

Guide to tackling anti-social behaviour





Guide to tackling anti-social behaviour

“Daventry & District Housing is committed to tackling all instances of anti-social behaviour which affect our tenants and the wider community”

What is anti-social behaviour?

Everyone has the right to enjoy peace, quiet and security in and around their home.

We take all incidents of anti-social behaviour, racial harassment, domestic violence and hate crime very seriously and expect all tenants and residents to display acceptable standards of behaviour at all times.

The legal definition of anti-social behaviour is “conduct likely to cause harassment, alarm or distress to one or more persons not of the same household as the offender.”

This can include:

- ▶ Noise nuisance
- ▶ Domestic violence
- ▶ Nuisance from pets and animals
- ▶ Aggressive and/or threatening language and behaviour
- ▶ Violence or threats of violence
- ▶ Damaging or threatening to damage someone’s property
- ▶ Hate behaviour that targets members of identified groups
- ▶ Using accommodation for illegal or immoral purposes

- ▶ Repairing vehicles in public areas
- ▶ Unlawful tipping of rubbish
- ▶ Inappropriate use of public facilities
- ▶ Vandalism and graffiti.

What should I do if I am the victim of anti-social behaviour?

Take the first step yourself

If the problem is not too serious, such as a parking problem, it is often better to talk to the people involved first. They may not realise how their behaviour is affecting you. Approach them in a friendly and courteous manner and you may find you can work out a friendly solution.

Keep written records

You may be asked to keep a written record of the anti-social behaviour which will assist us in taking positive action. The best way to do this is to keep a diary detailing times, dates and the nature of the problem. You can contact us and we will send out diary sheets for this purpose.

Contact us

Your first point of contact should be our Customer Services Team who can be contacted on 01327 707500. If your call is outside office hours (evenings and weekends) contact 0300 123 1112.

Action we can take

Through consultation with previous victims of anti-social behaviour, we have adopted the following timescales for dealing with your complaint. These are grouped in terms of the seriousness of the complaint - from the most serious (red) to lower level cases (blue).

RED - for cases such as racial harassment, domestic abuse and serious damage to property

- ▶ We will acknowledge your complaint by the next working day
- ▶ The investigation will begin within one working day
- ▶ We will respond to the incident within three working days

ORANGE - for cases such as noise nuisance, drug dealing from the home and verbal abuse

- ▶ We will acknowledge your complaint by the next working day
- ▶ The investigation will begin within two working days
- ▶ We will respond to the incident within five working days

BLUE - for cases such as untidy gardens

- ▶ We will acknowledge your complaint by the next working day
- ▶ The investigation will begin within three working days
- ▶ We will respond to the incident within seven working days

We will offer advice and support throughout the process and there are a number of specific ways we can help. Action we can take includes:

Visiting the person causing the problem

Often a visit from us putting the allegations to the person causing the problem and explaining the effect it is having on their neighbours significantly improves their behaviour. They will also be reminded of the terms set out under their tenancy agreement and the consequences of breaching this further.

Sending warning letters

These can be used alongside a visit or independently. They help by putting in writing the level of behaviour required under the tenancy agreement and act as a warning.

Contacting other agencies

Often due to the type of problems involved we will work with other agencies to help tackle them. These might include the police or environmental health teams in the event of noise nuisance. If we need to work with others we will involve them at an early stage and work closely with them throughout in order to resolve the issues in a co-ordinated way.

Offering mediation

If the person involved does not want to talk to you directly and our visits and letters have failed to improve the situation, they may agree to the involvement of a mediator. Mediation services can often deal with a problem quickly and effectively using trained independent mediators. In order for this to work, both parties must

agree to this course of action. If they do, we will be able to arrange a mediation session for you.

Taking legal action

As a last resort, and if the anti-social behaviour continues or increases despite offers of help, we can take legal action. There are a number of options available including:

Acceptable Behaviour Contract (ABC)

An ABC is a written agreement not to act in a certain way. It is made between the person causing the nuisance and Daventry & District Housing, the police and any other agencies involved. If the contract is breached that person is not guilty of a crime but it can be used as evidence for more serious legal action such as an Anti-Social Behaviour Order.

Anti-Social Behaviour Order (ASBO)

The police and other agencies including Daventry & District Housing can apply to the court for an ASBO, which sets conditions on an individual's behaviour. These can range from excluding them from certain areas to preventing them from mixing with certain people. An ASBO is set for a minimum of two years. A breach of an ASBO is a criminal offence and can lead to a heavy fine or imprisonment.

Injunctions

An injunction is an order made by the court which requires a person to do something or stops them from doing something. They are normally used when there has been violence or the threat of violence.

A breach is considered a contempt of court and can lead to a fine or imprisonment.

