



Anti-social behaviour

Anti-social behaviour

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This leaflet is part of Victory Housing Trust's Residents' Handbook. Please contact us if you would like a copy of the complete handbook.

Being a good neighbour and helping to reduce anti-social behaviour

In this leaflet, we explain what we mean by anti-social behaviour and our general approach to dealing with it.

Your rights

You have the right to enjoy your home in peace, and so do your neighbours. We take a tough line with people who behave badly in or around our properties, or who harass other people.

What is anti-social behaviour?

It is behaviour that upsets, annoys or hurts other people, or damages property. Such behaviour can have extreme negative impacts on people's lives. It can take many forms, some more serious than others. Some examples include:

- Thoughtless behaviour, such as making too much noise, dumping rubbish or cars, or not keeping pets under control
- Offensive drunkenness, abusing drugs
- Graffiti, vandalism or damage to property
- Criminal behaviour, such as selling drugs or prostitution
- Attacking or threatening people
- Harassing someone because of their age, gender, sexuality, race, religion, disability or any other reason
- Domestic violence

Your responsibilities

We will take immediate and strong action to stop and prevent anti-social behaviour, domestic violence, racial or sexual harassment or hate crimes. As the tenant you are responsible for the behaviour of everyone in your household and anyone who visits you.

A person who is guilty of anti-social behaviour is at risk of losing their home. We will not hesitate to use the legal powers that we have to address anti social behaviour, including getting court injunctions and evicting people.

We will also work with our partners, such as the police and the local authority, when they take action against our tenants to:

- Get perpetrators to sign up to voluntary behaviour contracts
- Ask courts for secure Anti-Social Behaviour Orders (ASBOs) and injunctions
- Publicise the action we have taken against individuals
- If we think community safety is at risk ask a court to demote someone's tenancy, so that it is easier to evict them if they continue to cause problems
- Take someone to court to get permission to evict them

In every case, and at every stage, we will take the action we think most appropriate to the situation.

Our commitments

1 Prevent anti-social behaviour

Our aim is to prevent and reduce anti social behaviour by looking at underlying causes. For example, we can help you look for solutions if young people are bored or if the layout of your estate is making a problem worse.

Tenants' and residents' groups can also make a difference, by getting people working together on positive activities.

You might want to consider working on a 'good neighbour agreement' for your estate. This would involve residents getting together to agree a voluntary code of behaviour for everyone to sign up to. An agreement of this sort is not legally binding, but it can be useful as a way of reminding people that their behaviour affects others.

2 Listen to you and give you prompt feedback

We will listen to you sympathetically when you tell us about problems. You can report anti social behaviour to us in a variety of ways, such as speaking to a staff member, telephoning, emailing or reporting it via our website.

We will keep you informed of the actions that we are taking to resolve the issues. We will be clear from the outset of what we can and cannot do to stop or prevent anti-social behaviour and offer appropriate advice. We will be clear about when we close a case.

3 Offer support to victims and witnesses

We will explain our policies, how we can help and what to do if the situation is outside our control. Support will depend on circumstances but here are some examples:

- Encouraging you to talk to the person causing the offence if this is appropriate
- Agree an action plan with you, which will include what will be done and when
- We will keep you informed of progress. It will also cover things that you can do to help the situation, for example helping us to collect evidence or attend mediation meetings
- Offer you immediate support if the situation is serious, for example if you are facing domestic violence, serious racial or other forms of harassment or if your life is in danger. We will agree a course of action with you
- Provide interpreting and translating services where necessary
- Find emergency housing where appropriate, for example in domestic violence cases

4 Take action against perpetrators

Where there is clear evidence of anti-social behaviour we will take the necessary and appropriate action against perpetrators, such as giving warning and taking legal action.

5 Take appropriate steps to prevent problems from occurring in future

We will not close your case without first talking to you to make sure that problems have been resolved.

Even if the problems are outside of our control, we will work with you to deal with other agencies such as schools, social services and the police.

6 Meet our service standards

We will measure our performance as follows to make sure that our policies are working well and to find out what changes are necessary.

