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Part of the Genesis Housing Group

Your guide to

# Tackling anti-social behaviour

## What are we doing to tackle anti-social behaviour?

We recognise that if allowed to persist, anti-social behaviour can significantly affect quality of life for our residents and that dissatisfaction with the living environment may have a negative impact on the way we manage our homes. We will work with partner agencies to tackle the causes and effects of anti-social behaviour.

If you would like to see a copy of our anti-social behaviour policy or strategy, please contact us. Our contact details are on page 11 of this booklet.

This booklet gives advice and information on dealing with anti-social behaviour. It explains what your responsibilities are and gives advice on how to avoid anti-social behaviour. It explains what we and other agencies will do to tackle anti-social behaviour.

## What is anti-social behaviour?

The term anti-social behaviour covers a wide range of selfish and unacceptable activities that have a negative effect on the quality of community life. These include any actions which are capable of causing a nuisance or annoyance to any person.

There are lots of different types of anti-social behaviour including:

- noise nuisance
- harassment
- intimidation
- criminal damage
- alcohol and drug misuse
- domestic violence and abuse
- verbal abuse
- nuisance from pets and animals
- nuisance from vehicles
- boundary disputes
- nuisance from business use
- prostitution
- setting fire to rubbish
- misuse of communal areas.

## How you can deal with the problem

Unless you think you are at risk or have suffered violence or threats, the first step is to try to talk to your neighbours to find an agreeable solution. Using a friendly approach and discussing the problem may resolve it much quicker and with less ill feeling than involving us.

### **The benefits of talking things through with your neighbour**

If you resolve the situation yourself, it builds trust and confidence; whereas if the landlord gets involved, we have found this can build a barrier of suspicion between neighbours.

As the person reporting the problem, you know best what will make the situation better for you, because you can be clear about how it affects you.

When people discuss a problem, they have a chance to see the other person's point of view: your neighbour may not realise they are affecting you.

### **Some advice on how to approach the person or group involved**

- If you are experiencing a problem for the first time, let the incident pass – unless the person's behaviour threatens your safety, in which case you should not approach them and contact the police immediately.
- Don't call during or immediately after an incident, or when you are angry.
- Think about what you want to say and keep the message clear and simple.
- Stick to the facts.
- Stay calm and friendly and carefully explain the situation.
- Be polite and assertive, not confrontational. Remember, your neighbour may not realise their behaviour is affecting you.
- Expect them to be defensive or make counter accusations. Listen to their side of the story and acknowledge if their points are true.
- Don't expect to win. Look to the future, and aim to reach a compromise.
- Agree a reasonable time to test the compromise and when to discuss it again.
- Be prepared to let small issues go by if the situation is generally getting better.
- Make a note of what you agreed so you can use it in your next discussion if the problem continues. This may also be useful if you need to involve us in the future.

## Who to contact for help

If you cannot solve the problem yourself or you feel you need support, there are various agencies that can help.

### Your local authority

You local authority will usually deal with the following:

- Noise nuisance from neighbours or businesses
- Animal welfare (including barking dogs and stray dogs)
- Dog fouling
- Fly tipping
- Abandoned vehicles.
- Pest control
- Underage drinking

### The police

You should report any criminal behaviour to the police. They have a number of powers to deal with anti-social behaviour. These include Closure Orders for premises that are being used to buy or sell illegal drugs, or where the use of a property is associated with disorder or serious nuisance. They also include Dispersal Orders, used to disperse groups of people who gather in certain areas if they are causing a nuisance and if they don't live in the area.

You Police Community Support Officers (CSOs) can deal with lower-level anti-social behaviour, such as graffiti on council or public property and confiscating alcohol. They can also help collect evidence and act as witnesses. The police can also take action against dangerous dogs.

If you want to report a crime on an anonymous basis, you can contact Crime Stoppers, on **0800 555 111**.



### Support agencies

There are agencies that are available to offer help and support if you are experiencing anti-social behaviour. For organisations providing support in your community, you can also consult your telephone directory, ask your local Citizens Advice Bureau or contact your local council.

