's having on you
- contact you to agree an action plan, this may include actions for you to complete such as keeping a diary of events
- deal with the situation sensitively and explain what action can be taken
- not disclose your identity without your consent
- make sure that you are kept updated while we investigate the matter
- take reports seriously and where appropriate work with other agencies including the Council, support organisations and police to resolve cases of antisocial behaviour
- where informal action hasn't worked or the situation is more serious we may need to take legal action
- aim to resolve cases of antisocial behaviour (which do not require legal action) within 8 weeks
- close cases when the antisocial behaviour has been resolved, or we have taken all appropriate action within our power as landlord to address the cause of the antisocial behaviour.

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# Additional Information and support

## Scottish Borders Council's Antisocial Behaviour Unit

<https://bit.ly/SBC-Antisocialbehaviour>

## Police Scotland

<https://www.scotland.police.uk/contact-us/>

## Citizens Advice

<https://bit.ly/CitizensAdvice-ContactUs>

## Victim Support Home

<https://victimsupport.scot/>



## How to Contact Us

We welcome your feedback – there are many ways to let us know what you think.



The Weaving Shed, Ettrick Mill,  
Dunsdale Road, Selkirk TD7 5EB



[www.eildon.org.uk](http://www.eildon.org.uk)



Customer Service: 03000 200 217



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[housing@eildon.org.uk](mailto:housing@eildon.org.uk)



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