



herefordshire housing

>People >Homes >Communities

## Anti Social Behaviour



Creating quality choices for communities

## Introduction

This leaflet outlines the key information contained in our main Anti-Social Behaviour Policy and Procedure Statements.

If you would like copies of the main documents, please telephone (0300 777 4321) and we will send them to you. They are also available on our website [www.hhl.org.uk](http://www.hhl.org.uk)

We have also published leaflets providing information for victims of:

- Hate related incidents. This is criminal and/or offensive behaviour aimed at someone because of his or her race, gender, disability, age, sexual orientation, religion or belief.
- Domestic abuse. This is physical, sexual, emotional or financial abuse of a person by someone they know or live with. The leaflet provides advice and signposting for female and male victims, including those in gay and lesbian relationships.

## Our Policy

We are committed to tackling and reducing anti-social behaviour in our communities and neighbourhoods and will take every opportunity to work in partnership with our residents and other agencies to achieve this.

We aim to achieve a balance between enforcement, prevention and rehabilitation.

## What is anti-social behaviour?

Anti-Social Behaviour covers a wide range of types of behaviour. It may include, but is not limited to:

- Excessive noise nuisance
- Verbal abuse
- Damage to property, including graffiti and vandalism
- Nuisance from vehicles
- Nuisance from animals
- Littering, fly-tipping, rubbish dumping and misuse of communal areas

- Any drug related offences from a property or within the locality
- Violence or threats of violence

We understand that sometimes every day living noise can be annoying, but unless it is excessive or unreasonable we would not, under normal circumstances, consider it to be anti-social. Some examples are:

- Mowing lawns
- Vacuuming and noise from domestic appliances such as washing machines
- Children playing



## Which Officers deal with Anti-Social Behaviour?

To demonstrate our commitment to tackling anti-social behaviour we have a specialist Neighbourhood Action Team. These Officers deal with the more serious cases. They will respond to your report within 1 working day.

## Neighbourhood Action Co-Ordinators

Type of ASB	Types of Action available to resolve ASB
Physical violence	Warning letters
Hate related incidents	Acceptable Behaviour Agreement (ABA)
Domestic abuse	Criminal Behaviour Order (CBO)
Harassment	Parenting Contracts or Orders
Threatening behaviour	Section 21 Notice
Vandalism	Demotion of Tenancy
Prostitution	Notice of Seeking Possession
Kerb crawling	Possession (using absolute grounds for possession where applicable)
Serious noise nuisance	Injunction / Closure Order
Drugs, substance misuse, drug dealing Criminal behaviour	Liaison with other agencies for possible remedies not available to Registered Social Landlords e.g. Police, Youth Offending Services

1st contact within 1 working day.

Follow up contact within 1 working week. Weekly updates thereafter.

## Neighbourhood Officers

Type of ASB	Types of Action available to resolve ASB
Alcohol related	Negotiation
Litter/rubbish/fly tipping	Warning letters
Low level noise nuisance	Mediation
Garden nuisance Low level neighbour disputes	Liaison with specialist support providers where there may be underlying vulnerabilities contributing to the ASB
Nuisance from vehicles Verbal abuse Damage to property	Acceptable Behaviour Agreement (ABA)
Damage to property Misuse of communal areas/ public spaces Pets & animal nuisance	Where cases have escalated or more serious cases: Injunction Section 21 Notice Demotion of Tenancy Notice of Seeking Possession Possession Liaison with other agencies for possible remedies not available to Registered Social Landlord e.g. Police, Youth Offending Services

1st contact within 3 working days.

If you would like more detailed written information on the types of action available to resolve anti-social behaviour please ask and we will send you a copy of our Fact Sheet. This is also available on our website [www.hhl.org.uk](http://www.hhl.org.uk).

## How can you report Anti-Social Behaviour?

You can report anti-social behaviour to any HHL employee and they will forward it to the Neighbourhood Action Team on your behalf. However, if you wish to report the incident direct to a to the Neighbourhood Action Team, please see the contact details at the end of this leaflet.

