

Getting on with your neighbours

A guide to dealing with
anti-social behaviour



What is anti-social behaviour?

The law says that anti-social behaviour is “any behaviour that causes or is likely to cause harassment, alarm or distress.” It can be anything from low-level persistent nuisance to serious violent behaviour. It includes all behaviour that harms residents’ quality of life in and around their homes.

What is Hastoe’s approach to anti-social behaviour?

We recognise that one of the most effective ways to tackle anti-social behaviour is to take a preventative approach. We will use a range of preventative measures which include links to our lettings procedure, property/estate design and maintenance, resident involvement including community strategies and using a multi agency approach.

Taking action against perpetrators of anti-social behaviour sends a clear message to other residents that we will not tolerate such behaviour. We will use a range

of measures to deal with anti-social behaviour. The options we choose to take will vary from case to case. These measures will include early intervention such as a warning letter, home visit and mediation, and multi agency approaches to enforcement action if the anti social behaviour does not stop.

I am suffering from anti-social behaviour – what can I do about it?

It depends on the seriousness of the situation. Often it is best for you to try to speak to the person causing the problem because they may not realise the effect their behaviour is having.



This may not be appropriate in some situations. If you are experiencing harassment, intimidation, actual or threatened violence contact the Police straight away.

What next?

If you have tried speaking to the person causing the problem and this has made no difference you can contact us to talk about how to deal with the situation. You can contact us by phone, email, letter, in person or on our website. We will offer you advice when you first contact us and arrange for an Area Housing Manager to contact you to assess the problem and if necessary agree an action plan with you. If you are reporting domestic violence or

harassment an Area Housing Manager will contact you within one day.

In most cases we will agree an action plan with you within 5 to 10 days of you reporting the problem. This action plan will include an agreement on how and when we will communicate with you and how any necessary support can be provided.

What actions can be taken?

The actions we take will depend on:

- the type of behaviour and its impact on others
- the age of the perpetrator
- whether the perpetrator is a resident



- whether the perpetrator is vulnerable
- what actions are likely to be most effective.

We will discuss options with you for resolving your particular case. Some options that we will consider are:

- mediation
- warnings and visits
- using other agencies e.g. local environmental health
- Acceptable Behaviour Contracts (ABCs)
- parenting contracts.

What about taking legal action?

Legal action is not the answer to most cases of anti-social behaviour but in some cases it is the best option. Some legal options that we can use are:

- injunctions
- anti-social behaviour orders (ASBOs)
- tenancy demotion orders
- possession orders.

We can provide you with more information about these options if you ask. If you decide to take legal action we will need good evidence to present to the court. You will usually need to attend court and give evidence so we will often ask you to keep a diary of incidents.

When dealing with anti-social behaviour we aim to:

- use a range of prevention measures to reduce anti-social behaviour
- take a victim-centred approach
- investigate all complaints of anti-social behaviour
- always have someone available to deal with anti-social behaviour during office hours
- respond to harassment and domestic violence within 24 hours
- remove offensive or discriminatory graffiti within 24 hours of it being reported
- support and work with you in trying to resolve your complaint
- agree an action plan with you within 5 to 10 days of you reporting an incident
- offer clear advice and support when you report an incident
- use a range of legal and non-legal remedies to resolve anti-social behaviour, taking an approach that is appropriate to the case
- review all open cases after 3 months
- let you know if we feel your case should be closed and give you an opportunity to appeal.

How can I find out more information?

If you ask us we will send you a copy of our statement of policy and procedures, which provides more information on our approach and our service standards leaflet which also covers how we deal with anti-social behaviour. Both of these are available on our website www.hastoe.com.

How to contact us

Write

Hastoe Hub, Hastoe Housing Association,
Marina House, 17 Marina Place, Hampton Wick,
Kingston Upon Thames, Surrey KT1 4BH



Alternative formats of this document

If you require this information in another language, large print or different format such as braille or audio CD please contact Hastoe Hub.

Telephone

0300 123 2250

Out of hours emergencies

0345 266 6527

Textphone

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Website

www.hastoe.com

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Accreditations

We value fairness and diversity. We strive to do the best we can and to improve to achieve excellence. External organisations check that we mean and do what we say, and have accredited us. These include:



iN business for neighbourhoods

iN business for neighbourhoods means we have made a set of promises – to customers, neighbourhoods and excellence – in line with other National Housing Federation members.



Positive about disabled people means means we have agreed to take action to meet five commitments regarding the employment, retention, training and career development of disabled employees.



SHIFT provides an assessment of our sustainability performance.



**INVESTORS
IN PEOPLE** | Gold

Investors in People is a standard which helps organisations transform their business performance through staff development. Gold means we have achieved the highest standard of the award.



Stonewall works with a whole range of agencies- diversity champions - to address the needs of lesbians, gay men and bisexuals in the wider community.