

Contact details

Our contact Tel No. 01382 903545.

Our website address: www.abertayha.co.uk

You can email us at: customerservice@abertayha.co.uk

Or visit us at: **Abertay Main Office, 147 Fintry Drive, Dundee DD4 9HA**

Our opening times are:

Monday, Tuesday and Wednesday	8.30 am - 4.30pm
Thursday	10.00 am - 6pm
Friday	8.30am - 2pm

Other useful telephone numbers

Police Scotland 101

In an emergency 999

Victim Support 01382 305707

Child Protection line 01382 307999

First Contact Team (Adult at Risk) 01382 434019

Dundee Women's Aid 01382 207099

Wish Project (domestic abuse) 01382 307344

Anti-social behaviour

Everyone has a different idea of what anti-social behaviour means. It can range from playing loud music to racial and other forms of harassment, including threatening behaviour, acts of violence or abuse.

Our zero tolerance approach

We are committed to ensuring you can enjoy a quiet and peaceful life in your home. We will not tolerate tenants being abused, harassed or subjected to noise, nuisance or other anti-social behaviour from those around them.

What to do if you have a problem

If you feel your neighbour is acting unreasonably towards you, it may help to speak to them about the problem. You may be surprised to find they are unaware they are disturbing you. Talking to each other can clear up misunderstandings and often problems can be resolved in this way. However if you feel it may lead to conflict then please contact Abertay.



Contacting Abertay

We take all complaints seriously and act swiftly to resolve problems at an early stage. If you would like to report anti-social behaviour please contact us. You can do this in a number of ways:

- Verbally to a member of staff
- By phone to the Customer Service Team, Scheme Manager or Housing Officer
- In writing
- On-line
- Or through a third party e.g. health visitor, police.

What Abertay will do

Your complaint will be acknowledged or responded to within 3 or 5 working days depending on the Category it is placed in. Our Categories are:

Category A – Serious/Extreme

- Racial harassment
- Domestic abuse
- Serious or extreme/threatening behaviour
- Drugs and/or violence and/or damage to the property.

Category B – Noise/Nuisance

- Noise complaints
- Nuisance complaints
- Pets
- Other tenancy breaches.

Category C – Estate Management

Includes Estate Management issues such as:

- Dumped furniture/mattress etc.
- Dirty Close
- Dog fouling
- Vandalism
- Overgrown garden

Category A will be acknowledged or responded to within 3 working days.

Categories B and C will be acknowledged or responded to within 5 working days.

Investigation

The Housing Officer will investigate your complaint and this may involve interviewing other witnesses such as your neighbours and taking statements. Your identity will not be disclosed without your permission.

The Housing Officer will take all reasonable steps to resolve the situation. Sometimes this will involve other support agencies that can help with issues such as mental health, drug and alcohol dependency or domestic abuse etc. Your Housing Officer will discuss this with you and any other options available to them to help support your complaint.

Be patient

Solving serious anti-social behaviour takes time and effort from you and us. We will keep you advised at all stages of the investigation.

Abertay has a locally agreed target for completion and closure of cases which is within 28 days for categories **B and C**. Category **A** has a longer timescale for case closure and may not be closed for up to 122 days. This is because requesting police reports, starting legal action, such as serving Notices of proceedings or applying for a possible court order to evict can be an extremely lengthy process.