



**Housing and Technical Resources
Executive Director Daniel Lowe
Area Services**

Mr George Smith
Chairman
Stonehouse Community Council
6 Naismith Court
Stonehouse
ML9 3HE

Our ref: Call ref 21940
Your ref:
If calling ask for: David Thom
Phone: 01698-453001
Date: 19 April 2016

Dear Mr Smith,

**Freedom of Information (Scotland) Act 2002 (FOISA)
Request for Information**

Housing Complaints - Patrickholm Avenue/The Neuk, Stonehouse

I refer to your letter received on 31 March 2016 outlining several concerns raised by local residents at a recent Community Council meeting. Your letter was received by the Executive Director who has passed it to me to look into and respond.

I have now had time to consider the issues raised and I have broken my response down into four sections.

1. Anti-social issues in Patrickholm Avenue
 2. Anti-social issues in The Neuk
 3. Repairs Issues
 4. Conclusion
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1. The local Housing Office have confirmed that they have received 14 anti-social complaints in the past 12 months regarding various residents in Patrickholm Avenue. 5 of the complaints were regarding one Council tenant who subsequently moved out of the street. In total 8 written warnings were issued to local residents with 2 of the cases escalated to the Anti-Social Investigation Team for additional detailed investigation. Both of these cases resulted in Unacceptable Behaviour Notices being issued to the residents found to have been guilty of offences.

3 of the 14 anti-social behaviour complaints could not be corroborated after investigation and the local housing office also confirm that no council tenants have been evicted for anti-social behaviour while residing in Patrickholm Avenue in the last 12 months.
 2. With regard to anti-social behaviour issues in the The Neuk the local housing office confirm that the property you highlighted is a mainstream Council tenancy and that no anti-social behaviour complaints have been received regarding the current tenant. There are no temporary accommodation units in The Neuk.
 3. There are 7 outstanding repairs for Patrickholm Avenue currently being dealt with by the

Larkhall Housing Area Office, 1 Leechlee Road, Hamilton ML3 0XB.
Phone: 0303 123 1012 Fax: 01698 452792
Email: daniel.lowe@southlanarkshire.gov.uk



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Repairs Centre.

4. When dealing with anti-social behaviour issues the Council have a range of services and partner agencies to help resolve issues. As mentioned above the Anti-Social Investigation Team carry out detailed investigations when cases are referred on to the Team by the local Housing Office. The Mediation Service and the Out of Hours Noise Team also play significant roles in resolving issues throughout South Lanarkshire.

In addition meetings are also held by the Problem Solving Group and the Estate Partnership Group to review local strategies with partners including the Police, Roads, Environmental Health and Land Services. Local intelligence is shared at these meetings and agreed actions are then implemented to help minimise risk and safeguard communities. In view of your comments I will ask both groups to consider the levels of recorded anti-social behaviour in your area when agreeing priorities at future meetings.

I am also aware that the local Housing Office have recently contacted the Council's Investment Team to request future consideration for a programme of work specifically taking in the lower end of Patrickholm Avenue. The proposal would look at the painting of veranda screens and closes and possible upgrading of existing door entries to make the flatted blocks more secure.

Request for review

The Council has a Review Panel to deal with complaints from people who are not happy about the way that it has handled their request. Staff not involved in the original decision will handle any review.

If you want to complain, you can ask the Review Panel to look at the way that we have dealt with your request. It will consider whether we have complied with the requirements of FOISA. Please note that if you wish to complain, you must do so by 30 May 2016. You must explain why you are not happy when requesting a review.

Please note that the Review Panel cannot look at any decisions taken by the Council or actions of the Council or any of its employees or a service provided by it that are not connected to the handling of your request for information.

You should send your request for a review to:

Mr. W. Dunn
Information Compliance Manager
Finance and Corporate Resources
Floor 13
Council Offices
Almada Street
Hamilton
ML3 0AA

Alternatively, you can request a review at foi.reviews@southlanarkshire.gov.uk.

Appeal to the Scottish Information Commissioner

If you are not happy with the outcome of the review, you can appeal to the Scottish Information Commissioner. The Commissioner will decide whether the Council has dealt with your request properly. Please see the Commissioner's website at www.itspublicknowledge.info for further details.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sam Moss', with a horizontal line drawn underneath the name.

Sam Moss
Area Services Manager

