

Tackling Anti-Social Behaviour





At Erimus Housing, we want you to be able to have quiet and peaceful enjoyment of your home and neighbourhood.

That's why we take anti-social behaviour very seriously and we have a robust policy for dealing with nuisance, anti-social behaviour and offensive incidents.

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

In accordance with the Anti-Social Behaviour Act 2003, this is a summary of Erimus Housing's policy on dealing with nuisance, anti-social behaviour and offensive incidents.

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.

What is an offensive incident?

This is any incident that is believed to be the result of hate or prejudice on the basis of religion, disability, age, gender, sexual orientation or race.

We have an offensive incidents policy and procedure to deal with these cases and we have also signed up to the multi-agency True Vision reporting campaign.

This means any information we receive about hate crime is shared between a number of agencies to not only help you, but also to determine the true extent of offensive incidents in Middlesbrough so we can fully tackle the problem.

What is Erimus Housing's 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.



Do you work in partnership?

We work in partnership with agencies including Cleveland Police, Middlesbrough Street Wardens, Middlesbrough Council's neighbourhood safety team and other agencies, to combat nuisance and anti-social behaviour, sharing information to tackle the problem.

We are also fully represented on the Safer Middlesbrough Partnership and groups working together to prevent crime and anti-social behaviour.

What about the Government's RESPECT Standard?

We signed up to the Government's Respect Standard for Housing Management in October 2006 as a commitment to tackling anti-social behaviour 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

How do you make people aware that anti-social behaviour is not acceptable?

Our tenancy agreement makes it clear that our tenants are responsible for their behaviour and the behaviour of everyone living in or visiting their home, as well as their actions within their local community.

What role can I play?

We want to work with you to help create great neighbourhoods where people want to live. Here are some tips:

- Do not leave rubbish out on the wrong day, in hallways, or where it could cause a problem for others
- Do not cause a nuisance to your neighbours or let anyone living with you or visiting you do so. Neighbours should not have to put up with loud music, swearing, fights, music from car radios and other disturbances
- Control your pets. Do not leave dogs alone to bark during the day, or leave your pets where they can cause a nuisance

What should be my first step if my neighbour is causing a nuisance?

Please remember we are here to help so contact us if you need assistance. If the problem is not too serious, try having a friendly word with your neighbour to tell them 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 your neighbour, report the problem to your local housing office.

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

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

Do you offer a mediation service?

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 best to try to come to some agreement as to how you can get along in the future.



What action can you take?

Early intervention and support including mediation can often prevent the problem escalating and can even solve it but, if necessary, we can take action including acceptable behaviour contracts, applying for anti-social behaviour orders, injunctions, demoted tenancies and in the worst cases, even eviction.

We will only take tenancy enforcement action if there is clear, independent evidence of a breach of tenancy and the action is appropriate.

How do I report an incident?

If your complaint is about serious nuisance and anti-social behaviour, report it to your local housing office or the anti-social behaviour hotline on 01642 773605.

Incidents can be reported at your local housing office by phone, email, letter, or in person.



What will happen next?

Please help us gather evidence as this helps us paint a picture of how bad the problem is and what action to take. This means we may ask you to complete logs called diary sheets.

The more people that take a stand against nuisance and anti-social behaviour, the better chance we have of taking action.

We will also share information with the police, the council and other agencies to tackle the problem. We will discuss your complaint with you and keep you updated and we will also carry out a satisfaction survey with you when the case is closed.

What legal powers can you use?

In cases where we are satisfied that a tenant is committing a nuisance or act of anti-social behaviour, we will ask them to change their behaviour and to keep to the terms of their tenancy agreement. If this does not resolve the problem, we can take appropriate legal action which could be:

Injunction

In some cases we can ask the court for an injunction to prevent someone from causing a nuisance by stopping a person committing specific acts of nuisance and preventing a person from having contact with victims, or even entering areas or estates.

Possession (Eviction)

We can serve a notice seeking possession. This is a legal document giving the tenant notice of our intention to take the matter to court. In serious cases we will apply to the court for an eviction order to have the property repossessed.

Anti-Social Behaviour Order (ASBO)

In partnership and consultation with the police and council, we can apply for an Anti-Social Behaviour Order against one or more people causing harassment, alarm or distress.

Anti-Social Behaviour Orders protect the community against someone causing trouble in the neighbourhood. The ASBO will contain clear conditions and if these are broken, it becomes a criminal offence and the person can be sent to prison.

What private action could I take?

Taking your own legal action can be complicated and we recommend that you contact the Citizen's Advice Bureau or a solicitor for advice.

Review

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

Contacts

For more information, please contact your local area housing office on:

Area 1 – 01642 818306

Area 2 – 01642 224321

Area 3 – 01642 241601

Area 4 – 01642 591834

or log on to our website at www.irimushousing.co.uk



Colour coded information leaflets are available for the following services:



CUSTOMER SERVICE

HOUSING MANAGEMENT

SUPPORT SERVICES

REGENERATION

MANAGING YOUR MONEY

REPAIRS AND MAINTENANCE

We will make this information available in other languages, braille, large print or other formats on request.

Arabic

سوف نحاول توفير هذه المعلومات بلغات أخرى أو بلغة بريل أو بخط كبير أو بصيغ أخرى بناءً على طلبك.

Chinese

我们将会尽力以多种形式提供本信内容，包括其他语言、盲文、大字体或所需的其他格式。

Hindi

विषय आने पर हम यह जानकारी अन्य भाषाओं, ब्रेल, बड़े अक्षरों तथा अन्य रूपों में भी उपलब्ध करवाने की कोशिश करेंगे।

Punjabi

ਬੇਨਤੀ ਆਉਣ ਤੇ ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਹੋਰ ਦੂਜੇ ਰੂਪਾਂ ਵਿਚ ਵੀ ਭਿਜਵਾਉਣ ਦੀ ਕੋਸ਼ਿਸ਼ ਕਰਾਂਗੇ।

Urdu

درخواست کرنے پر ہم اس معلومات کو دیگر زبانوں، بریل، بڑے حروف میں یا دیگر شکلوں میں دستیاب کرنے کی کوشش کریں گے۔



Erimus Housing Ltd, 4th Floor, Centre North East,
73-75 Albert Road, Middlesbrough TS1 2RU.

Tel: 01642 773600 Fax: 01642 773611

Email: info@erimushousing.co.uk

Web: www.erimushousing.co.uk

Ref No: HM4V1



business for neighbourhoods

