



PORT OF LEITH
HOUSING ASSOCIATION



**Resolving
Anti-social Behaviour
& Neighbour Disputes**

Resolving Anti-social Behaviour & Neighbour Disputes

Resolving Problems With Neighbours

Port of Leith Housing Association recognises the rights of its tenants to live in a safe, secure and pleasurable environment. No-one has the right to ruin this for you.

Fortunately, the vast majority of our residents act in a very reasonable and responsible way towards each other, with many examples of good neighbouring taking place. However, inevitably, there are times when disputes arise. This leaflet gives advice on what can be done to help resolve the issue if this happens to you.

What Is Anti-Social Behaviour?

We recognise that Anti-social behaviour, when it occurs, is very distressing. If you are suffering from the anti-social behaviour of another person then you should contact us and let us know. We will do all that we can to resolve the problem. Many problems can be resolved informally and do not require the involvement of other authorities or the court.

Definition “Anti social behaviour is actions or conduct, causing or likely to cause alarm, distress, nuisance, annoyance or harassment”.

Examples

The most common examples of anti-social behaviour are:

- Excessive Noise
- Threatening behaviour/assaults
- Verbal or physical abuse
- Harassment
- Drug dealing
- Damage to property/vandalism

Within each of these categories, the problems can range from low level to extremely serious.

Self Help

Many neighbour problems start off as minor disagreements but can quickly end up as a full blown dispute if not tackled early on. We would advise you to approach your neighbour in the first instance and early on, as they may not be aware that they are causing you a problem. The majority of neighbour disputes can be resolved in this way.

When you speak to your neighbour:

- Explain to them why their behaviour is causing a problem to you.
- Remain calm and polite at all times.
- Do not threaten or behave in a threatening manner, this will not resolve the problem.
- Be prepared to compromise.
- Walk away if your neighbour continues to be unreasonable.

If this method is not effective, then you must start recording the incidents that are causing a nuisance. We will require this information if further action becomes necessary. The information you record should include:

- Times, dates and details of incidents and who was affected. You can pick up an incident diary from the office to help you to record this.
- Photographs - for instance, if cars are being damaged or rubbish is being stacked in the garden.
- Evidence from other neighbours who are affected. They may not wish to keep their own diary of events but might be willing to back up your own.

Independent Mediation

If you are having a dispute with your neighbour(s) that you cannot resolve amongst yourselves then mediation is an option. Sometimes, it is helpful for an independent third party to act as a mediator between the parties involved.

The **Edinburgh Community Mediation Service** is a free service that employs trained and experienced staff who will try to help you find a positive solution

to the problem which will enable everyone involved to move forward and live peacefully in their homes. You can find their contact details at the end of this leaflet.

What We Can Do

You do not have to tolerate anti-social behaviour. Everyone has a right to live in a safe and secure community. Our staff will do everything in their power to tackle anti-social behaviour... **BUT** we need your help! We need tenants to report behaviour that they deem to be anti-social, we need you to play your part in tackling these problems and in turn we can guarantee that we will act as quickly as possible to resolve the problem.

For the Association to take action we require independent witnesses along with a record of all anti-social incidents. We can provide you with an incident diary for you to record all such incidents. Without such evidence and the willing assistance of witnesses, it is difficult for us to take any action. We can guarantee that we will act in a confidential manner when dealing with all incidents of anti-social behaviour, however if the matter goes to court, your identity will be made known by the court.

Once the relevant evidence has been gathered a structured approach to tackling the problem will be adopted. Such an approach may include:

- Verbal warnings.
- Written warnings.
- Interviews with the accused, victim and witnesses.
- Acceptable Behaviour Contracts (ABCs). These are usually used to stop anti-social behaviour from young people aged 10-18. If they do not stop then we may seek an Anti-Social Behaviour Order (ASBO) through the courts.
- Notice of Proceedings for Repossession of Property on the grounds of anti-social behaviour.
- Court action for recovery of the property.

Remember, we will do all that we can to assist in dealing with anti social behaviour, so contact us and let us know about problems. We need your input to be successful in resolving it.

Police Involvement

If you believe that the anti-social behaviour you are experiencing is putting you or your family in immediate danger then you should contact the Police immediately.

Useful Contacts

Antisocial Behaviour Investigation Team

Chesser House
500 Gorgie Road
Edinburgh
EH11 3YJ
Tel: 0131 529 7050

Noise Complaints

Tel: 0131 311 3131

Leith Police Station

*Divisional Headquarters
Queen Charlotte Street
Edinburgh
EH6 7AF
Tel: 0131 554 9350*

Edinburgh Community Safety Partnership

Chesser House, 500 Gorgie Road, Edinburgh
EH11 3YJ
Telephone: 0131 529 3030

Leith Citizens Advice Bureau

166 Great Junction St
Leith
Edinburgh
EH6 5LJ
Telephone: 0131 554 8144

Edinburgh Community Mediation Service

21 Abercromby Place
Edinburgh
EH3 6QE
Telephone: 0131 557 2101



PORT OF LEITH
HOUSING ASSOCIATION

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