



**Angus Housing Association Scrutiny Group Members Meeting on  
Thursday 6<sup>th</sup> February 2025 1pm – 3pm at Longparke Farm,  
Monifieth**

**In attendance**

Angus Housing Association:

Linlay Anderson, Director of Housing Services (DOHS), Diana Finnie,  
Tenant Engagement Assistant (TEA)

Tenant Representatives:

P Baxter, H Falconer, C Donald, J Martin, E Parsons, B Abudagaga, J  
Martin

**Anti-Social Behaviour Policy - Meeting Discussion**

Following a review by the Scottish Housing Regulator of the Annual Returns on the Charter (ARC) the DOHS requested to meet with tenant representatives to discuss the changes being implemented to ARC Indicator 6 which monitors the number of Anti-Social Behaviour (ASB) cases.

As of the 1st of April 2025, the Association will be required to monitor completion of ASB cases against Locally Agreed Targets which will come into effect for the 2025/2026 reporting year.

The Association currently has Locally Agreed Targets for dealing with ASB cases and it will now be necessary for staff to monitor completion of ASB cases against these Locally Agreed Targets. As a result, it was important for the Association to discuss with representatives from the Tenant Scrutiny Group to ensure tenants are happy with the Association's current ASB Targets.

### Current Anti-Social Behaviour Target Times

The DOHS explained the Associations current timescales for Anti-Social Behaviour complaints which are split into 3 categories (see below):

**Category 1** - Extreme (examples of this include hate crime, drug behaviour)

**Category 2** - Serious (examples of this include threatening behaviour, vandalising

and drug and alcohol abuse)

**Category 3** - Other Complaints/Nuisance/Disputes

Action - Timescales	Category 1	Category 2	Category 3
Contact Complainer	24 Hours	3 Calendar Days	5 Calendar Days
Contact Neighbours/Witnesses	5 Calendar Days	5 Calendar Days	7 Calendar Days
Interview Alleged Offender	7 Calendar Days	7 Calendar Days	9 Calendar Days
Liaise with Other Agencies	7 Calendar Days	7 Calendar Days	9 Calendar Days
Case Evaluation/Action	28 Calendar Days	21 Calendar Days	14 Calendar Days

There was a lot of discussion on what is classed as Anti-Social Behaviour and what the drawbacks are for the Association when dealing with Anti-Social Behaviour for example length of time it takes to deal with the Anti-Social Behaviour cases and the judgement of the sitting Sheriff. The DOHM briefly advised the group of a serious Anti-Social Behaviour cases involving drugs and violence the Association dealt with approximately 8-10 years, the case was at court for almost 2 years.

DOHS advised if tenants should report Anti-Social Behaviour cases to the Association Customer Service Team (CST), the DOHS advised the CST are highly trained and will determine if the complaint is Anti-Social Behaviour or something else for example bin and stair complaints are

classified as Estate Management. If tenants are experiencing serious Anti-Social Behaviour or sustained noise nuisance this should be reported to the police. Tenants should ask for a crime reference number as this will assist the Association during the investigation period.

The group were asked if they agreed with the timescales and if they had any comments or changes to these, the group advised they were happy and thought the timescales were fair and reasonable. The group were pleased to note that Category 1 serious complaints are treated as a priority.

### **General Discussion**

Throughout the meeting the group asked the DOHS a variety of different question covering several housing management topics including Allocations, Customer Services and Estate Management. The DOHS advised she was happy to meet with the group again to go over Estate Management in April if this was suitable for the group. DOHS advised meetings could be organised to cover a variety of Housing Management topics with additional staff members attend to add contexts.

DOHS thanked everyone for giving up their time and coming along to give their valuable input.

### **Mileage Sheets**

The TEA discussed expenses with the group and Mileage Sheets were distributed.

**Date of Next Meeting** - To be confirmed