tackling anti social behaviour

report it, get it sorted

Please note that our Plus Dane customer contact telephone numbers referred to throughout this leaflet have now changed to:

0800 169 2988 [free from most UK landline phones]

0300 123 4560 [local rate from a mobile phone]

www.neighbourhoodinvestor.com


Our Policy

We are committed to developing a culture where Anti-Social Behaviour (ASB) of any description will not be tolerated. A culture that encourages those suffering from any form of ASB to feel comfortable in approaching us for help and support.

We will ensure that all existing tenants and homeseekers are given a firm message that ASB from tenants, members of their household or invited guests is totally unacceptable. They will be made fully aware of their obligations within the conditions of tenancy.

At every stage of the process, the safety and welfare of witnesses is our first consideration. We will work with our partners and other agencies to put a support package in place for witnesses. We will investigate every report made. Action we take will depend on the type of ASB reported and the frequency of incidents. This leaflet tells you about how you can report ASB to us, what type of action we will take and how we can support you.

What is ASB?

ASB has a wide legal definition – the Crime and Disorder Act 1998, defines it as:

**Behaviour which causes or is likely to cause harassment, alarm or distress to one or more people who are not in the same household as the perpetrator.**

Examples of behaviour that could be described as anti-social are:

- Criminal damage;
- Vandalism;
- Verbal abuse;
- Noise nuisance;
- Assault;
- Vehicle crime;
- Engaging in threatening behaviour.

This list is not exhaustive and could include other types of behaviour.

In this leaflet we refer to the person causing ASB as the ‘perpetrator’.
How to report ASB

You can report ASB to us in the following ways:

- Visiting one of our offices;
- Calling our freephone number **0800 169 2988**, this number is available 24 hours a day;
- Emailing us at asbreporting@neighbourhoodinvestor.com;
- In writing to us;
- Speaking to a member of staff;
- Through a third party on your behalf such as councillors, MPs, or other agencies.

If the ASB involves criminal activity you should also report incidents to the Police or crime stoppers.

Anonymous reports will be accepted, however it is important to note that witnesses are required in order to effectively deal with a case.

Before you report ASB you should first decide whether you could speak to the perpetrator. If the problem is not too serious, talking to the person involved and making them aware they are causing a nuisance can sometimes be enough to stop the problem.

We can also facilitate an informal meeting between you and the perpetrator to try to resolve the matter informally.

When we receive a report

When you report a new case to us, we will advise you what level we consider the ASB to be and allocate you a unique case reference number. The level of your case depends on our response time.
When we contact you, we will arrange a meeting to agree an action plan with you. This will include discussing with you what action you will like to see us take, based on the information you give us what action we can take, agreeing how often we will update you on the case and identifying any support we or other agencies can provide you to help you through what can be a difficult time.

We will also ask you to record incidents as they happen, this maybe through the use of our 24 hour hotline, by filling in an Incident Diary or by recording incidents on a Dictaphone.

What we can do

We will investigate every report made. Action we take will depend on the type of ASB reported and the frequency of incidents. The following are examples of what we can do to stop the ASB happening:

- Warning letters;
- Mediation – this is the process of trying to resolve a dispute between two parties by bringing in an independent third party – the mediator;
- Anti-Social Behaviour Contracts – a written contract between the perpetrator, the landlord and other agencies. The aim of the contract is to change the behaviour of the perpetrator;
- Anti-Social Behaviour Orders – an order made by a civil court to prevent the perpetrator being involved in any further ASB activities in a particular area. Breach of an ASBO is a criminal offence;

<table>
<thead>
<tr>
<th>Level</th>
<th>Type of ASB</th>
<th>Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Hate crime, threats of violence, actual violence, domestic violence, drug misuse</td>
<td>One working day</td>
</tr>
<tr>
<td>Level 2</td>
<td>Verbal abuse, harassment, intimidation</td>
<td>Three working days</td>
</tr>
<tr>
<td>Level 3</td>
<td>Noise nuisance, misuse of communal areas, fly tipping, garden nuisance</td>
<td>Five working days</td>
</tr>
</tbody>
</table>

The levels are:

- Level 1: Hate crime, threats of violence, actual violence, domestic violence, drug misuse.
- Level 2: Verbal abuse, harassment, intimidation.
- Level 3: Noise nuisance, misuse of communal areas, fly tipping, garden nuisance.

