

ANTI SOCIAL BEHAVIOUR



Help is available

Castlehill Housing Association is following all government recommendations closely to ensure, as much as we can, that no tenant or staff member is put at unnecessary risk.

We recognise that for some tenants this can mean that they are experiencing more noise and noticing behaviours from neighbours, simply because everyone is at home.

Anti-social behaviour (ASB) is when you are continually experiencing a noise or behaviour that you may feel harassed, alarmed or distressed by and there are things you can do if you are experiencing this, despite the lockdown situation.

Contact the Police

If you are experiencing anti-social behaviour contacting the Police is vital. You can call them on 101.

We appreciate during this time that it may be felt that their resources may be reduced, they still play a vital part in partnership working with the Association. They are often key external witnesses and their information can assist us in taking further action.

ANTI SOCIAL BEHAVIOUR & COV-19

During this unprecedented and difficult time, we are in our homes much more than usual, you may experience some form of noise from your neighbours.

Daily noise is to be expected and not necessarily anti-social. The Association believes that our tenants and families will have consideration for their neighbours during this period of having to live close to one another.

There may be noise during the day from children, household appliances, animals, DIY repairs and while these may be annoying, it is not always anti-social.

Speak to each other

You may want to speak with your neighbour and let them know that the noise they are making disturbs you.

Please bear in mind that you should only approach someone if you are feeling calm yourself.

You do not want to cause further arguments which will aggravate the situation, so if something your neighbour does upsets you then it is best to have a chat straight away, as they probably are unaware there is an issue.

Similarly if your neighbour approaches you with a problem, try to take the time to consider their point of view. If everyone takes a minute and chats calmly, then disputes can quickly and sensibly be resolved.



ASBIT

If you live in Aberdeen City area you can call the Anti Social Behaviour Team (ASBIT) on 0800 0510434 or email them at ASBIT@aberdeencity.gov.uk. The ASBIT team are called out to verify complaints and have certain powers available to them.

However, their current service is reduced to a phone call only as they cannot carry out visits.

Mediation

You may be offered to participate in mediation.

Mediators are independent from the Association and act with the invitation of those involved in a conflict to help them build agreement and/or improve understanding.

This can be a very worthwhile and successful experience for those involved.



Talk to us...

You can call your Housing Officer on 01224 625822 to discuss the situation and if you want them to contact your neighbour.

Remember that whilst complaints can be kept confidential, in some cases it may be obvious or necessary to advise who has complained.

Your Housing Officer will be unable to carry out home visits at this time.

Whilst we will do our best to help you with any issues that you may have, please understand that our service has been affected by the restraints currently in place and your patience is appreciated.

