Anti-Social Behaviour

Information for Tenants

Paisley Housing Association

Paisley Housing Association is committed to helping all tenants feel safe and enjoy their home.

Our Commitment

We will take complaints seriously, act promptly, keep you informed and treat everyone fairly.

All complaints will be treated confidentially, we will never tell a neighbour who made the complaint.

Our Approach

We want all our tenants to feel safe and enjoy their home.
We take anti-social behaviour (ASB) seriously and will investigate all complaints. However, we must follow legal guidelines and gather evidence before taking action.

This means we may not always be able to take action, even where a problem is upsetting.

What is Anti-Social Behaviour?

Behaviour that causes or is likely to cause alarm, distress, nuisance or annoyance.
This usually involves repeated or ongoing behaviour rather than one-off incidents.

What is NOT Anti-Social Behaviour?

- Normal household noise (e.g. walking around the home or using household appliances during the day)
- Children playing
- Cooking smells or occasional gatherings
- Minor neighbour disagreements

In these cases, we may offer advice, suggest mediation, or encourage neighbours to resolve issues directly where it is safe to do so.

Reporting ASB

You can report ASB to us by:

- Phone
- Email or letter
- In person at our office
- Through our website

When you report ASB to us

We will acknowledge your complaint, explain the process and keep you updated.

Important: We cannot take formal action without evidence.

What Happens After You Report ASB to us?

We may speak to those involved, gather evidence, involve partners such as Renfrewshire Council, offer mediation or take legal action.

Seriousness	Our Category	Action Timescales
Very serious cases:	A	We will take initial action within 1 working day
Serious cases:	B	We will action within 10 working days
Lower-level cases:	C	We will action within 15 working days

Why Evidence is Important

We must meet legal requirements before taking action.

We usually need evidence from more than one household or independent sources such as Police or Noise Enforcement.

Confidentiality

We keep your information confidential and will tell you the outcome of your complaint. However, we cannot share details of action taken against another tenant.

We can only tell you if your complaint has been upheld. If it has been upheld, then we will take action in accordance with our Neighbour Relations Policy.

Noise Complaints

Noise must be persistent or excessive and exceed legal limits. We may refer you to Renfrewshire Council Noise Team. W**e cannot take enforcement action if noise is within legal limits**

The noise enforcement team can be called on 07768 988186 and is available between 8.45am and 4.45pm, Monday to Thursday, and from 8.45am until 3.55pm on Friday.

Outside of these times people are asked to call the wardens service on 0300 300 0380 or Police Scotland on 101.

Top Tips for Reporting ASB

We recommend that you:

- Report issues as they happen
- Keep a simple record of incidents
- Encourage neighbours to report issues
- Provide as much detail as possible
- Work with us during the investigation
- Consider speaking to your neighbour if safe to do so.

Possible Outcomes

- Warnings issued
- Referral to support services
- Involvement of partners
- Legal action in serious or persistent cases
- Referral to mediation services