Response Times:

- One working day
- Three working days
- Five working days
Demoted Tenancies – an application is made to court to request a demotion of tenancy from an assured/secure tenancy to an assured shorthold tenancy. This means that the tenant would lose security of tenure;

Possession Proceedings – an application is made to the civil court for the landlord to seek possession of the property;

Anti Social Behaviour Injunction – an order made by court to offer immediate protection to witnesses.

What you can do

Our tenants are responsible for their behaviour and the behaviour of other people living in their home or visitors. Your tenancy agreement clearly outlines obligations that you have as a tenant.

It is important that you remember your obligations as a tenant and do not cause nuisance or distress to any other residents.

If you witness ASB it is important that you tell us so that we can take steps to stop the problem and prevent ASB in your neighbourhood.

Supporting you

The safety and welfare of residents whose reports form the basis of any action is our first consideration.

We work with our partners and other agencies to support witnesses through incidents of ASB. This can include working with the Police, Victim Support and other Landlords.

Well informed, practical, personal support will be provided throughout the case. Where victims are vulnerable or unable to provide evidence, professional witnesses and/or video surveillance may be an alternative.
Supporting Perpetrators

We will help those causing ASB to change their behaviour by providing them with support. This involves working with other agencies to try to break the cycle of ASB and avoid further incidents.

Frequently Asked Questions

Here are some answers to questions that we often get asked by people who report ASB to us:

Q  How long will it take before the problem is sorted out?

A  Each case is different therefore it is difficult to place timescales on cases. However the length of a case can depend on how much evidence is gathered, the seriousness of the incident and how many witnesses there are.

It may appear that we are not taking any action to resolve the problem but we can assure you that when you report a case to us we will act quickly to start investigations and decide what action we can take.

When we complete an action plan with you, we will agree how often we will contact you to update you on the progress of the case. We will then keep to this agreement and tell you what is happening.

Q  Will you tell them my name?

A  Every report is treated confidentially. We never disclose information to perpetrators about the people who report ASB to us.

Sometimes from the type of incidents reported, perpetrators can guess who made the report however we will discuss safety and support measures with you as your safety is our first priority.

We may disclose information about you to a third agency who may be able to provide you with support or advice, we will only do this if you allow us to do so.

Q  Can I have a transfer?

A  We will tackle anti-social behaviour and will not use transfers as a solution. In extreme cases where
violence or threats of violence are used a decision will be made by the Neighbourhood Manager as to whether a transfer is necessary.

**Q** Why do I have to fill in diary sheets?

**A** The purpose of logging incidents is to highlight what the problem is and to see if there is a pattern to the behaviour. Diary sheets also form part of the evidence used if legal action is required in the case.

We will show you how to complete the diary sheet.

**Q** Will “they” be evicted?

**A** We view eviction as a last resort and aim to solve the problem in other ways. However, if all other remedies fail and the problem continues we will start legal proceedings, which may result in eviction.

---

**Independent Sources of Help**

In addition to help and advice that we offer, independent advice can be sought at any of the following:

- Citizens Advice Bureau;
- Local Law Centre;
- Local MP/Councillor;
- Housing Aid Centre.

---

**Customer Feedback**

We value your views and would like to hear what you think about the service you receive from us.

If you wish to make a complaint, compliment or give us a suggestion about the way your case has been handled you can do so by contacting us on 0800 169 2988. Alternatively, see our Customer Feedback information leaflet.
Translations available on request

الترجمة متوفرة عندطلب.

외국어 번역도 가능합니다.

Traductions fournies sur demande.

وترجمة زمانه واني دابين دكريدت لداناواردنيدا.

वेली बल तेउसे ही मेनु छुपलव्य नै।

Переведенные версии предоставляются по запросу.

Marka la soo codsado ayaa turjumaadda la heli doonaa.

Se le puede facilitar una traducción si Ud. lo solicita.

دروهتسکروت نے پیپرومسکیسل نے۔

विनंती करवायी तर्जूमा भणी रखेशे۔

Tłumaczenie jest dostępne na życzenie.

Other languages, Braille, audio format
& large print available on request

Plus Dane Group
172 Park Road
Liverpool L8 6SJ