

## 6.

# Anti-social behaviour, nuisance and harassment



This document is available in other languages, larger text, Braille and on audio cd or cassette.

This leaflet summarises our policies and procedures for addressing anti-social behaviour, nuisance and harassment. For more details please refer to our full policies and procedures freely available on request.

Our aims for dealing with anti social behaviour complaints are to:

- Treat all complaints seriously and fully investigate them.
- Provide a swift response to serious complaints.
- Take appropriate and proportionate corrective action using the full range of options at our disposal.
- Work in partnership with other agencies.
- Monitor the effectiveness of our polices.

## What is anti-social behaviour?

Anti social behaviour is defined as: “...conduct including speech, which has caused or is likely to cause alarm or distress to one or more individuals who do not reside in the same household as the offender” (Crime and Disorder Act 1998) and, “...conduct capable or causing nuisance or annoyance to any person” (Anti-social Behaviour Act 2003)

## Anti social behaviour can include:

- Arson.
- Using housing accommodation for illegal activity e.g. to sell drugs.
- Physical assault.
- Intimidation and harassment such as racial harassment.
- Exploitation of vulnerable people.
- Noise nuisance.
- Fouling public areas.
- Vandalism and graffiti.
- Aggressive and threatening languages and behaviour.
- Neighbour nuisance.
- Domestic violence.

## Our Policy:

### How we tackle anti-social behaviour

Beech Housing Association recognises that it has a duty to its residents and other residents in the locality to deal with anti social behaviour. Failure to act impacts not only on residents' lives but also on the quality of the housing and environment where the property is located.

We are responsible for ensuring that we act as a responsible landlord and comply with our legal obligations as well as enforcing our own standards through the implementation of our anti-social behaviour policies.

As an employer, we also have a duty to protect and support staff. Dealing with anti social behaviour can be difficult for staff as well as for the residents who are experiencing it. Our staff and contractors have the right to undertake their duties without fear of threats or intimidation. We will therefore take action including using legal remedies, to enforce our duty of care.

As a landlord, we make it clear to our residents that we will not tolerate anti-social behaviour or harassment in any form. We will work in

partnership with other agencies such as the police, the relevant local authority and support agencies in order to address anti social behaviour issues.

We are committed to providing a high standard of service to our customers. Included in this is a commitment to manage and effectively tackle incidents of nuisance, harassment and anti-social behaviour. We recognise that anti-social behaviour is a complex matter but it is of the highest priority that we deal with it in order to ensure our properties and localities remain well managed.

## Terms of the lease

Beech Housing Association leases contain the following conditions to prevent anti-social behaviour, nuisance and harassment:

- Residents must not cause or allow any members of their family or visitor to their property to cause nuisance annoyance or disturbance to other residents or visitors in the neighbourhood.
- Not to harass or intimidate any other person including the landlords, staff, contractors and agents.
- Not to use the premises for any unlawful or immoral purpose.
- Not to use the premises nor permit the premises to be used for any purpose that may cause a nuisance or annoyance.

We will take action against residents who breach these conditions and ensure that staff are trained to deal with complaints effectively.

## Our procedures:

### Your questions answered

How do I report an anti-social behaviour incident?

You should report incidents of anti social behaviour to your housing officer, or scheme manager if you have one, in person, via the phone, letter or e-mail. If your housing officer is not available, a member of our customer care staff will take the details of your report.

What happens when I report an anti-social behaviour incident?

Your housing officer will probably need to interview you. They should arrange to do this within 5 working days or, if the case is an emergency, arrangements should be made to conduct the interview within one working day.

The purpose of the interview is to try to establish the facts with you; explain what can be done and agree an action plan.

At the end of the interview an Incident Diary booklet will be given to you to help build a picture of evidence about the anti social behaviour.

Your housing officer will aim to interview the alleged perpetrator of the anti-social behaviour within five days of your original complaint.

What the next steps are depends on the outcome of the interview.

We record information about allegations of anti-social behaviour on a computer database to help us monitor and progress our work in this area.

## How do you deal with racial harassment?

We investigate allegations of racial harassment in the same way as we investigate other forms of anti-social behaviour, with the following differences:

- If you make a complaint of racial harassment we will arrange to meet you within 24 hours.
- We will remove racist graffiti within 24 hours.
- Staff must identify any support needs and work with you to ensure that appropriate support is provided.
- All cases must be reported to the police.

## What support can you give me?

As a minimum, we will support you by dealing with your complaints promptly and by keeping in regular contact to give advice and support while the nuisance is going on. If the nuisance is severe, we will seek the assistance of others to provide support e.g. a local residents association or Victim Support.

If your health and safety is at risk, we will conduct a risk assessment and then take action on the results to ensure that we protect you.

