

## **Our Approach to Anti-Social Behaviour**

We want you, your family and neighbours to enjoy living in your home and community. We take reports of anti-social behaviour (ASB) very seriously and we will take what steps we can to protect our tenants.

**If a crime is taking place or if you feel that you or someone else is in immediate danger, call 999.**

If a situation is not an emergency, or you would like to report anti-social behaviour to the police, you can call 101.

Anti-social behaviour can be described as unwelcome conduct or activities that cause alarm and distress to people, including:

- Verbal or physical abuse
- Criminal damage
- Hoarding
- Noise nuisance
- Threatening or intimidating behaviour
- Racial, sexual and other harassment
- Banging or slamming of doors

People who experience ASB are often referred to as 'victims'; and those who carry out anti-social behaviour or are believed to have carried out ASB are often referred to as 'perpetrators' or 'alleged perpetrators'.

The Association adopts a 'victim-centred' approach to dealing with cases of anti-social behaviour. This means we will take account of victims' wishes when considering appropriate action to take.

Tenants can sometimes be perpetrators of anti-social behaviour and there are clauses in every tenancy agreement outlining tenants' responsibilities. The Association will take necessary action against tenants found to be in breach of their Tenancy Agreement. We will take mental health conditions into consideration when taking action.

## **How to report ASB**

Calling the police:

- In an emergency call 999
- For non-emergency incidents call 101

During office hours (except on Bank Holidays) you can:

- Speak to your Sheltered Housing Manager
- Speak to a member of staff at the Head Office.

Outside office hours:

- Leave a voicemail message on the main office number for someone to get back to you as soon as they can
- Call the out-of-hours service for your scheme

### **Helping us to help you**

We appreciate that ASB can be distressing; however, if you need to contact us please try to provide as much information as possible. This should include:

- What the problem is and how it affects you
- Who is causing the problem
- How long the problem has been going on for
- How many incidents have taken place (please provide times and dates if possible).

### **Action we will take**

After you report anti-social behaviour we will arrange an interview with you. This will normally be within 24 hours for emergency cases and within three working days for other cases.

The Association will offer you support and advice throughout the process; and you can expect us to:

- Take all reports of ASB seriously
- Act quickly and intervene as early as possible
- Maintain your confidentiality and work with you to seek a resolution
- Keep you informed about the action we are taking.

We will investigate the complaint by:

- Interviewing you and agreeing what action to take
- Putting an action plan in place, outlining what we will do
- Contacting and interviewing any witnesses
- Contacting the police and others, such as social services.

With your permission, we will interview those responsible. If there is proof that there has been antisocial behaviour, we will begin appropriate action which may include:

- Sending the alleged perpetrator a warning letter
- Referring the alleged perpetrator to mediation, if both parties agree
- Referring the alleged perpetrator to another agency for action to be taken, such as the police or social services
- Asking the alleged perpetrator to sign a contract to say they will change their behaviour and describe how they will do this.

## **Legal action**

Although legal action is the last step, in serious cases we will take tenancy enforcement action.

If you have any questions regarding ASB contact us at our Head Office.