### How we will respond when you report anti-social behaviour and how we will support you

We know that you may have concerns about coming forward and reporting anti-social behaviour. We will do all that we can to support you and will tailor the support that we provide to fit your particular needs.

- We will provide a service where you can contact us 24 hours a day, 365 days a year to report an incident.
- We will give you information and advice on the types of action that can be taken to resolve the situation.
- We will discuss any specific needs that you may have e.g. those relating to language, literacy, hearing or sight impairments.

- We will tell you about the support services that we and other agencies, such as Victim Support, can provide and make referrals on you behalf if you would like us to.
- We will work in partnership with any other specialist organisations or agencies, as appropriate to your individual needs.
- We will ask you about the method by which you would like us to keep in contact with you and make sure that this is done.
- We will discuss and agree with you the ways in which evidence will be collected e.g. through Incident Log Sheets, Hand held voice recorders will be offered to those with writing difficulties, CCTV or Noise Monitoring Equipment.
- We will agree an Action Plan with you and provide you with a copy.



- We will consider the security of you in your home and, where necessary, apply on your behalf for a Police Home Security Check.
- We will provide you with weekly updates on the progress of the case.
- Where we take court action:
  - We will provide transport to court, pay expenses for child care and any other reasonable costs.
  - We will arrange for you to be accompanied to the court prior to attendance if you would like us to, so that you will know what the court environment is like and how things happen.

We will not move people as a means of resolving anti-social behaviour; we will deal with the anti-social behaviour. The only exception to this is in very extreme situations where there are fears for safety. The recommendations of agencies such as the Police will be required in considering such a move.

In cases involving minor neighbour disputes we may, where appropriate, initially encourage you to speak to your neighbour about the problem. It may be that your neighbour is simply not aware that their behaviour is causing a nuisance to you.

### Referral to Mediation

Mediation helps people to come together to resolve their own disputes, rather than having solutions imposed upon them. It has the potential to provide a solution much more quickly than more formal action and can be used in a whole range of situations such as:

- behaviour of children and young people
- verbal abuse
- parking
- noise
- pets
- behaviour of visitors

We will, in appropriate circumstances, and with the agreement of the parties concerned, make a referral to a Mediation Practitioner and we will pay the cost of this service.

We will never offer mediation where there has been intimidation, harassment, violence or threats of violence.

## How we work to prevent anti-social behaviour

The following are some examples of the ways in which we aim to prevent anti-social behaviour:

- We work in partnership with others to engage young people in diversionary activities aimed at reducing anti-social behaviour.
- We ensure that, at sign-up, new tenants are made aware of the clauses in their Tenancy Agreement relating to nuisance and anti-social behaviour.
- We visit new tenants within 28 days of their tenancy starting so that we can respond quickly to any potential problems.

- We use Acceptable Behaviour Agreements to help people understand the effects their anti-social behaviour is having on others and as a means of stopping that behaviour.
- We have an Allocations Policy, which enables us to exclude those applicants who are responsible for serious anti-social behaviour.
- Sometimes the person causing the anti-social behaviour has vulnerabilities which contribute to the behaviour. In such cases we will work with specialist support agencies to help the person to address this and stop the anti-social behaviour re-occurring.

## What you can do

You can help us to prevent and tackle anti-social behaviour by:

- Being aware of, and keeping to the conditions of your Tenancy Agreement.
- Not causing, or letting your family or visitors cause anti-social behaviour.
- Reporting anti-social behaviour to us.
- Reporting crimes to the police or allowing us to report them on your behalf.
- Taking responsibility for minor disagreements with your neighbours by trying to sort out problems in a reasonable way.
- Respecting other people's right to their chosen lifestyle as long as this does not spoil the quality of life of others.
- Helping us gather evidence if we need to take formal action and acting as a witness in court.