Measurement	Targets (greater than)
Reports of serious anti-social behaviour investigated within 1 working day	95%
Reports of less serious anti-social behaviour cases investigated within 5 working days	95%
Customers satisfied with the outcome of our Neighbour Disputes and Anti-Social Behaviour Service	60%
Victims or complainants of serious cases kept informed of agreed action or outcomes at least once a week	95%
Victims or complainants of less serious cases kept informed of agreed action or outcomes at least once a month	95%
Cases where victims or complainants were contacted to discuss reasons to close a case	95%

What to do if you experience anti-social behaviour

Taking the first step yourself

If the problem is not too serious it is often better for you to talk to the people involved. For these minor problems Victory Housing Trust would not expect to get involved until you have talked to the person concerned. Involving Victory at an early stage could turn a minor problem into a major dispute.

For example:

- Ball games where no damage is involved
- Small children playing
- Minor lifestyle disputes such as door slamming or parking problems

Try talking to your neighbours and consider approaching the person causing the problem. They may not understand how their behaviour is affecting you. If you approach them in a polite and courteous manner you may find you can work out a friendly solution.

If the problem is serious, you feel in any way threatened or if you cannot work out a solution with your neighbours, then you can report the problem to Victory. What we can do will depend on how serious the problem is.

If a serious crime is involved then you should contact the police.

Dealing with less serious cases

In the majority of cases the level of anti-social behaviour is minor. The best approach is often to monitor the situation and only take further action if the problem continues.

Less serious cases of anti-social behaviour include:

- Noise
- Pets
- Children
- Untidy gardens
- Verbal abuse
- Damage to property
- Nuisance from vehicles
- Boundary disputes
- Nuisance from businesses
- Rubbish and misuse of communal areas

On most occasions discussions with the person causing the problem will lead to an improvement. Sometimes we may offer mediation to help deal with lifestyle or personality differences where we cannot be sure who is at fault. This involves using an independent person to help you and the other person to come to an agreement on how to behave in the future.

We will work with you and your neighbours to resolve the problem in a way that will help you live together peacefully. However, we do understand that these minor problems can be very upsetting. If the problem cannot be resolved in this way, we will consider taking further action to stop the nuisance.

Dealing with more serious cases

Where there is a serious case of anti-social behaviour, Victory will take swift legal action.

Serious cases of anti-social behaviour include:

- Violent or criminal behaviour
- Intimidation
- Drug dealing
- Racial harassment
- Domestic violence

We will also consider legal action to tackle less serious problems if all other approaches have failed to stop a nuisance and there is little likelihood of the behaviour improving.

In all cases we can only take legal action if there is enough evidence to prove to a court of law that a nuisance is being caused.

www.victoryhousing.co.uk

Call: 0845 300 6648

Email: info@victoryhousing.co.uk

Repairs hotline: 0800 371860



If you would like this leaflet in large print, audio, Braille, another language or an alternative format, please contact us and we will do our best to help.



Jeśli chcą Państwo skorzystać z usług naszego tłumacza lub otrzymać pocztą informacje w innym języku w formie papierowej, proszę zadzwonić pod numer 0845 303 6648 lub 0845 300 6648. Zlecimy tłumaczowi skontaktowanie się z Państwem lub zadbamy o przetłumaczenie potrzebnych dokumentów na wybrany przez Państwa język.

Jeigu norëtumëte pasinaudoti mūsų vertëjo žodžiu paslaugomis arba jums reikia atsiųsti atspausdintą kopiją kokia nors kita kalba, susisiekite su mumis telefono numeriais 0845 303 6648 ar 0845 300 6648. Mes surengsime susitikimą su vertëju žodžiu arba pateiksime dokumentus išverstus į jūsų pageidaujamą kalbą.

Se desejar utilizar os nossos serviços de interpretação ou se desejar que lhe enviemos alguma informação, por escrito, noutra língua, queira contactar-nos através do 0845 303 6648 ou 0845 300 6648. Podemos organizar um intérprete para o contactar ou a tradução de documentos na língua que escolher.