



**Tees Valley
Housing**



HOUSING MANAGEMENT

Tackling Anti-Social Behaviour

Anti-Social Behaviour

We take complaints of anti-social behaviour seriously and aim to respond as quickly as possible to help resolve the problem. We want you to be able to have quiet and peaceful enjoyment of your home and neighbourhood.

We are not prepared to tolerate nuisance or anti-social behaviour and we will seek to deal swiftly with substantiated reports.

In accordance with the Anti-Social Behaviour Act 2003, this is a summary of our policy on dealing with nuisance and anti-social behaviour including hate related incidents. If you require a copy of our full policy please contact us (details at end of the leaflet). The policy explains in detail our approach to tackling nuisance and anti-social behaviour, including the legal framework and government guidance.



What is anti-social behaviour?

Nuisance and anti-social behaviour covers a wide range of behaviour, from minor irritation and annoyance, to actions which cause significant alarm or distress to the wider community.

Examples include:

- loud music
- offensive drunkenness
- drug dealing/abuse
- major car repairs
- dog nuisance
- violence
- shouting/swearing
- hate-related issues such as race, sexual orientation, gender, disability, religion age, etc.

How do I report anti-social behaviour?

If the problem is not too serious, first try having a friendly word with the person causing the problem, explain what is troubling you and ask if they can change what they are doing so that it does not cause a problem.

If the problem continues, or you are worried in any way about approaching them, report the problem to your local housing office.

Criminal behaviour such as damage to property, violence, threats of violence or burglary should be reported to the police.

If however you are unsure at any stage, please contact us for advice.

You can report an incident of anti-social behaviour at any of our offices, over the phone on **08000 461 600** during normal working hours, or on 01642 233 780 which is charged at local rate from mobile phones. You can also report incidents via the website, or complete the section at the back of this leaflet and send it to us. Contact details are at the end of this leaflet.

If you need to contact us after hours, you can report it on **01642 312261** at any time of the day or night during evenings, weekends and bank holidays.

You can also leave a message on our anti-social behaviour answerphone on **01642 773605** at any time and we will get back in touch with you within 24 hours on working days.

If however the matter is serious you should contact the local police or in an emergency dial 999 and ask for the police.

You will need to give us your details and as much information as you can about the incident so that if necessary, an investigation can be carried out.

We'll need you to tell us what you saw, when, who it was if known to you, how long the incident lasted for, if you know anyone else who witnessed the incident etc.



What will happen next?

- A dedicated officer will contact you within one working day of receiving your report.
- We can also arrange to do a home visit or make you an office appointment if you would prefer us to.
- We will agree on an action plan with you including how often you want us to contact you with updates.
- The action plan will include what action, if any, we can take and timescales and also what action you will need to take by providing us with detailed evidence.
- In some cases we will need you to keep and return incident logs, called diary sheets, listing details of each incident. We will explain this in greater detail if you are asked to fill these logs in.
- We will review the action plan with you on a regular basis.
- We will support you and implement special measures or make appropriate referrals to specialist agencies if necessary, for example if you suffer domestic violence.
- We will share information with other agencies where appropriate, usually with your consent, but in some instances without. This means that we will liaise with agencies such as the police, various departments within the local council, such as social services, neighbourhood safety protection, street/neighbourhood wardens etc.

What about support for victims and witnesses?

We understand it can be hard to come forward with information so we provide help and support for victims and witnesses of anti-social behaviour.

We will also guide and support you through the process and make referrals to specialist agencies, where appropriate.

What happens if I fall out with my neighbour?

In most cases we will expect you to work together to sort out the problem. Your complaint will usually be passed to a trained mediator who will work with both you and your neighbour(s) to sort out a way forward. It is always best to try to come to some agreement as to how you can get along together in the future.

What is your approach to dealing with anti-social behaviour?

Our tenancy agreement places a clear responsibility on our tenants for their behaviour and the behaviour of every person living in or visiting their home.

This includes behaviour in the tenant's home and within the locality of their home.

We can also take appropriate action against those tenants who cause wilful damage to their property or who fail to look after their gardens properly.

We recognise that prevention, early intervention and support can prevent problems getting worse and resolve the problem.

However, if necessary, appropriate and timely enforcement action can also be taken, where we have assessed there is clear evidence of a breach of tenancy.

What action can you take?

There is a range of action we can take including:

- Warnings
- Mediation
- Acceptable behaviour contracts
- Referrals to specialist and family intervention support workers
- Legal notices
- Injunctions
- Demotion of tenancy orders
- Possession proceedings (eviction)
- Anti-social behaviour orders

The officer dealing with your complaint will decide on what is best in your case and will advise you of this.

What action could I take?

You can take your own legal action however this can be complicated and we recommend that you contact the Citizens Advice Bureau or a solicitor for advice.

Do you work in partnership with other agencies?

We work with lots of different agencies, sharing information to combat nuisance and anti-social behaviour. Agencies include the police, departments in the local council including social services, neighbourhood safety, warden schemes, as well as the fire brigade, Probation Service etc.

Respect - ASB Charter for Housing

To show our commitment to tackling anti-social behaviour, we have signed up to the Housing Sector's standard "Respect – ASB Charter for Housing".

The seven building blocks for this standard are:

1. Demonstrates leadership and strategic commitment
2. Provide an accessible and accountable service
3. Take swift action to protect communities
4. Adopt a supportive approach to working with victims and witnesses
5. Encourage individual and community responsibility
6. Have clear focus on prevention and early intervention
7. Ensure that a value for money approach is embedded in our service

Further information is available on
www.cih.org/respectcharter/



Do you review how anti-social behaviour is handled?

