Maryhill HOUSING

Reporting Anti-Social Behaviour (ASB)

A guide for tenants

Anti-Social Behaviour - Our Commitment

If you are experiencing anti-social behaviour (ASB), we understand how distressing and disruptive this can be.

Everyone has the right to feel safe, respected, and able to enjoy their home and community without fear or nuisance.

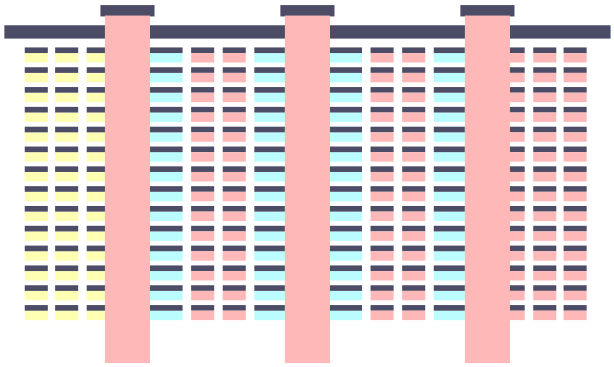
As your housing association, we take all reports of ASB seriously. We define anti-social behaviour as conduct that causes alarm, distress, or nuisance to others.

We are committed to working with you and our partners to resolve issues quickly and fairly.

We also recognise that some cases require a supportive approach, and we may work with individuals to address underlying issues while still protecting those affected.

All tenants sign a Good Neighbour Agreement at the start of their tenancy and we are committed to hold early conversations with tenants regarding our expectations as a landlord.

Our aim is to create safe, inclusive communities where everyone understands their responsibilities and treats others with respect.



What is Anti-Social Behaviour?

Anti-social behaviour (ASB) is conduct that causes or is likely to cause alarm, distress, nuisance, or annoyance.

Examples include:

- Noise nuisance (loud music, persistent shouting, parties)
- Verbal abuse or threatening behaviour
- Vandalism or damage to property
- Drug or alcohol-related issues
- Harassment or intimidation
- Littering, fly-tipping, or misuse of communal areas

What is *not* Anti-Social Behaviour?

Not all neighbourhood issues are classed as anti-social behaviour. The following are examples of matters we would not normally treat as ASB:

Everyday living noise

- Children playing
- Babies crying
- Footsteps or doors closing
- Household appliances (e.g. washing machines)

One-off or occasional disturbances

- A single party or celebration
- Temporary DIY noise during reasonable hours

General lifestyle differences

- Different cultural or social habits
- Cooking smells
- People coming and going at different times

What is *not* Anti-Social Behaviour?

Parking issues (non-dangerous)
- Cars parked legally but causing inconvenience

Neighbour disagreements
- Personal disputes or fallouts
- Minor disagreements over boundaries or shared spaces

Children playing outdoors
- Playing in streets or communal areas (unless deliberately causing harm or nuisance)

Pets behaving normally
- Occasional dog barking
- Cats roaming freely

When to Report ASB

You should report ASB if:

- It is ongoing or repeated
- It is affecting your quality of life
- You feel unsafe or distressed

⚠️ **If you are in immediate danger or a crime is taking place, always call the Police on 999.**

How to Report ASB

You can report anti-social behaviour in the following ways:

📞 By phone:
Contact our housing team on: 0141 946 2466

📧 By email:
Email: housingmanagement@maryhill.org.uk

🌐 Online:
Visit: www.maryhill.org.uk

🏢 In Person:
45 Garrioch Road, Glasgow, G20 8RG

ASB Categories

Complaints are categorised and each category has specific response times associated with it as detailed in the table below:

Category	Response	Resolution
A	1 working day	5 working days
B	3 working days	10 working days
C	5 working days	15 working days

