

Some useful numbers

Elgar Housing Association - 01684 579579
Herefordshire Office – 01531 638400

Spa Housing Association - 01905 823100

Police	08457 448888
Malvern Hills District Council	01684 892700
Wychavon District Council	01386 565000
Redditch Borough Council	01527 64252
Wyre Forest District Council	01562 820505
Worcester City Council	01905 723471
RSPCA	08705 555999

Citizens Advice Bureau	Malvern	01684 563611
	Hereford	0870 264091
	Worcester	01905 611371
	Tenbury Wells	01584 810860
	Droitwich	01905 795225
	Redditch	01527 66664
Kidderminster	01584 810860	

Social services	Worcester	01905 765651
	Hereford	01432 261627
	Droitwich	01905 772288
	Redditch	01527 597710
	Kidderminster	01562 822511

Domestic Violence Unit	Worcester	01905 331049
	(24-hour helpline 0800 9803331)	

Domestic Violence Unit	Hereford	01432 347393
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We have policies and procedures to deal with antisocial behaviour. You can get summaries of these from our offices. You can also see them on our website at www.festivalhousing.org

This document is also available in other languages, large print, and audio format upon request.

 **01684 579579**

Este panfleto, com a designação "Comportamento Anti-social" [Antisocial Behaviour], também se encontra disponível em outros idiomas, impressão em formato grande e áudio sob pedido.

اساماجیک ব্যবহার [Antisocial Behaviour] নামে এই পত্রিকা অনুরোধ করলে অন্য ভাষায়, বড় বড় হরফে মুদ্রণ এবং শ্রবণের টেপে প্রাপ্ত হয়।

بر پرچم جسے سماج مخالف رویہ [Antisocial Behaviour] سے موسوم کیا جاتا ہے درخواست کیے جانے پر، مختلف زبانوں، بڑے پرنٹ اور آڈیو فارمیٹ میں بھی دستیاب ہے۔

小册「反社會行爲」[Antisocial Behaviour]有各種語言版、大字體版以及錄音帶版供閣下索取。

Contact us on our hotline
01684 576349

This leaflet is available on our website at
www.festivalhousing.org

You are also welcome to contact us by e-mail at
ASB@festivalhousing.org

Elgar Housing Association
Partnership House
Groewood Road, Malvern Link
Worcestershire WR14 1GD
Tel: 01684 579579
Minicom: 01684 579546

Spa Housing Association
The Royal Exchange
9 Queen Street, Droitwich Spa
Worcestershire WR9 8LA
Tel: 01905 823100
Minicom: 01905 823127

Elgar Housing Association
57 New Street, Ledbury, Herefordshire HR8 2EA
Tel: 01531 638400
Minicom: 01531 638400

ANTI SOCIAL BEHAVIOUR
INFORMATION
LEAFLET



FEST002



business for neighbours



ANTISOCIAL BEHAVIOUR INFORMATION LEAFLET

We take complaints about antisocial behaviour very seriously. We know that if we don't tackle antisocial behaviour, it affects the quality of life of our residents. We will act quickly and efficiently to deal with complaints that we receive.

What is antisocial behaviour

Antisocial behaviour takes many forms. The following are some examples.

Noise nuisance – this can be from loud music, shouting, parties and noise from the TV or radio, revving car engines or general domestic noise.

Litter, dumping rubbish on the streets or in gardens, graffiti and abandoned vehicles

Swearing or threatening language and intimidating or abusive body language

Actual violence against people or property

Intimidation, harassment, racial harassment and hate crime – this includes any behaviour that targets members of different groups because they may be seen to be 'different' because of, for example, their race, ethnic group, sexuality, religion, mental health problems or disability.

To decide whether an action is antisocial or not depends on what effect the behaviour is having on others.

We will not accept acts of antisocial behaviour either by or towards our residents. We have put policies and procedures in place to deal with complaints of antisocial behaviour.

What do you mean by nuisance neighbours?

