

Anti- social behaviour neighbour complaints

Kingsridge Cleddans Housing Association will strive to deal with neighbour complaints in a sympathetic, fair and confidential manner. Our staff will always offer a conciliatory approach and will strive to encourage residents to resolve problems themselves without the formal involvement of the Association.

In attempting to resolve neighbour complaints, the Association may undertake any of the following courses of action.

- Take no action as the complaint is perceived as trivial or malicious in nature.
- Stress and re-emphasise tenancy conditions.
- Issue verbal warnings and monitor the situation.
- Issue written warnings.
- Organise close meetings to discuss complaints of a common nature.
- Consider the use of mediation where appropriate.
- Refer the complaint to another agency if relevant.
- Issue final written warning.
- Instigate legal proceedings by issuing Notice of Proceedings for Recovery of Possession.
- Make an application for an Anti-Social Behaviour Order to be made at the Sheriff Court.

In severe cases where we are applying for eviction, we are required to demonstrate that serious incidents have occurred, that all other methods have been exhausted and that it is reasonable for the tenant to lose their home.

Preventative measures

The Association will employ a sensitive approach to house lettings and will try to ensure that we are aware of any factors which may not make a particular property suitable to a potential tenant.

Before any offer of housing is made, prospective tenants will be visited and we will seek a tenancy report from their previous landlord.

Useful numbers

Drumchapel Police Office 101

Crimestoppers 0800 555 111