

Tackling anti-social behaviour



What is anti-social behaviour?

Anti-social behaviour is anything which causes disturbance, distress, harm or fear which has a significant effect on people's lifestyles and routines. Persistence, intensity and the numbers involved are relevant factors. The behaviour need not be a breach of the criminal law.

Examples of anti-social behaviour (ASB)

Serious ASB

We will try to make contact with anyone experiencing serious ASB within 1 working day.

- Harassment, intimidation or threatening behaviour
- Hate related incidents
- Domestic abuse
- Physical violence
- Threats to staff and contractors
- Arson or attempted arson

General ASB

We will try to make contact with anyone experiencing general ASB within 5 working days.

- Unreasonable and persistent noise
- Vandalism, graffiti and damage to property
- Pets and animal nuisance
- Rubbish and fly-tipping
- Verbal abuse
- Misuse of communal areas
- Drug and alcohol related nuisance and drug dealing
- Alcohol related nuisance
- Abandoned cars and vehicle nuisance

How do I solve a problem with my neighbour?

Sometimes it's good to talk to people who are annoying you. They may not realise that their behaviour bothers you. Before you call us, try to explain to your neighbour how their behaviour is affecting you.

- Keep calm and do not raise your voice, even if they do
- Explain your problem and suggest a solution
- Give them the opportunity to respond and put their point of view
- Do not make allegations without evidence to support them
- Do not make threats, swear or become violent yourself, or you may find yourself in breach of your tenancy

If you are unable to resolve the situation, you can report an incident to us in person, over the phone, email or on our website. Contact details are at the end of this leaflet.

I've tried being reasonable, but the problem goes on, what do I do?

We will investigate reports from anyone who says they are affected by the behaviour of our residents. We treat all reports in confidence and we will not tell the person we investigate who has made the complaint. In order to fully investigate a report of anti-social behaviour, we need facts. It is very important that you provide us with accurate information. We will ask you:

- When and where did the incident take place?
- What happened and how long did it last for?
- Who did it?
- Who else witnessed it?
- How did it affect you?
- What action you would like taken?

It's very important that you do not exaggerate or claim to have seen or heard something that you have not witnessed.

If the nuisance is continuing, we may need you to keep diary sheets to enable us to build up a picture of what is happening and to form an action plan. If the report is very serious, legal action may be needed to resolve the problem. Where this is the case, we may ask you to make a statement or be a witness in court. We will support you through this process. We encourage all criminal activity to be reported to the police as well as to us so that we can work together to tackle the problem.

Some things we may not be able to help with

Although we want to help, we may not be able to resolve certain types of issue like:

- Clashes of life-style or a one-off disagreement between neighbours
- Ball games, unless they are persistent and likely to cause damage to property
- One off noise nuisance (like a birthday party or do-it-yourself)
- Noise nuisance that is 'everyday living' (like babies crying or the TV of a person who is hard of hearing)

What will B3Living do if I report anti-social behaviour?

We take all reports of anti-social behaviour very seriously and we aim to resolve problems as quickly as possible.

If you report serious anti-social behaviour we will:

- arrange to speak with you within 1 working day (5 working days for general reports);
- appoint a caseworker who will be your single point of contact and who will support you through the process;
- agree an action plan that is appropriate and proportionate to the complaint being made;
- record and investigate the reports being made; and keep you up to date with action being taken;

- suggest mediation where appropriate, and we will work with partner agencies to help resolve your case;
- support you and treat your report in confidence.

Notes: We may not be able to do much if reports are anonymous. We may need more information than you supply and we would not be able to tell you about the action we are taking. If we find evidence of malicious, false or exaggerated complaints, we may take action against the person who complains.

Action against offenders

Most cases are easy for us to sort out, by reminding people of their obligations as tenants. In severe cases, we may need to use something like an acceptable behaviour agreement, injunction, anti-social behaviour order, demotion of tenancy or even a possession order.

If there is no evidence we may have to close your case, but we can re-open it if evidence is forthcoming at a later date.

Often anti-social behaviour can be a symptom of other underlying issues. Where appropriate, we will work with people to understand the reasons behind their behaviour and give them an opportunity and support to change.

However, we will always balance their needs against the impact their behaviour is having on the community.



Help with understanding this information

English

If you need help to understand the information in this document, please phone 01992 453 700.

Turkish

Bu belgedeki bilgileri anlamak için yardıma ihtiyacınız varsa, lütfen 01992 453 700 numarayı arayınız.

Italian

Se avete bisogno di aiuto per capire le informazioni contenute nel presente documento, siete pregati di telefonare allo 01992 453 700.

Lithuanian

Jei turite klausimų del informacijos siame lankstinuke, prasom kreiptis 01992 453 700.

Greek

Εάν χρειάζεστε βοήθεια για την κατανόηση των πληροφοριών που περιέχονται σε αυτό το έγγραφο παρακαλώ επικοινωνήστε στο 01992 453 700.

Arabic

إذا كنتم بحاجة الى المساعدة لفهم المعلومات الواردة في هذه الوثيقة يرجى الاتصال بالهاتف رقم: 01992453700.