Victim Support is a national charity which helps people cope with the effects of crime. They can be contacted by phone on **0845 3030 900**. More details are on their website, **[www.victimsupport.org.uk](http://www.victimsupport.org.uk)**

If you are experiencing harassment, please ask for a copy of our leaflet on harassment. This includes contact details of national support agencies.

## What we can do to help

If you can't speak to your neighbour, or if you have already tried this and it hasn't helped, think about whether you would like us to try to help deal with the problem. Details of how to contact us are on page 11 of this leaflet.

When we receive a report of anti-social behaviour, we will respond within a set timeframe. This will depend on the type of anti-social behaviour reported.

- If you report anti-social behaviour which is an immediate danger to you or to others, for example assault or harassment, we will visit you within one working day.
- If you report a serious incident needing investigation but which is not an immediate danger to you or to others, for example damage or vandalism to shared areas or verbal abuse, we will contact you within three working days.
- If you report low level anti-social behaviour which is having a detrimental effect on your quality of life, for example noise nuisance, dog fouling, untidy gardens or dumped rubbish, we will contact you within five working days.

## Visits and letters

With sufficient evidence and with your agreement, we will contact the person causing the problem. We may meet with them or we may write a warning letter, or both.

## Mediation

Where appropriate, and with the consent of all the people involved, we will refer cases to an independent mediation agency. Mediation involves using an independent third party - a mediator - to help people reach a solution to their problem and to arrive at an outcome that everyone involved is happy to accept.

## Acceptable Behaviour Contracts and Parental Guidance Agreements

We may draw up an Acceptable Behaviour Contract or a Parental Guidance Agreement for you and your neighbour to sign. These are voluntary agreements made between people involved in anti-social behaviour and one or more agencies whose role it is to prevent anti-social behaviour.

## Injunctions

We may serve the person causing the anti-social behaviour an injunction. Injunctions are civil orders obtained from the County Court. An injunction prohibits the person concerned from engaging in the behaviour detailed in the injunction.

## ASBOs

We can apply for an Anti-social Behaviour Order (ASBO). ASBOs are civil orders to protect the public from behaviour that causes or is likely to cause harassment, alarm or distress. An order contains conditions prohibiting the person concerned from carrying out specific anti-social acts or from entering defined areas.

## Parenting orders and contracts

We can take action against the parents of children causing anti-social behaviour by using a Parenting Order or Parenting Contract.

## Possession proceedings

Where we have evidence that the person causing the nuisance is in breach of their tenancy agreement or lease, we may take legal action against them which could result in them losing their home. This will involve going to court and we will need sufficient evidence in order to do this. Eviction will only ever be used as a last resort.

## How you can help provide evidence

If we go to court we may use your records as evidence and we may also ask you to give a witness statement in court. It is important that you gather as much evidence as possible, as action cannot be taken against another person without it.

You should record information soon after an incident so it is accurate and only record what you see or hear. Keep a note of any relevant information, including:

- who the person is, or a description of the person
- where the incident happened
- when it happened, including the date and time
- what the incident involved
- how the incident affected you
- if you had to call the police, make a note of the name of the officer and the crime number they gave you.

We will give you incident diary sheets to help you record incidents you experience and will explain how to complete them. It may be difficult to take a case further without further witnesses, so your neighbours may also need to fill in incident diary sheets. However, as with any action we take, we will ask for your agreement before contacting your neighbours.

## Some advice for avoiding anti-social behaviour

Please be considerate to your neighbours and remember that they may have different lifestyles from yours. There are things you can do to make sure your lifestyle and actions are not having a negative impact on others.

Be aware of your responsibilities, which are set out in your tenancy agreement or lease and the information in your handbook. If there's anything you don't understand, or anything you would like further information on, please ask us.



### Noise

- Avoid loud work such as vacuuming, DIY or using the washing machine late at night.
- Don't play your TV, radio, hi-fi or musical instrument too loudly. If you can hear it outside your own front door, then it's too loud.
- Use headphones if you want to listen to music late at night.
- Keep TVs, radios and hi-fi speakers away from partition walls.
- Avoid banging doors.
- Think carefully about the flooring that you choose; fitting a carpet and underlay in flats can help reduce the transmission of noise to the flat below better than wooden or laminated flooring.