## Confidentiality

We will discuss issues of confidentiality with you when you report anti-social behaviour. If you do not want the alleged perpetrator to know who you are we will respect this. It is important that you know, however, that:

- This may limit the types of action that we are able to take to deal with the anti-social behaviour. In particular, serious actions such as legal proceedings are unlikely to be possible without witness statements.
- If specific allegations are to be put to the alleged perpetrator the source may be identifiable.



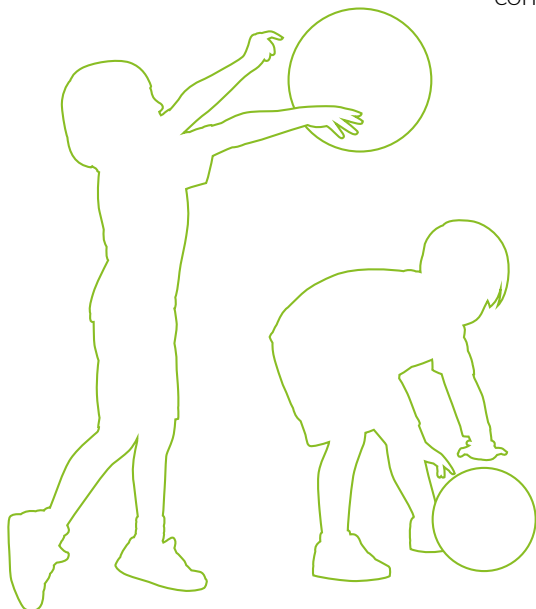
## Anonymous reports of Anti-Social Behaviour

We will do what we can to investigate anonymous reports of anti-social behaviour. However, unless a contact telephone number is provided we will be unable to keep you informed, tell you about what the alleged perpetrator has said, or ask you for further information. This will considerably limit how we are able to act to try to resolve the situation.

## Data Protection and Information Exchange

We will ensure that information is processed in accordance with the requirements of the Data Protection Act 1998 and our Data Protection and Confidentiality Policy and Procedure.

We are a partner organisation in the Herefordshire Community Safety Partnership Information Sharing Protocol. We may, from time to time, exchange information with these partner agencies for the purposes of dealing with anti-social behaviour or crime. The information will always be kept confidential by the agencies concerned.



## Contact details

You can report anti-social behaviour by telephone, by personal visit to any of our offices, or in writing by letter or via our on-line contact form at [www.hhl.org.uk](http://www.hhl.org.uk)

## Out-of-Hours Reports

An incident occurring outside of normal office hours can be reported through our out-of-hours ASB Report Line.

5:15 pm - 8:45 am

Monday to Friday & all weekend including bank holidays.

**Tel: (01432) 384 186**

**If you require this information leaflet in Braille, large print or audio format please call**  
**0300 777 4321**

**Minicom users please call: (01432) 378 487**

Versions in other languages 

### Polish

Przedstawiamy ważne informacje dotyczące zachowań antyspołecznych i chuligańskich. Jeśli masz trudności z czytaniem tej ulotki w języku angielskim, prosimy się z nami skontaktować pod numerem 0300 777 4321

### Russian

Это важная информация об антиобщественном поведении. Если Вы испытываете затруднения с прочтением данного листка на английском языке, пожалуйста, звоните по телефону 0300 777 4321

### Portuguese

Estas são informações importantes sobre Comportamento Anti-Social. Se tiver dificuldades em ler este folheto em inglês, favor telefonar para 0300 777 4321

### Lithuanian

Tai informacija apie asocialų elgesį. Jei norėtumėte gauti šios informacijos vertimą, prašom skambinti telefonu 0300 777 4321

Stay informed. Follow us on:   



# herefordshire housing

> People > Homes > Communities

## Head Office

- > Herefordshire Housing Ltd, Legion Way, Hereford HR1 1LN
- > Telephone 0300 777 4321 > Fax 01432 384198
- > Email [info@hhl.org.uk](mailto:info@hhl.org.uk) > Website [www.hhl.org.uk](http://www.hhl.org.uk)

