

Our approach to anti-social behaviour

Anti-social behaviour (ASB) is anything that causes, or is likely to cause alarm, distress, or harassment.

What we want to achieve

We want to make all our customers and communities feel safe in their homes. And we know this can mean different things to different people.

We know that acts of anti-social behaviour can create an unacceptable sense of unease and worry across communities.

We want to work together with our customers to encourage the reporting of anti-social behaviour.

We will give advice and support to victims of anti-social behaviour.

We will also give advice to those who have carried out acts of anti-social behaviour, to stop it happening again.

We have a zero-tolerance approach to any form of anti-social behaviour and abuse towards our Thirteen colleagues too.

How we are going achieve it

Whether it's created by customers, impacting customers or from other people, we take anti-social behaviour seriously.

We always try to:

- respond quickly and decisively
- get involved as early as possible to investigate and prevent the situation from getting worse
- customise our approach to suit our customers' needs
- support people to gather evidence to support or disprove a claim
- manage the expectations of those involved, including what we can and cannot do, and how long it might take
- mediate disputes
- involve or refer people to other agencies
- help you to feel safe in your home and neighbourhood

What we can support you with

Here are some things we can support you with. In some cases, we will also have to work with others, such as the police:

- Any hate crime/incident
- Criminal activities e.g. drug dealing
- Physical assaults
- Threats of violence
- Damage to property owned by Thirteen
- Violence towards Thirteen colleagues
- Domestic Abuse
- Grooming
- Gang nuisance
- Illegal Money Lending
- Noise nuisance
- Youth nuisance
- Missile throwing (stones/snowballs)
- Quad and motorbike nuisance
- Communal area nuisance
- Cannabis use
- Animal nuisance

There are some reports that we may not be able to help with:

- Household noise, such as vacuuming at reasonable times of the day
- Day to day living noise, such as children playing or people talking in loud voices
- Car parking disputes
- Noise from animals if it's a short amount of time, or a one off
- One-off parties

What you can expect from us

We have a clear way of dealing with reports of anti-social behaviour.

If the person behaving in an anti-social way does not live in a Thirteen home, we will do whatever we can to protect our customers. If the person does live in a Thirteen home, we will do what we can to protect their surrounding neighbours.

If you get in touch with us about anti-social behaviour, we will:

- acknowledge your report within one working day
- respond within one working day for high risk cases, or three working days for all other cases, to share guidance and agree a plan of action with you
- update you every ten working days about your case

As part of the plan of action, we have specialists who give support based on the needs of the people involved.

This includes:

- prevention work
- gathering evidence
- mediation
- acceptable behaviour agreements
- liaison with other agencies, such as the Police
- as a last resort we can take legal action

Being a good neighbour

We all have a right to live peacefully in our homes and we all have a responsibility to be a good neighbour. Causing a nuisance or annoyance to our neighbours stops them from enjoying their home.

We ask all our customers to consider their neighbours. This could mean thinking about their circumstances and trying to be tolerant.

If you have a pet, you should take all reasonable steps to keep your pet under control and tidy after them.

It's also important to try and reduce your household noise during unsociable hours.

If you're reporting a one-off party, or everyday household noise from your neighbour, we may ask you to have a friendly word with them first.

If you feel comfortable, you can explain what is troubling you, and ask if they can change or stop what they're doing.

If you're worried or afraid of approaching the person, or the problem continues, we can help.

Work with us to collect evidence

Collecting strong evidence is crucial for Thirteen to take appropriate action against those causing anti-social behaviour. Working together will help us take action quickly. We can do this by:

Regular contact/updates: Thirteen colleagues will contact you at least every 14 days to discuss the case with you, update you and to take details of any additional incidents. We will require detailed information such as the date and time of the incident, the location, any witnesses, who was involved etc.

Noise App: If you are a victim of noise nuisance, you will be asked to download the Noise App and record on-going incidents as they occur with regular intervals. The Noise App will capture the location, time and date of the incident. You can also send messages via the app giving more detailed information. The data will be automatically sent to Thirteen.

CCTV/ video doorbell: If you have your own personal CCTV/ video doorbell, that has captured evidence of ASB, Thirteen will ask you to download the footage and request authorisation to share with third party agencies, such as the police if the data will support an ongoing investigation.

Crime Stoppers/ Coppa App: Drug dealing is a serious crime and any reports of alleged drug dealing should be reported directly to the police via Crimestoppers or Coppa App (Cleveland area) to allow intelligence to be gathered and for the police to build a case.

What we need from you

The earlier you report ASB to us, the better.

When attempting to resolve ASB, we also have to work with partner organisations. This could be the police or local council. Sometimes this may take a little longer than if we were dealing with the report on our own. You should contact the police to report incidents of criminal behaviour. Call the non-emergency police number on 101 or 999 for emergencies.

To report ASB you can:

- Email asb@thirteengroup.co.uk
- Call our dedicated anti-social behaviour team on 0300 111 1000
- You can use 'The Noise App'. Download the app from Google Play or the App Store.