Demoted tenancies

If a tenant behaves anti-socially, or allows a member of their household or visitors to do so, we can apply to the court for a demotion order. This means the existing tenancy is replaced with a less secure one for at least one year and will only revert back if we are satisfied with the tenant's behaviour. This makes it easier for us to take back the home if the nuisance behaviour continues.

Possession

If the level of anti-social behaviour is very serious, such as violent behaviour, drug dealing or racial harassment, and the evidence is sufficient, we will take swift legal action to take back the home.

In the event that a tenant is evicted for serious anti-social behaviour they will not be re-housed by us.

What if I am the victim of domestic abuse or a hate crime?

Hate crime is any criminal offence committed against a person or property that is motivated by an offender's hatred of someone because of their:

- ▷ Race, colour, ethnic origin
- ▷ Nationality
- ▷ Religion
- ▷ Gender or age
- ▷ Sexual orientation
- ▷ Disability

It can take many forms:

Physical attacks: assault, damage to property, arson, graffiti

Threats of attack: letters, abusive telephone calls, malicious complaints

Verbal abuse: offensive leaflets, abusive gestures, bullying.

We recognise that both domestic abuse and hate crime can have a significant effect on quality of life for residents.

We have specific policies in place and all cases will be treated as a **RED** category case, providing our most rapid response. We will tackle the issue through a combination of robust enforcement against the offender and dedicated support for the victim.

There are a list of agencies and contact details on the back of this leaflet with whom we work closely on these issues. Furthermore, all Customer Services staff can provide further details of what these agencies do and how they can help you.

Service standards

Our service standards set out the standards you can expect in your dealings with us. The standards help us to measure how well we are performing and help you to challenge us if you feel we have fallen short.

Our full service standards can be found in a separate leaflet, available from our reception, by calling 01327 707500 or by visiting the website at www.ddh.org.uk

By working with previous victims of anti-social behaviour, we have adopted the following standards which you can expect when you make a complaint. We will:

- ▶ Acknowledge all complaints of anti-social behaviour within one working day and offer a home visit within five working days in all cases
- ▶ Develop an action plan with you at the start of the investigation and contact you once a week to keep you informed of our progress in your case
- ▶ Give you a guide on how to fill in diary sheets if your case requires them. At first, we will ask you to keep the diary sheets for no longer than 10 working days
- ▶ Take the lead and work with other agencies to tackle the behaviour and to offer dedicated support to you
- ▶ Offer support before, during and after legal proceedings should you be required to be a witness at court
- ▶ Ask you to complete a satisfaction feedback form upon closure of the case which will help us to improve our service.

Useful contact numbers

Here are some other useful contact numbers which might help in the event of anti-social behaviour:

Police

999 (emergency)

0845 370 0700 (non-emergency)

Crimestoppers

0800 555 111

Citizens Advice Bureau

01327 706464

Daventry District Council

Environmental

Health Team

01327 871100

Daventry District Council

Community Safety Team

01327 302519

Victim Support

01327 701650

The National Domestic

Violence helpline

0808 2000 247

Women's Aid

01604 639099

Sunflower Centre (for

domestic abuse support)

01604 233684

Racial Equality Council

01604 603868

If you have a complaint

If you are unhappy about any part of our service, or feel we have not met the standards set out in this leaflet, then we want to know.

Our complaints procedure ensures that all complaints are fully investigated. It also ensures that we learn from mistakes and keep on improving in line with your feedback.

All complaints are dealt with in strictest confidence and you won't be treated any less favourably as a result of making a complaint.

You can complain in person, by telephone, in writing, or by using the form included within the Compliments and complaints leaflet available at our reception. You can also make a complaint via our website at www.ddh.org.uk

So remember, if you are not happy with the service we have provided, let us know.

**For help to understand this
please contact 01327 707500.**

ইহা বোঝার সহায়তা পাওয়ার জন্যে অনুগ্রহ করে
01327 707500 নম্বর ফোনে যোগাযোগ করুন

如果你在理解此项内容时需要帮助的话，
请致电01327 707500

PO POMOC W ZROZUMIENIU TEGO
TEKSTU NALEŻY ZGŁOSIĆ SIĘ POD
NUMER: 01327 707500

اسے سمجھنے میں مدد کیلئے
براہ کرم 01327 707500 پر رابطہ کریں

An audio version is also available on request.

Home visits are available particularly
for older and vulnerable residents and
those with mobility and transport
problems. Please contact our
Customer Services Team for more
information on 01327 707500.



Daventry & District Housing

Nene House
Drayton Fields Industrial Estate
Daventry
NN11 8PB

Tel: 01327 707500
www.ddh.org.uk



This information has been
approved by Daventry & District
Housing tenants



A Futures Housing Group company

