



To report an incident of anti social behaviour please telephone the Trust on 01225 36600 and ask for your Housing Services Officer or call into any of our offices.

## **A summary of what we are doing to tackle Anti Social Behaviour.**

This information sheet has been written to provide you with a summary of how we are tackling anti-social behaviour.

Anti social behaviour is the term used to describe any behaviour that causes a nuisance or annoyance to another person, for example excessive noise or harassment of another person.

You have the right to live peacefully in your home without suffering anti social behaviour from another person. You also have an obligation to act and behave in a reasonable way, so as not to interfere with another persons' peaceful enjoyment of their home.

In tackling anti social behaviour in the first instance we aim to support residents to change their behaviour by working closely with them and other support agencies who can help. If this is unsuccessful and the anti social behaviour continues we will pursue enforcement action by making use of a wide range of legal remedies.

If you report an incident of anti social behaviour to us, we will do what we can to help. We will listen, discuss and advise you on what action can be taken to resolve the issue. We will always ask you to speak to the other person involved where possible and in some circumstances we may also advise you to contact another agency, such as the Police or Environmental Health who may be able to provide you with more suitable assistance.

In 2004, all social landlords had to act on the new legislation introduced by the Anti Social Behaviour Act 2003. As a result of this over the last six months we have reviewed all of our policies and procedures in relation to anti social behaviour.

### **Our Policies and Procedures**

All the policies are summarised in a document known as the policy framework, which outlines the overall approach we have for tackling anti-social behaviour. This details the variety of approaches we use to respond and prevent anti social behaviour and includes specific policies on how we respond to different types of behaviour.

We have detailed procedures, which provide guidance and information to staff on implementing our policies and outline the timescales and the officer responsible for each particular action.

The following is a list of the policies and procedures:

- Nuisance - this outlines how we respond to all general incidents of nuisance behaviour such as noise, neighbour disputes, and condition of property or garden.
- Harassment - this outlines how we respond to any incident of harassment on the grounds of sex, sexual orientation, age, gender, religious belief, culture, and ability, physical or mental disability.
- Racial harassment - this outlines how we will respond to any incident of harassment on the grounds of race and the action that will be taken following such an incident.
- Drugs - this outlines the approach that we will take when dealing with drug related issues within our housing stock.
- Domestic Violence - this outlines how we will respond and offer assistance to any of our residents who are suffering from domestic violence or threats of violence either from someone within their home, or from someone outside their home.
- Witness Support - this outlines how we aim to provide assistance and support to any person who is willing to assist us as a witness.

If you would like to see a copy of any of the specific policies and/or the statement of our procedures please contact us and we will be pleased to send these to you.

### **Our Advice Leaflets**

We also have advice leaflets on:

- Dealing with anti-social behaviour and neighbour disputes
- Dealing with Domestic Violence
- Dealing with Racial Harassment

These leaflets provide advice on what you can do if you are experiencing one of the above, how you can report an incident to the Trust and the action that we may be able to take and advice on other agencies who may be able to assist. These leaflets are available at all of the Trust offices or can be sent to you in the post.

For full copies of any of the above information please telephone 01225 366000 and ask for the Neighbourhood Services Team.

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