

Anti-Social Behaviour & Harassment

A Guide

This leaflet tells you what to do if you witness or experience anti-social behaviour or harassment and lets you know what we can do to help.



This document is available in other languages, larger text, Braille and on audio cd or cassette on request.

Anti-Social Behaviour & Harassment

One Housing Group (OHG) is committed to providing residents with as safe an environment as possible, both inside and outside of their homes. We will thoroughly investigate all incidents of anti-social behaviour or harassment reported to us and will take action where we have the power to do so. Our actions will be prompt, firm and proportionate to the nature of the problem.

What is Anti-Social Behaviour or Harassment?

One Housing Group defines anti-social behaviour and harassment as follows:

Anti-social behaviour (ASB) is any activity that has a negative impact on the community or any individual's quality of life. It is behaviour that could cause a nuisance to you or any other person; it is also the unlawful use of a One Housing Group (OHG) property.

Harassment or hate crime are both forms of discrimination. Harassment is intense annoyance of an individual but this is not always due to prejudice. Hate Crime occurs as a result of prejudice on one or several counts.

Anti-social behaviour or harassment arises out of inconsiderate acts, patterns of behaviour or targeted actions that cause nuisance, such as:

- noise, persistent noise from loud music, shouting, banging doors and late night use of domestic appliances
- verbal abuse, harassment, intimidation or threatening behaviour
- hate related incidents on any grounds e.g. race, religion, sexuality, disability, age
- vandalism, graffiti and damage to property
- allowing animals to roam uncontrolled and to foul communal

areas

- nuisance from vehicles
- drugs, substance misuse and drug dealing
- alcohol related disorder
- domestic violence and abuse
- physical violence or the threat of violence
- litter and rubbish in communal areas and fly-tipping
- misuse of communal areas/public space or loitering
- prostitution and other criminal behaviour.

If you experience Anti-Social Behaviour or Harassment

Sometimes your neighbour may be causing a nuisance thoughtlessly. You could consider talking to them first about the problem. Try and do this early before you become too upset or angry about the problem. Your neighbour may not realise they are being a nuisance and you should explain to your neighbour how their actions are causing a problem.

Talking may not be an option if your neighbour is deliberately harassing you or being violent. If you feel this is happening you should not approach your neighbour but talk to us.

Reporting Anti-Social Behaviour or Harassment

Anyone can contact OHG to report an incident of ASB or harassment that has happened, or is happening, on one of its housing estates or in one of its properties. OHG will also work in partnership with the Police and other stakeholders to investigate incidents that have happened outside of its geographical remit if the perpetrator is an OHG resident. Reports will be accepted not only from the victims of ASB but from a victim's friend, family member or any agency such as the Police, Social Services or Education Department.

If you are concerned about ASB, you can:

- contact your housing officer directly
- contact any staff member
- contact the Customer Contact Centre on **0300 123 9966**
- write a letter to us
- e-mail us at: **info@onehousinggroup.co.uk**
- visit one of our local offices to speak to a Duty Officer in person.

When reporting an incident

It is important that you provide us with as much information as possible including:

- the nature of the problem
- who is causing the problem (if known)
- dates and times
- any action you have taken to resolve the matter
- the effect of the behaviour on you and your household.

How we can help

One Housing Group treats all cases of anti-social behaviour and harassment seriously and sympathetically. We can give you advice and support and we will work with you to decide upon the appropriate course of action. We consider your safety to be of paramount importance and you will be kept informed throughout the process.

Each report will be managed by a dedicated Housing Officer. They will ask you to give them as much information about a case as you can and for your permission to contact the person/people responsible for the anti-social behaviour. Often the Housing Officer needs only to talk to the offending party to resolve the situation. However, no action will be carried out

against a victim's own wishes, with the exception of a case where other residents are affected, protection of the vulnerable is required, or the law would demand action of a particular type. In extreme cases we may take positive action to enforce tenancy agreements but we will always balance enforcement with appropriate support and protection.

Management Tools

The action we can take to resolve anti-social behaviour depends upon two things: **the severity of the case** and **the evidence available to us**. For example: if there is no evidence and a victim wants to remain anonymous we may be unable to do anymore than talk to the perpetrators. If you are suffering from persistent ASB, such as regular noise nuisance, your Housing Officer will send you a set of **diary sheets** on which to record all further incidents. It is very important that diary sheets are completed as they can be used as evidence if necessary. So as to be effective, diary sheets must note the following:

- date and time the nuisance occurred
- who was responsible, including their name and address or a physical description
- a description of the nuisance and any effect it had on you.

OHG will only take legal action against a perpetrator as a last resort, if all attempts to reason with them and support them have failed. If this does happen you may be asked to assist by giving evidence in court during which time you would be fully supported.

Below are some examples of the action that we may be able to take:

Non Legal Action:

- Warning letters
- Interviews
- Mediation (any other agencies)
- Residents support
- Anti-Social Behaviour Contracts
- Parenting Contracts

Civil Proceedings:

- Injunction, with or without the power of arrest
- Demotion of Tenancy
- Possession Order
- Parenting Orders

Civil Proceedings* in a Magistrates Court :

- Anti-social Behaviour Injunctions
- Anti-Social Behaviour Orders

*Criminal Proceedings will commence if these are breached.

Explanations of each of the above management tools can be found in our Anti-Social Behaviour Policy on our website at www.onehousinggroup.co.uk

Our Service Standards

We aim too:

- Commence action within the specified timescales for anti-social behaviour classifications:
 - **Severe** - Immediate action
 - **Urgent** - To be carried out within 24hrs
 - **Moderate** - To be carried out within three calendar days
 - **Minor** - To be carried out within seven calendar days
- provide you with support and advice and agree an action plan with you
- respect your right to confidentiality and only take action with

your consent unless we are legally obliged to do so or need to in order to ensure the protection of others

- offer to arrange mediation between neighbours
- work with other agencies, such as the police and social services, to help resolve your case
- help you to apply for emergency accommodation from your local council if you or a member of your household is in danger
- offer appropriate support and protection to witnesses, victims and perpetrators
- keep you updated with regards to your case. A named officer will contact you as and when necessary and at least once a month unless agreed otherwise
- carry out regular tenancy checks on our managed properties to prevent illegal occupation.

Further Information

Don't suffer in silence: If you are experiencing anti-social behaviour of any kind, please contact the Customer Contact Centre on **0300 123 9966**. Alternatively you can contact your Housing/ASB Officer or any other staff member. We will do everything we can to help.

For further information, please visit our website where you can view a copy of our anti-social behaviour policy:

www.onehousinggroup.co.uk

You can also contact our Customer Contact Centre with questions relating to the information within this leaflet or to request a copy of our policies and procedures.

If you have any suggestions or ideas on how this leaflet could be made more useful, please send an email to the Service Improvement & Policy Team's Solutionsbox:

solutionsbox@onehousinggroup.co.uk

or write to:

Solutionsbox
c/o Service Improvement Team
Freepost LON4191
London NW1 0YT

This document is also available in other languages, large print, Braille and audio format by calling 0300 123 9966.

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本文檔亦可提供其他語言、大字體、盲文及聲音格式的版本，請撥打**0300 123 9966**垂詢。

Wax kale oo la heli kara dhokumentigan oo ku qoran luqado kale, ama ku daabacan farta waawayn, farta loogu talagalay dadka aragga ka laxaadka la' ama iyadoo maqal ah iyadoo la soo wacayo 0300 123 9966.

Tài liệu này cũng có thể nhận được bằng các thứ tiếng khác, in khổ lớn, chữ Braille và dạng âm thanh bằng cách gọi số điện thoại 0300 123 9966.