



KINGDOM
Group

Frequently Asked Questions

If you need this publication in larger print, audio form, Braille, or in another language, please contact our office and we will try to help you.



HAPPY TO TRANSLATE

Complaints

1. How long does it take to deal with my complaint?

Your Housing Officer will contact the complainant as soon as possible. They have 15 working days to investigate, deal with the complaint, find a resolution and close it. Please be assured that if your complaint is closed it is not lost - it still remains on our system for future reference.

2. If I log my complaint anonymously, how will my complaint be dealt with?

Anonymous complaints are more difficult for the Housing Officers to deal with as they are limited by the information that was initially given. If you are complaining anonymously, please give as much information as possible, including any crime reference numbers, dates and times. Corroborated evidence is needed to progress with the Anti-Social Behaviour Policy. You will not receive any feedback on your complaint if you log it anonymously.

3. I'm worried about giving my name as a complainant?

Your Housing Officer will not reveal any complainant information when dealing with the accused, however, we cannot guarantee anonymity and your neighbours might work it out. It is also worth noting that if a case is escalated at court then your details may be shared.

4. Will I get any feedback on my complaint?

Due to GDPR, we are unable to give details on what action has taken place when dealing with your complaint, however, we will always contact you by phone, letter or email to update you where we can and note that the complaint has been closed.

5. Do the Police let Kingdom know when they've been called out?

Many of our tenants think that Police Scotland automatically tells us when they have been called out to one of our properties but this is not the case. Your Housing Officer has to ask for a report for any incidents which can take time. By giving us crime reference numbers, dates and times of any calls or Police attendance is very beneficial for your Housing Officer to obtain corroborated evidence.

6. The Police won't do anything? What can you do?

There is the 'criminal side' of anti-social behaviour; we can sometimes investigate incidents through the 'tenancy side'. Any breaches of the Tenancy Agreement can be dealt with through our Anti-Social Behaviour Policy.



7. I don't want to phone the Police or Crime Stoppers on my neighbours because I'm worried of the repercussions. What can you do?

We understand that some of our tenants do not feel comfortable reporting their neighbours, this can limit us on what action can be taken. Your Housing Officer needs corroborated evidence when following their procedures. However, will always offer alternative solutions and advice where suitable.

8. What types of things can you help me with?

We are able to help you with incidents of anti-social behaviour which include loud music or parties, dumping litter or rubbish, vandalism, verbal abuse, harassment, discrimination and criminal behaviour such as drug dealing. Please note that your Housing Officer needs evidence to be able to deal with complaints effectively.

9. What types of things can't you help me with?

There are several things that we are unable to take forward as a neighbour complaint such as household noise and children playing. Unless proven to be malicious or on purpose, door banging is considered as general household noise. We cannot control communal washing lines, the misuse of bins or communal car parking. We also do not have authority to deal with issues relating to non-Kingdom residents. We would suggest you contact your local authority regarding this.

10. I keep complaining but nothing gets done!

We need corroborated evidence to deal with incidents effectively using our anti-social behaviour procedure. This includes evidence from the Police or multiple complainants. We might not be able to offer you the solution you had hoped for in relation to your neighbour issues, we can work with other agencies where suitable to offer you or your neighbour more support or advice.

11. Why can't Kingdom make someone leave their home?

We cannot force anyone out of their home unless there are grounds for eviction. Evictions do not happen overnight - we must have strong evidence to ask for a court order. We can offer housing options advice to any of our tenants who are looking to move, transfer or do a mutual exchange. Please contact us if you would like more information on your housing options.



12. Why did you house my neighbour there?

We are a social landlord. All of our properties are allocated through our Allocations Policy. We ask for references for incoming tenants where possible. We have a duty to house those in housing need and cannot discriminate on individual circumstances. All of our tenants are responsible for their household members and visitors.

13. There's a smell of drugs in my stairwell. What can I do about it?

We understand that the smell of cannabis can be frustrating, we would always advise you call Crime Stoppers (0800555111) or Police Scotland (101) to report this. Police Scotland can issue a warning or on-the-spot fine if someone is caught with a small amount if it is deemed for personal use. Your Housing Officer needs this evidence to take the complaint forward through the Anti-Social Behaviour Policy.

14. What issues can you deal with regarding a communal garden?

We would always suggest that you work with your neighbours to try and resolve any issues about rubbish or nuisance items. We can speak to tenants about dumped rubbish or items; we are unable to monitor things such as washing lines, parking, toys or children playing. Please be mindful of your neighbours when sharing a garden.

15. I can't stay in my home anymore; I need to be moved now.

We do not have any emergency accommodation; therefore, we would recommend that you get in touch with us to go over your options. Fife Council may be able to offer emergency accommodation but your situation will be assessed accordingly.