This could include: fitting alarms with a direct link to the Police, informing the police that the potential harmful threat exists, giving you a personal alarm, providing a mobile phone, fitting CCTV equipment, ensuring that any hate related vandalism and graffiti is dealt with as an emergency and organising temporary re-housing.

If the case has to go to court, protective measures will also include using witness statements where permissible instead of the witness attending, or the use of a professional witness.

## What can Beech Housing Association do about the problem?

Usually a case will be resolved by a combination of actions. Our procedures emphasise the need for good communication, multi agency working, record keeping and effective monitoring of cases.

### There are a number of non-legal remedies available to us, including:

- Letters
- Warning interviews
- Agreed Behaviour Plans
- Acceptable Behaviour Contracts
- Mediation

There are also some legal remedies that we can use, including:

- Anti Social Behaviour Orders
- Injunctions
- Forfeiture of the lease proceedings

Will you tell my nuisance neighbour that I have complained about them? We will respect your wishes for confidentiality. If you want to remain anonymous your housing officer will explain to you how this will affect the investigation.

**I don't know who is causing the nuisance, what can you do?**

If the identity of the perpetrator is unknown, or witnesses are too fearful to come forward we will work to gather evidence to establish the identity of the perpetrators.

This may involve working with the Police, contacting other residents, enlisting local Residents' Groups for help and support, using other local agencies and support services, using private witnesses or CCTV cameras.

**How do you decide when to close my complaint of anti-social behaviour?**

We monitor the progress of all anti-social behaviour investigations on our computer database. We will close a case if it has been satisfactorily resolved.

We will also consider closing a case if there have been no incidents or reports on a case for eight weeks. If we think that it is appropriate to close the case we will send you a letter advising you of our intention to close the case within seven days. If you then report that incidents are still occurring, the case will remain open.

## What happens when you close my complaint of anti-social behaviour?

On closing a case we will send you a letter advising you of this. A satisfaction survey form will be enclosed for you to complete and return, to help us monitor our performance.

## Neighbourhood Schemes

Neighbourhood watch schemes are encouraged by Beech Housing Association. Help is available from our Resident Involvement Team to set up such schemes and grants may be available in some cases.

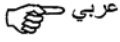
# Getting in touch

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Other:



عربي

ARABIC

حدد اللغة التي تتحدثها .  
سوف نستدعي مترجماً على الهاتف لمعاونتنا .



کوردی

KURDISH

پهتجه رابکیتنه بق نهو زمانهی قسهی پیدهکیت.  
ئیمه موته رجیمیک پهیدا دهکهین تا به ته له فۆن  
هاوکاریمان بکات.



বাংলা

BENGALI

আপনার ভাষাটি অঙ্গুলি নির্দেশ করে দেখান।  
আমাদেরকে সহায়তা করার জন্য টেলিফোনে  
আমরা একজন দো-ভাষী বা ইন্টারপ্রেটার এর  
ব্যবস্থা করব।



普通话 / 国语

MANDARIN

請指出您講的語言。  
我們將請一位口譯員在電話上翻譯。



廣東話

CANTONESE

請指出您講的語言。  
我們將請一位電話翻譯員  
來幫助您。



ਪੰਜਾਬੀ

PUNJABI

ਆਪਣੀ ਭਾਸ਼ਾ ਵਲ ਇਸ਼ਾਰਾ ਕਰੋ।  
ਅਸੀਂ ਦੁਬਾਸੀਏ ਨੂੰ ਕਹਾਂਗੇ ਕਿ ਉਹ ਟੈਲੀਫ਼ੋਨ  
'ਤੇ ਸਾਡੀ ਮਦਦ ਕਰੇ।



فارسی

FARSI

زبانی را که صحبت میکنید نشان دهید  
برای کمک، مترجم تلفنی تهیه خواهیم کرد.



Soomaali

SOMALI

Farta ku tilmaam luqaddaada.  
Waxaan telifoonka ku heli doonaa  
turjibaan na caawiya



ગુજરાતી

GUJRATI

તમારી ભાષા તરફ આંગળીથી ઇશારો કરો.  
આપણને મદદ કરવા માટે એક દુભાષિયાને અમે ટેલિફોન  
પર ખોલાવીશું.



اردو

URDU

اپنی زبان کی طرف اشارہ کیجئے۔  
ہماری مدد کرنے کیلئے ہم ٹیلی فون پر کسی ترجمان (اگر پڑھ لکھ سکیں گے۔



हिन्दी

HINDI

आपकी भाषा की ओर इशारा करें।  
हमें सहायता करने के लिए एक दुभाषिये को हम टेलीफोन  
पर बुलाएंगे।



Tiếng Việt

VIETNAMESE

Hãy chỉ vào ngôn ngữ của quý vị.  
Chúng tôi sẽ mời một thông dịch  
viên qua điện thoại giúp chúng ta.