

Policy Summary

Anti-social behaviour

Customer summary of a Genesis Housing Group policy

This policy applies to all customers who are living in homes that are owned or managed by subsidiaries of Genesis Housing Group. The policy excludes customers whose housing is managed on behalf of a local authority (Hackney & Westminster).

Introduction

If allowed to persist, anti-social behaviour (ASB) can significantly affect quality of life for our customers. The policy explains how we will:

- tackle the causes of ASB;
- prevent incidents of ASB from escalating where they do arise, taking the necessary management intervention and legal action;
- provide customers with appropriate advice and assistance;
- work in partnership with other agencies; and
- support customers and sustain tenancies.

We are signatories to the government's Respect Standard. This demonstrates our commitment to tackling ASB and promoting a culture of respect in the communities where we work.

Definition

We use the definition of ASB which is stated in the Anti-Social Behaviour Act 2003, which says that ASB is conduct which is capable of causing nuisance or annoyance to any person and which directly or indirectly relates to, or affects, the housing management functions of a relevant landlord or conduct which consists of or involves using or threatening to use housing accommodation owned or managed by a relevant landlord for an unlawful purpose.

Customers obligations

All customers, their household members and their visitors must show consideration for their neighbours by complying with the terms of their occupancy agreements. This includes ensuring that they do not commit ASB, whether accidental, deliberate or personally motivated.

Tackling the causes of ASB

We aim to address the causes of ASB through working with voluntary or support agencies, providing support directly and through community development work, for example, providing activities for young people.

Taking a preventative approach

We aim to prevent ASB. This includes using clear clauses in occupancy agreements prohibiting ASB which explain customer responsibilities and providing customers with information on ASB and how we aim to tackle it. We will assess the vulnerability and support needs of our customers and provide support directly or refer customers to external agencies as necessary. We will design new developments and where possible improve existing developments to reduce the potential for crime and ASB. We will be sensitive to problems of ASB when letting our homes.

Responding to ASB

Customers can report ASB by phone, email, or in writing. We will take a customer focussed approach to tackling ASB, working with the complainant and the alleged perpetrator, aiming to reach agreed actions, timescales and ultimately closure.

Taking action against perpetrators

We use a variety of management intervention measures, depending on the nature and type of ASB reported. Where there is sufficient evidence that someone is responsible for ASB and where early intervention fails to bring an end to the ASB, we will consider taking legal action against the perpetrator.

Working with perpetrators to address their behaviour

We will take action to protect the wider community, but will always try to balance the rights of the community against those of the perpetrator. We will support perpetrators to change their behaviour where this is a reasonable remedy to addressing the ASB concerned. This will be linked to enforcement action where appropriate.

Supporting the complainant and witnesses

We will deal sympathetically and confidentially with complainants and any witnesses. We aim to build an environment within our neighbourhoods where witnesses feel secure and safe in coming forward to report ASB and we will work with our partner agencies to achieve this.

Closing the case

After a report of ASB has been investigated, we will draw it to a satisfactory close. A case may be closed where:

- an investigation has been concluded, appropriate action has been taken and incidents have ceased;
- we are unable to get sufficient evidence in order to take any action;
- the identity of the alleged offender(s) cannot be determined; or
- the complaint has been withdrawn by the complainant.

The complainant will be notified in writing that the case is closed. On closing an ASB case we will seek the views of complainants and ask for their feedback on how satisfied they were with our handling of the case. We will use this information to improve our service.

Working in partnership

We have adopted a multi agency approach to preventing and managing ASB. We will, where they exist, join and work positively with local partnerships and external agencies.

Confidentiality

Interviews and conversations with customers about personal and sensitive matters will be carried out in private. We will treat all reports of ASB confidentially in line with the Group confidentiality and data protection policies.

Contact us



If you are a **PCHA customer** phone us on **020 8451 8000** or email **info@pcha.org.uk** **www.pcha.org.uk**



If you are a **Springboard Housing Association customer** phone us on **020 8475 0033** or email **info@springboardha.org.uk** **www.springboardha.org.uk**



If you are a **Pathmeads customer** phone us on one of the numbers below: Temporary housing **020 8900 4900** Octavia Hill **020 8150 4500** Key Places **020 7380 9025** or email **info@pathmeads.org.uk** **www.pathmeads.org.uk**



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This document gives information about how we deal with anti-social behaviour. If you need any part of this information in large print, braille, on audio tape or explained in your own language please contact us on the number below.

تملك هذه الوثيقة بالمعلومات اللازمة عن كيفية تعاملنا مع السلوك المعادي للمجتمع. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة مدمجة أو شريط صوتي أو مشروعاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

આ દસ્તાવેજ અમે અસામાજિક વર્તણૂક કરનાર સામે કેવી રીતે કાર્યવાહી કરીએ છીએ તેની માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી શ્રેણી, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Este documento proporciona información sobre cómo actuamos frente al comportamiento antisocial. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

এই দস্তাবেজটি আমরা কিন্তবে সমাজ-বিরোধী কার্যকলাপের মোকাবেলা করি সেই সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Ce document contient des informations sur la façon dont nous traitons les comportements antisociaux. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

Este documento proporciona-lhe informações sobre como lidar com comportamentos anti-sociais. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portugese

Dokumentigan wuxuu ku saabsan yahay in sida noo qaybinno dabeecadda xun ee bulshada. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Telephone 020 8150 4112 or email info@ghg.org.uk