

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 incidents based 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**, via the Erimus or Tees Valley 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.

You can also **leave a message** on our anti-social behaviour answerphone at any time of the day or night:

Erimus Housing residents can contact 01642 773605.

Tees Valley Housing residents can contact 01642 261799.

If however the matter is serious you should contact the local police or if 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 five days of receiving your report or the same day if the incident is very serious or hate-related.
- 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 are subject to 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.

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. Usually your complaint will be passed to an organisation called UNITE, which will work with both you and your neighbour to work 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 escalation 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 we take?

There are a range of actions we can take from warnings to more serious legal action 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 to do 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 Citizen's 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 such as the police, departments in the local council including social services, neighbourhood safety, warden schemes, as well as the fire brigade, probation service, etc.

What about the Government's Respect Standard for Housing Management?

We signed up to the Government's Respect Standard for Housing Management to pledge our commitment to tackling anti-social behaviour together with our partners. This means we have signed up to providing:

- Accountability, leadership and commitment
- Empowerment and reassurance for residents
- Prevention and early intervention
- Tailored services for residents and provision of support for victims and witnesses
- Protection of communities through swift enforcement
- Support to tackle the causes of anti-social behaviour



Review

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

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 Complaints , Compliments and Comments leaflet, available by **contacting us on 08000 461 600.**

Contacts

All residents can contact us **free (from a landline) on 08000 461 600.**

Alternatively:

Erimus Housing residents can log onto www.erimushousing.co.uk or email info@erimushousing.co.uk

Tees Valley Housing residents can log onto www.teesvalley.org or email asb@teesvalley.org