

Awarded for excellence
Tenant Participation
Housing Service
Housing Repairs
Council Information Services



HOUSING & CUSTOMER SERVICES

Your Questions Answered

Anti-Social Behaviour



West Lothian Council

Housing & Customer Services

Will Anti-Social Tenants be rehoused by the Council if they are evicted?

The Council will usually have no obligation to rehouse anti-social tenants in West Lothian Council with a Scottish Secure Tenancy Agreement after they have been evicted. All cases will have to be considered on their own circumstances.

Why does the Council take so long to evict Anti-Social Tenants?

The process of removing a household from their home is a lengthy one which involves many agencies other than Housing & Customer Services. To be fair to everyone concerned the Neighbourhood Response Team must be objective and take time to make sure that all parties have an opportunity to either be heard or change their behaviour.

The Council will always respond quickly to these problems and ensure that you are kept informed of the process as it progresses.

Anti-Social Behaviour

We will:

- **Investigate all reports of harassment within 24 hours**
- **Investigate all reports of anti-social behaviour within 5 days**
- **Interview the complainant within five days**
- **Remove racist graffiti within 24 hours**
- **Provide advice about victim support**
- **Provide additional security if required within 3 days**
- **Keep you informed**
- **Treat everything you tell us as confidential**

HOUSING & CUSTOMER SERVICES (01506) 776301

Armadale CIS Office
1/3 East Main Street
Armadale EH48 2QA
Email:Armadaleaho@westlothian.gov.uk

Bathgate CIS Office
Lindsay House
Bathgate EH48 1TS
Email:Bathgateaho@westlothian.gov.uk

Blackburn CIS Office
The Mill Centre
Blackburn EH47 7LG
Email:Blackburnaho@westlothian.gov.uk

Broxburn CIS Office
Strathbrock Partnership Centre
189a West Main Street
Broxburn EH52 5LH
Email:Broxburnaho@westlothian.gov.uk

Fauldhouse CIS Office
10 Main Street
Fauldhouse EH47 9HX
Email:Fauldhouseaho@westlothian.gov.uk

Linlithgow CIS Office
County Buildings
Linlithgow EH49 7EZ
Email:Linlithgowaho@westlothian.gov.uk

Livingston CIS Office
The Ability Centre
Carmondean
Livingston EH54 8PT
Email:Livingstonaho@westlothian.gov.uk

West Calder CIS Office
24-26 Main Street
West Calder EH55 8DR
Email:Westcalderaho@westlothian.gov.uk

Whitburn CIS Office
5 East Main Street
Whitburn EH47 0RA
Email:Whitburnaho@westlothian.gov.uk

West Lothian Connected
CIS Office
Almondvale Centre
Livingston EH54 6NB

www.westlothian.gov.uk/housing

Customers with special requirements



West Lothian
Council

Text phones offer the opportunity for people with a hearing impairment to access the council.

The Text Phone number is 18001 01506 651115

A loop system is also available in all offices.

If you have used the Council's complaints procedure and you are still unhappy, you can pass your complaint, within a year, to the Scottish Public Services Ombudsman, 23 Walker Street, Edinburgh, EH3 7HX, Tel:0870 011 5378, Email:enquiries@scottishombudsman.org.uk

Information is available in Braille, tape, large print and community languages. Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة برايل وعلى شريط وخط كبير وبلغات الجالية. الرجاء الإتصال بخدمة الترجمة على الهاتف: 0131 242 8181

এই তথ্য আপনি ব্রইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষায়ও পাবেন। অগ্রহণ করে ইন্টারপ্রিটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলি: 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的文本提供。請聯絡傳譯及翻譯服務部，電話：0131 242 8181

ਹਿਰ ਨਾਮਕਰੀ (ਸਿੱਖ) ਸੇਵਾਵਾਂ ਦੇ ਪ੍ਰਦਾਨ ਕਰਨੀ ਸਿੱਖੀ, ਏਮ, ਫੀ ਟੀਓ ਅਤੇ ਸਕਾਟਲੈਂਡ ਦੇ ਅਰਾਮਦੀ ਹਿਰ ਟ੍ਰਿਬਨਲ ਦੇ ਹਿੱਸੇ ਵਜੋਂ ਸਿੱਖੀਏਕਨ ਅਤੇ ਵਰਗਮੈਂਬਰ ਸਾਰੀਆਂ ਸ਼ੁੱਠਿ ਸਿੱਖ ਟਿੱਪਣੀ ਸੇਵਾਵਾਂ ਵੱਲੋਂ 0131 242 8181

تعمیراتی اور انجمنوں کے کام کے لیے، ہمارے تمام کاموں میں شمولیت اور زبانوں کی سہولتیں۔ ہمارے سروسز کے لیے رابطہ کریں۔ 0131 242 8181

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Day and date of incident	Time of incident	Where did the incident occur?	Brief details of what happened	Effect on you	Did you report it to the police. If yes incident number.	Any witnesses? Do you have their names & address?
Example Saturday 10/05/03	11.00pm - 1.00 am	Mr. A. N. Other 24 Any Street	Loud Music Playing	Unable to hear the TV. Children unable to sleep.	Yes. I telephoned the police K999, K998	Mrs. McPherson, 22 Any Street, Any Town and my son.

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