We do not have many nuisance neighbours but, because of their antisocial behaviour, they can have an enormous effect on the community in which they live. They are usually people who show little respect for their fellow residents and refuse to take responsibility for their actions. This affects the quality of life of those living in the same area.

What can I do?

It is important that you report all cases of neighbour nuisance or antisocial behaviour to your housing officer or a member of the sheltered housing team or a warden. Your housing officer will take details from you about your complaint and how the behaviour is affecting you.



Your housing officer will usually ask whether you have spoken to your neighbour and if you would like to keep a diary or log sheets to record future events so that we can see if there is a pattern of behaviour. We may also ask you to give a statement to your housing officer about any specific incident relating to the complaint, for example, what was said to you. Based on the information received, your housing officer will decide on what action to take to prevent the behaviour from continuing. We will contact the person responsible and discuss the complaint with them. We may decide to take legal action against the person. Throughout these proceedings we will keep you informed and support you.

What do you mean by 'rowdy' or nuisance behaviour?

Rowdy or nuisance behaviour can be very unpleasant and intimidating. Examples of this could be shouting and swearing, gangs of youths behaving in an aggressive or intimidating manner, throwing missiles or setting off fireworks. It also includes drunken behaviour and fighting. It is normally carried out in a public place and can cause a great deal of distress to older members of the community.

What can I do?

It is important that communities set the standards of behaviour by which they expect people to live. If the person committing the rowdy or nuisance behaviour is a tenant with us, we may ask them to change their behaviour by entering into an acceptable behaviour contract (ABC). This is a voluntary agreement that should encourage a

person to realise that their behaviour is causing a nuisance or distress. By signing this contract, they agree to stop the behaviour immediately. This method has been very successful with nuisance caused by young people. We alone cannot always tackle antisocial behaviour. It is important that you contact us and speak to your housing officer for help and advice. However, it is equally important that you talk to the police or the community safety department of your local authority. We all work together to stop antisocial behaviour.

What do you mean by harassment and intimidation?

Harassment and intimidation are usually directed towards one person. The harassment can be physical or verbal but very threatening and offensive. The victim usually lives or works near the person who is harassing them.

We understand that we need to take immediate action to protect our residents. We do not allow our residents to carry out acts of harassment or intimidation against another person. This is clearly defined in the tenancy agreement.

What can I do if I am a victim of harassment or intimidation?

Do not suffer in silence. Contact your housing officer who will arrange to see you. This does not have to be at your home if you do not want, but at a place you agree to. Your housing officer will take details of the incident and if appropriate we will get an injunction or an Antisocial Behaviour Order (ASBO).

We can use an injunction as an immediate way of preventing harassment or intimidation. You do not have to go to court if you do not want to. However, if you do go to court, it could strengthen your case. We will encourage and support you throughout this process.

If as a result of harassment your home has been damaged, we will take immediate steps to repair your property. It is important that you also report any damage to your property to the police. They will give you a crime number. You must give us the crime number.

What do you mean by noise nuisance?

Noise can take many forms. For example, it may be from the television or music played very loud, shouting and arguing or DIY. Noise can contribute to stress, illness and affects the quality of life. Local authorities have a duty to deal with noise nuisance that they consider to be against the law. This could mean that they will serve a legal document called an abatement notice and in extreme cases they can seize any equipment that is causing the noise nuisance. Sometimes nuisance can come from animals, for example, barking dogs.

What can I do?

Sometimes you can sort out the problem by talking to the person who is causing the noise nuisance. If this is not an option, for example, because the person is aggressive or the noise nuisance continues, let your housing officer know. They will take details from you. We may need help to

see whether there is a pattern of behaviour. Your housing officer may ask if you would be happy to fill in a diary or nuisance-recording form. If the nuisance is caused by an animal, the local authority can help. An environmental health officer or the dog warden can help with animals that are causing a nuisance. Sometimes the RSPCA can help if there is clear evidence of neglect or abuse.

We have the power to take action against residents who break the conditions of their tenancy agreement. This includes using acceptable behaviour contracts, injunctions, antisocial behaviour orders or proceedings to remove the person causing the problems from their home.