Category A

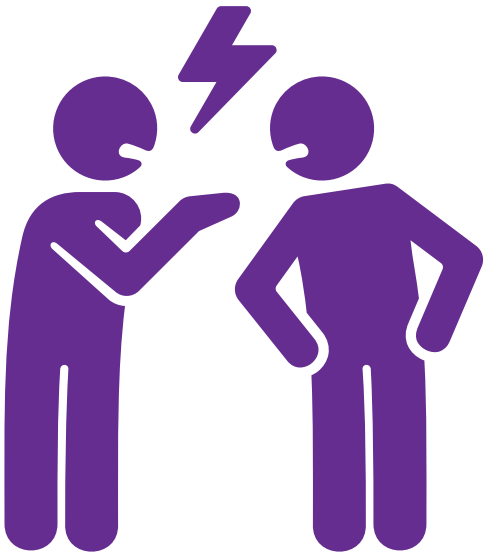
Category A complaints will usually require some police involvement and are of a very serious nature, such as:

- Violence or aggression
- Drug dealing including cultivation of drugs in the home
- Threatening behaviour
- Harassment of any kind
- Racism
- Sectarianism
- Illegal or immoral use of property
- Category B behaviour which is persistent but has not improved despite warnings from the Association or Police
- Threats to, or attacks on, Association staff or representatives

Category B

Category B ASB complaints are those which are less serious but persistent in nature such as:

- Persistent noise nuisance
- Persistently failing to control pets
- Frequent disturbances
- Vandalism and damage to the Associations' property/common areas
- Verbal abuse
- Persistently failing to control children within the household
- Persistently failing to control visitors to the property



Category C

Category C complaints cover less serious types of behaviour that is clearly a breach of the tenancy agreement but is of a relatively minor nature and is a cause of ‘neighbour nuisance’. Examples include:

- When neighbours cannot agree on tenancy issues such as bin collection, car parking or stair cleaning
- The behaviour of visitors or children in or around the property
- Where the condition of someone’s home is causing concern
- Untidy gardens
- Parking in unauthorised areas
- Occasional noise nuisance
- Rubbish dumping
- Pet fouling
- Any other matter which is causing concern

What Information to Provide

When reporting ASB, please try to include:

- Your name and contact details (you can request anonymity)
- Address/location of the issue
- Date and time of incidents
- Description of what happened
- Details of those involved (if known)
- Any supporting evidence (photos, videos, diary sheets)

Keeping a Record

We may ask you to complete an **incident diary**. This helps build evidence and allows us to take appropriate action.

What Happens Next?

Once you report ASB, we will:

- Acknowledge your complaint
- Assess the severity of the situation
- Investigate and gather evidence
- Take appropriate action, which may include:
  - Warnings or mediation
  - Support for victims or perpetrators if required
  - Legal action where necessary

We will keep you informed throughout the process.

Confidentiality

We treat all reports seriously and in confidence. Your details will not be shared without your permission, unless required by law.

Working Together

You can help by:

- Reporting incidents promptly
- Providing accurate information
- Being willing to work with us and other agencies

Other Agencies

When the nature of the complaint is criminal, we do encourage those affected to report this to Police Scotland. This can be done via 101 or 999 depending on the severity.

The community policing teams in Maryhill have a good relationship with our Housing Officers and often work in collaboration with each other.

ASB Incident Diary

Please record each incident as soon as possible. Include as much detail as you can. This helps us assess and take action.

Tips for completing your diary

- Record incidents as soon as they happen
- Be factual and objective (avoid opinions where possible)
- Keep entries clear and concise
- Continue recording patterns of behaviour over time

Important

This diary may be used as evidence, so please ensure the information is accurate.

ASB Incident Diary

Date	Time	Location	What happened

ASB Incident Diary

Who was involved	Any witnesses	Impact on you	Reported to Police / other

Need Support?

If you are affected by ASB, we can help or refer you to support services. Please let us know if you need assistance.

Contact Us Today

We are here to help keep our communities safe and welcoming.

Please remember that you can call us on **0141 946 2466** or email **enquiries@maryhill.org.uk**

We speak our customers' language

If you would like to request a translated copy of this flyer, please ask a member of staff, call **0141 946 2466** or email **corporatesupport@maryhill.org.uk**