- If you live in a flat, wearing slippers rather than shoes when walking about can help reduce the transmission of noise to the flat below.

### Family, friends and visitors

Remember, as a tenant or leaseholder, you are responsible for the behaviour of your family, friends and visitors. If they cause anti-social behaviour in or around your property, we will take action against you.

### Communal areas

You and your neighbours must keep common areas clean and tidy and free from obstruction. You must not dump unwanted items such as mattresses and carpets in communal areas or on the street. Not only are they an eyesore, they are also a health hazard.

If you have large items of household rubbish you want to get rid of, contact your local council to arrange collection. Most collections are free and there are also local refuse tips where you can take your unwanted items. You can also call the Recycle Now helpline on **0845 331 3131** or look at their website at **[www.recyclenow.com](http://www.recyclenow.com)** for details about how and where to recycle your rubbish.

If you don't properly dispose of your rubbish we will treat it as anti-social behaviour and will take action against you.





## Vandalism and graffiti

Vandalism, including graffiti, is a criminal offence and a breach of your tenancy agreement or lease. If you see any graffiti or vandalism on or near your home, you should contact us to report it. We will ask you where the graffiti is, a description of the graffiti, the size of the area affected and the type of surface it's on (for example, brick or wood). If you know who did the graffiti you should tell us so that we can investigate it further. If we have evidence of who is responsible, we will charge them the cost of repairing the damage and we may take further action against them.

## Pets

You should check your tenancy agreement or lease to see whether you are allowed to keep any pets in your home. It may state that you are not allowed any pets or it may state that you must ask our written permission first. If we do give you permission to keep a pet it will be your responsibility to make sure you care for your pet and keep it under proper control. If your pet causes a nuisance, we will withdraw our permission and ask you to find another home for it. Keeping a pet without permission is a breach of your tenancy agreement or lease, which means we can take action against you.

## Businesses

If you are thinking of running a business from your home, you should get our permission first. We may take action against residents who are running a business that is causing nuisance to neighbours.

## Contacting us

To report an incident of anti-social behaviour or if you would like more information, please contact us:

**PCHA**

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

PCHA Head Office  
192 – 196 High Road  
Willesden  
London NW10 2PB

[www.pcha.org.uk](http://www.pcha.org.uk)

**springboard**

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

Springboard Head Office  
Springboard House  
2 Cloughton Road  
London E13 9PN

[www.springboardha.org.uk](http://www.springboardha.org.uk)

**pathmeads**

If you are a Pathmeads Temporary Housing customer phone us on **020 8900 4900** or email **tenantenquiries@pathmeads.org.uk**

Olympic Office Centre (3rd floor)  
8 Fulton Road  
Wembley  
London HA9 0TB

[www.pathmeads.org.uk](http://www.pathmeads.org.uk)

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

Ky dokument ju jep informacione në lidhje me menyrenë si të përballemi ne me sjelljet antishoqërore. Nëse ju duhet ndonjë pjesë e këtij informacioni në Braille, në CD, në kasetë ose të shpjegohet në gjuhën tuaj, ju lutemi kontaktoni në numrin poshtë.

**Albanian**

تمنك هذه الوثيقة بالمعلومات اللازمة عن كيفية تعاملنا مع السلوك المعادي للمجتمع. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعًا بأحرف كبيرة أو بطريقة برايل أو مسجلًا على اسطوانة منمجة أو شريط صوتي أو مشروحًا باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح

**Arabic**

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

**Bengali**

این نوشتار اطلاعاتی درباره نحوه برخورد ما با رفتارهای ضد اجتماعی در اختیارتان قرار می دهد. اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده با حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با شماره تلفن زیر با ما تماس بگیرید.

**Farsi**

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**

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

**Gujarati**

Dokumentigan wuxuu ku saabsan yahay in sida noo qaybinno dabecadda 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**

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.

**Portuguese**

Bu belge dostça olmayan davranışlara yaklaşımımız konular hakkında bilgi verir. Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

**Turkish**

**020 8451 8000**



CUSTOMER SERVICE EXCELLENCE



INVESTOR IN PEOPLE

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**Building futures**

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