We regularly review our anti-social behaviour policy in consultation with our customers.

Do you ask about customer satisfaction?

We will carry out a satisfaction survey with you when the case is closed to find out how you felt we dealt with your case. This may help us improve our service in the future.

If however you were happy or unhappy about the service or would just like to share your comments about the service we provided please complete a Compliments, Complaints and Suggestions leaflet, available by **contacting us on 08000 461 600**.

Contacts

For more information contact us free from a landline on **08000 461 600** or ring us on **01642 233 780** to be charged at local rate from a mobile phone.

Alternatively for Erimus Housing, log on to **www.erimushousing.co.uk**

For Tees Valley Housing, log on to **www.teesvalley.org**







**Tees Valley
Housing**

AFFIX
STAMP
HERE

Central Admin
Erimus & Tees Valley Housing
4th Floor Centre North East
73 - 75 Albert Road
Middlesbrough
TS1 2RU

Please tell us if you need help to read or understand this information. If you need it in large print, Braille or in another language, please contact us free of charge from a landline on 08000 461 600 or on 01642 233780, which is charged at local rates from a mobile phone.

Arabic

الرجاء إخبارنا إذا ما كنت في حاجة إلى المساعدة في قراءة أو فهم هذه المعلومات. إذا أردت الحصول على هذه المعلومات بحروف كبيرة أو بطريقة برايل أو بلغة أخرى، الرجاء الاتصال بنا مجاناً من أي خط أرضي على الرقم 08000 461 600 أو على الرقم 01642 233780 حيث يتم خصم الرسوم بسعر المكافئة المحلية من أي هاتف محمول

Bengali

আপনার এই তথ্য পড়তে বা বুঝতে সাহায্য প্রয়োজন হলে, অনুগ্রহ করে আমাদের জানান। আপনি যদি বড় ছাপার হরফে, ব্রেইলে বা অন্য কোনও ভাষায় এটা পেতে চান, তাহলে অনুগ্রহ করে ল্যান্ডলাইন থেকে বিনা মূল্যে 08000 461 600 এ আমাদের সাথে যোগাযোগ করুন। অথবা মোবাইল ফোন থেকে 01642 233780 এ আমাদের সাথে যোগাযোগ করতে পারেন, এই নম্বরে স্থানীয় হারে চার্জ করা হয়।

Hindi

कृपया हमें बताएं कि क्या आपको यह सूचना पढ़ने या समझने के लिए मदद चाहिए। यदि आप इसे बड़े अक्षरों, ब्रेडल या दूसरी भाषा में चाहते हैं तो कृपया हमें 08000 461 600 पर निःशुल्क फोन करें या 01642 233780 पर फोन करें जिसके लिए किसी भी मोबाइल से स्थानीय दर से शुल्क लगेगा।

Kurdish

تکایه ئاگاداران بکۆمه ئهنگەر بۆ تێگههستنی ئهم زانیاریاته پێویستیت به یارمەتی ههیه. ئهنگەر به پێتی گهوره، زمانێ برێل، یان ههر زمانێکی نیکهت دهوێ، تکایه پهیوهندیمان پێوه بکه له تلهفونی هێڵی زهوییهوه بهیجی بهرامبهر بۆ ژماره 08000 461 600 یان بۆ 01642 233780. ئهنگەر له تلهفونی مۆبایلموه بکری ئهوه به پاریمکی تێدمچی ههر ومک تلهفونکردنی ناوخو.

Polish

Jeśli potrzebują Państwo pomocy w zapoznaniu się z tymi informacjami prosimy o kontakt. Jeśli potrzebują Państwo informacji wydrukowanych dużą czcionką, alfabetem Braille'a lub w innym języku, prosimy skontaktować się z nami dzwoniąc na numer 08000 461 600 (połączenie bezpłatne z telefonu stacjonarnego) lub na numer 01642 233780 (opłata jak za połączenie lokalne z telefonu komórkowego)

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਪੜ੍ਹਨ ਅਤੇ ਸਮਝਣ ਲਈ ਮਦਦ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਮੋਟੀ ਛਪਾਈ, ਬ੍ਰੇਲ ਜਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਲੈਂਡਲਾਈਨ ਫੋਨ ਤੋਂ 08000 461 600 ਉੱਤੇ ਮੁਫਤ ਵਿਚ ਜਾਂ 01642 233780 ਜਿਸ ਉੱਤੇ ਕਿ ਮੋਬਾਇਲ ਫੋਨ ਤੋਂ ਕਾਲ ਕਰਨ ਤੇ ਲੋਕਲ ਕਾਲ ਜਿੰਨਾ ਖਰਚ ਆਉਂਦਾ ਹੈ, ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu

اگر آپ کو یہ معلومات پڑھنے یا اسے سمجھنے کے لئے مدد کی ضرورت ہے تو براہ کرم ہمیں بتائیں۔ اگر آپ اسے بڑی پرنٹ، بریل یا دیگر زبان میں چاہتے ہیں تو براہ کرم 08000 461 600 پر یا 01642 233780 پر رینڈ لائن سے مفت رابطہ کریں، جس کے لئے موبائل فون سے مقامی شرحوں پر قیمت وصول کی جاتی ہے



INVESTOR IN PEOPLE

