

# Dealing with anti-social behaviour



**This pack contains the following information:**

- **What you can do to deal with anti-social behaviour**
- **What we can do to help you**
- **Details of others who may be able to help**
- **A diary sheet for keeping a record of antisocial behaviour**
- Racial & other harassment
- Vandalism, graffiti & damage to property
- Criminal behaviour
- Intimidation & verbal abuse
- Using the home to sell drugs, or for other illegal activity
- Drug, alcohol & solvent abuse
- Domestic violence & abuse
- Litter & rubbish - eg dumping furniture
- Animals not kept under control
- Vehicle related nuisance, including abandoned vehicles

## You and your neighbours

We expect all tenants to show consideration and respect towards their neighbours. It is a breach of your Tenancy Agreement to behave in a way that causes nuisance to others.

## What is anti-social behaviour (ASB)?

Anti-social behaviour can be noise or other action that disturbs or upsets other people in your neighbourhood. Below are some examples of behaviour that can be anti-social:

- Noise & rowdy behaviour
- Neighbour disputes

## What is not anti-social behaviour?

Behaviour which results from different lifestyles or which would not be considered unreasonable by most people is not anti-social behaviour. It is important to be tolerant of other people's lifestyles. In a society it is important that neighbours make an effort to get on.

## Avoiding anti-social behaviour?

The best thing to do is avoid action that might cause a nuisance to others:

- Do not carry out loud work at night, such as DIY and vacuuming
- Warn your neighbours if you are having a party
- Do not play your TV, radio, hi-fi or musical instruments loudly, especially at night
- Keep TVs, radios and hi-fi speakers away from party walls
- Avoid banging doors.

## What about family members and visitors?

Please remember you are responsible for the behaviour of your family, other visitors and pets. If they cause serious nuisance or harassment in or around your property, we will take action against you.

## Dealing with problems yourself

Talking to your neighbour:

- First of all you should speak to whoever is causing the problem. They may not be aware that they are disturbing you and a compromise may be reached. In some cases this may not be appropriate. For example, it may be unwise to approach someone who has threatened you.
- Before approaching your neighbour you should think what you are going to say:
- Be clear about what the problem is and how it affects you.
- Think about what the outcome is likely to be and stay calm and friendly. Being aggressive won't help.
- Listen to your neighbour and think about things from their viewpoint.

- Try not to bring up incidents from the past, especially if they are not relevant to the present dispute. Try instead to look to the future and how you want things to change.
- If your neighbour is unreasonable - leave the discussion.

### **Keeping an ASB diary**

Keep a detailed record of the nuisance, including the type of nuisance and when it occurs. These details will be useful if you contact your Housing Officer or the Council. See the anti-social behaviour diary in this pack.

### **Reporting the problem to your Housing Officer**

Contact your Housing Officer and let them know about the problem. They will give you advice about how to deal with the problem.

### **Reporting the problem to other agencies**

Contact the Council or another local agency. See the 'Who Can Help' sheet in this pack.

## **What we will do**

- You can report a problem of antisocial behaviour at any time that our offices are open ie 9.00 am to 5.00 pm Monday to Thursday and 9.00 am to 4.30 pm on Fridays.
- We acknowledge, in writing, within 3 days that we have received your report.
- We investigate minor cases within 7 days.
- If the report shows that the matter is especially serious, we will visit within 2 days - and if it involves harassment then we will visit the same or the next day.
- If your property needs emergency repairs as a result of the problems you report we will do these within 24 hours.
- If the matter is serious, we will make an Action Plan to show you what you and we are going to do to resolve it. We will do this within 5 days of visiting you.

## Action we will take

Our approach is to try to solve disputes informally wherever possible and help those involved resolve any differences they may have.

- We may offer mediation between the two neighbours involved in a nuisance dispute.
- Where there is clear proof of serious anti-social behaviour, we may take legal action against the person causing the nuisance. This could lead to them losing their home.
- Legal action involves a court hearing where we must prove the seriousness of the situation. The courts require a large amount of evidence that serious and persistent nuisance has taken place before they grant a possession order or an injunction. It is therefore important that you keep accurate diary records until the situation is resolved.
- You may be required to attend court as a witness.

## What we won't do

We will not:

- get involved in anonymous complaints
- get involved in personal arguments
- be able to take possession action through the court unless we have solid proof of nuisance, including up to date detailed diary sheets
- transfer you to alternative accommodation to resolve a complaint except in exceptional circumstances.

## Violence against our staff

Please ensure that you treat our staff with the same respect you expect from them. Our staff are entitled to work without fear of abuse or harassment. We will not tolerate actions of violence, threats of violence or harassment towards our staff and will take action against a person guilty of such behaviour. We will also involve the police if the behaviour is a criminal offence.

## Tackling harassment

Harassment is a deliberate act designed to interfere with the peace, comfort and safety of an individual or group because of their race, colour, ethnic origin, gender, sexuality, age, disability or religion.

Harassment can take many forms such as graffiti, damage to property, verbal abuse, threats and assault. Any act of harassment is a very serious breach of your Tenancy Agreement. We condemn harassment and will thoroughly investigate all reports of it.

If you suffer harassment, we will work with you to find the best solution for you and your family.



**For a large print, audio or braille version,  
please telephone 01234 791080**

### **Bengali**

সমাজবিরোধী আচরণর বিরুদ্ধে ব্যবস্থা নিতে হলে  
এটা বুঝতে সাহায্যের জন্য অনুগ্রহ করে  
01234 791081 নম্বরে টেলিফোন করুন।

### **Punjabi**

ਸਮਾਜ ਵਿਰੋਧੀ ਚਰਚਾਈ ਨਾਲ ਨਜਿੱਠਣ  
ਇਸ ਨੂੰ ਸਮਝਣ ਵਿੱਚ ਮਦਦ ਲਈ ਮਿਹਰਬਾਨੀ  
ਕਰਕੇ 01234 791082 ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ।

### **Urdu**

غیر سماجی رویے سے نمٹنا  
اس کو سمجھنے میں مدد کے لیے براہ کرم فون کریں۔ ٹیلی فون نمبر  
01234 791083

### **Italian**

**Riguardo Comportamenti Antisociali**  
Per aiuto a capire questo documento,  
telefona 01234 791084

For help to understand this, please  
telephone 01234 791089