

Tackling Anti-Social Behaviour

Report anti-social behaviour on our website at:

www.thirteengroup.co.uk/FindOutAbout

We take complaints of anti-social behaviour seriously and aim to respond as quickly as possible to help resolve the problem.

In accordance with the Anti-Social Behaviour Act 2003, this is a summary of our policy and procedure on dealing with nuisance and anti-social behaviour including hate related incidents. If you require a copy of our full policy or procedure, please contact us (details at end of the leaflet). The policy and procedure explain in detail our approach to tackling nuisance and anti-social behaviour, including the legal framework and government guidance.

What is anti-social behaviour?

Nuisance and anti-social behaviour covers a wide range of behaviour, from minor irritation and annoyance, to actions which cause significant alarm or distress to the wider community.

Examples include:

- loud music
- major car repairs
- dog nuisance
- shouting/swearing
- hate-related issues such as race, sexual orientation, gender, disability, religion age, lifestyle choice, etc.

How do I report anti-social behaviour?

If the problem is not too serious, first try having a friendly word with the person causing the problem, explain what is troubling you and ask if they can change what they are doing so that it does not cause a problem.

If the problem continues, or you are worried in any way worried about approaching them, you can report the problem to us. Criminal behaviour such as drug dealing, damage to property, violence, threats of violence or burglary should be reported to the police.

However, if you are unsure at any stage, please contact us for advice.

You can report an incident of anti-social behaviour at any of our offices, over the phone **on 0300 111 1000 during normal working hours.**

You can also report incidents via the website.

If you need to report an incident to us after hours, you can also report it on **0300 111 1000** at any time of the day or night during evenings, weekends and bank holidays. The report will be looked into the next working day.

You will need to give us your details and as much information as you can about the incident so that if necessary, an investigation can be carried out.

You will need to tell us what you saw, when, who it was if known to you, how long the incident lasted for, if you know anyone else who witnessed the incident, and their details.

If however the matter is serious you should contact the local police on 101 or if it is an emergency dial 999 and ask for the police.

What will happen next?

- A dedicated officer will contact you within one working day of receiving your report.
- We will agree on an action plan with you including how often you want us to contact you with updates.
- The action plan will include what action, if any, we can take and timescales and also what action you will need to take by providing us with detailed evidence.
- We will support you and implement special measures or make appropriate referrals to specialist agencies if necessary, for example if you suffer domestic abuse.
- We will share information with other agencies where appropriate, usually with your consent, but in some instances without. This means that we will liaise with agencies such as the police, various departments within the local council, such as social services, neighbourhood safety etc.

What about support for victims and witnesses?

We understand it can be hard to come forward with information so we provide help and support for victims and witnesses of anti-social behaviour.

We will also guide and support you through the process and make referrals to specialist agencies, where appropriate.

What happens if I fall out with my neighbour?

In most cases we will expect you to work together to sort out the problem. Your complaint will usually be passed to a trained mediator who will work with both you and your neighbour(s) to sort out a way forward.

It is always best to try to come to some agreement as to how you can get along together in the future.

What is your approach to dealing with anti-social behaviour?

Our tenancy agreement places a clear responsibility on our tenants for their behaviour and the behaviour of every person living in or visiting their home.

This includes behaviour in the tenant's home and within the locality of their home.

We can also take appropriate action against those tenants who cause wilful damage to their property or who fail to look after their gardens properly.

We recognise that prevention, early intervention and support can prevent problems getting worse and resolve the problem.

However, if necessary and it is appropriate to do so, enforcement action can also be taken where we have clear evidence of a breach of tenancy.

What action can you take?

There is a range of action we can take in appropriate cases including:

- Warnings
- Mediation
- Acceptable behaviour agreements
- Referrals to specialist support agencies
- Legal notices
- Injunctions/undertakings
- Demotion of tenancy orders
- Possession proceedings (eviction) - usually a last resort

The officer dealing with your complaint will decide on what is best in your case and will advise you of this.

In some cases, where it is appropriate to do so, we can arrange for a restorative justice intervention if the victim wants it. This is when the wrongdoer accepts responsibility and is prepared to apologise to the victim.

What action could I take?

You can take your own legal action however this can be complicated and we recommend that you contact the Citizens Advice Bureau or a solicitor for advice.

Do you work in partnership with other agencies?

We work with lots of different agencies, sharing information to combat nuisance and anti-social behaviour and where there is a risk of harm. Agencies include the police, departments in the local council including social services, neighbourhood safety, as well as the Fire Brigade, Probation Service etc.

Do you review how anti-social behaviour is handled?

We regularly review our anti-social behaviour policy in consultation with our customers.

Do you ask about customer satisfaction?

We will carry out a satisfaction survey with you when the case is closed to find out how you felt we dealt with your case. This may help us improve our service in the future.

If however you were happy or unhappy about the service or would just like to share your comments about the service we provided please complete a Compliments, Complaints and Suggestions leaflet, available by contacting us on **0300 111 1000**.

Phone

Call us on **0300 111 1000** charged at local rates from a mobile.

Web

Visit our website at www.thirteengroup.co.uk

Email

For general enquiries, email customerservices@thirteengroup.co.uk

Social media

Find us on [facebook.com/ThirteenGroup/](https://www.facebook.com/ThirteenGroup/)

Find us on twitter.com/Thirteen_Group

Get Involved

If you'd like to get more involved, contact our Customer Involvement Team on **0300 111 1000**.