

Your guide to
**tackling anti-social
behaviour**



Respecting others

Respect is about being considerate towards others around us, caring about our community and allowing people to live in peace. All members of Radian have signed up to the Government's Respect Standard for Housing Management. This means working hard to create a culture of respect and preventing anti-social behaviour in our neighbourhoods.

Getting on well with your neighbours is very important to your happiness. When it doesn't happen and anti-social behaviour occurs, this can cause upset and misery. Anti-social behaviour includes leaving gardens untended, allowing dogs to foul, playing loud music, dealing in drugs and using racial abuse.

This leaflet advises you what to do if you experience anti-social behaviour and outlines what we will do to resolve it, often by working in partnership with other agencies. But please remember that if we have to take legal action, we always need to have strong evidence and the legal process can take a long time.

My neighbours are causing a nuisance - what should I do first?

All tenants are responsible for their behaviour and the behaviour of their children, pets, and anyone else living in or visiting their home. This is part of their tenancy agreement.

If your neighbour is causing a minor nuisance, such as slamming doors or parking inconsiderately, often a friendly chat is all that is needed. Your neighbour may not realise they are disturbing you, so first explain how their actions are affecting you. Keep things friendly and think about how you would prefer someone to raise a matter with you if they had a problem with something you were doing. If your neighbour gets angry, try to keep calm and continue to act reasonably.

People have different lifestyles so try to respect the lifestyle of your neighbour, even if it differs from your own. Where complaints arise just from a clash of lifestyles, we may not be able to take any action.

Speaking to your neighbour yourself is often the best way forward but if you feel unable to do this, please contact us.

When can Radian get involved?

If you have tried discussing the problem with your neighbour, but continue to experience problems or if the nuisance is more serious, please contact us. As your landlord, we can get involved if:

- you are suffering from or have witnessed anti-social behaviour
- you are causing anti-social behaviour
- you or a visitor (including a child or pet) to one of our properties is causing anti-social behaviour
- you or a visitor to one of our properties has been charged with or convicted of a serious offence committed at or near the property.

How can I report anti-social behaviour?

You can do this by:

- **phoning us**
- **emailing us**
- **using the reporting form on our website**
- **writing to us**
- **telling a member of staff.**

Contact details are on page 6.

If this is the first time you have reported anti-social behaviour to

us, please call our Customer Service Centre. They will offer advice and discuss the situation with you.

If you or other tenants have reported the same problem to us before, we will already have details of the case. So when you contact Customer Services, they will tell the appropriate member of staff, who will assess the situation and then contact you.

When you contact us, please give us as much information as possible about the incident, including:

- how the behaviour affected you
- the date and time
- names or descriptions of the people involved & names of any witnesses
- details of other agencies you have reported the incident to, such as the police or environmental health.

For cases of severe nuisance, harassment or domestic abuse, you should also report it to the police (or Crimestoppers on 0800 555111) and ask for an incident number. Keep a record of the incident number and give it to us. Please report noise nuisance to your council's environmental health department as well as to us.

Types of anti-social behaviour

To help us deal effectively with anti-social behaviour, we put it into one of three categories:

Severe anti-social behaviour

For severe incidents, we will contact you within one working day of receiving your report, and arrange to visit you.

Examples of a severe incident are:

- assault or serious criminal activity
- domestic abuse, violence or threatening behaviour
- homophobic, racial or other serious harassment
- drug-dealing, racist graffiti or hate crime.

Medium-level and low-level anti-social behaviour

For this level of anti-social behaviour, we will contact you within three working days for a medium-level category and five working days for a low-level category and then agree plan of action.

Examples of medium-level incidents are:

- aggressive or abusive behaviour
- frequent noise nuisance, vandalism or graffiti
- verbal or written abuse.

Examples of low-level incidents are:

- minor breaches of tenancy, including untidy gardens
- doing car repairs in a public area
- noise nuisance or pet nuisance.

'No action' category

Sometimes we will not be able to take any action, but we will record your report and let you know that no action can be taken. Examples of this behaviour include:

- ball games
- one-off parties or barbecues
- noise arising from normal daily living in a property.

What can Radian do about anti-social behaviour?

We are determined to stop anti-social behaviour and will take firm and prompt action against anyone causing the nuisance, if we have clear and strong evidence to do so.

● Acknowledging your report

Firstly, we will write to you to acknowledge your report, within two working days of receiving it. We may want to discuss the matter further with you and arrange a private and confidential interview. We will then agree a plan of action with you.

● Investigating your allegations

We will in most cases investigate the allegations by speaking to any people concerned, including witnesses. We may also talk to other agencies, such as the police. If the tenant has broken their tenancy agreement, we will remind them of their responsibilities and what will happen if the behaviour continues. We will consider all complaints, and will also investigate any counter-allegations (where, after you have reported someone for anti-social behaviour, they then accuse you of something). So evidence to support your allegations is very important.

● Arranging mediation

We are happy to arrange free, confidential mediation where appropriate. Mediation is where an independent person helps the different parties reach agreement. But for this to be effective, everyone needs to be willing to take part and work together to find a solution.

● Completing witness sheets

We may ask you to complete witness sheets. These are important as they help provide an accurate record of the nuisance, and show how often it is happening and how serious it is. They help us make sure we take the most appropriate action. Once you have returned the first set of witness sheets, we will discuss the next steps with you. This may involve action by you as well as by us.

● Reviewing/updating your case

We will review your case and will regularly update you with progress as long as the case remains open. Once we have completed our investigations and taken any possible action, we will let you know we are closing the case and check that you are happy with the outcome. We will also send you a survey to assess how well we are tackling anti-social behaviour and what improvements we can make.

What if the problem continues?

We will consider taking legal action if necessary. This can be a long process and will normally require detailed and high-quality evidence from you, the police or other witnesses, to give us the best possible chance of success. We will do all we can to investigate a complaint and gather evidence, but we can only take legal action when there is enough proof.

In the most serious cases and if there is sufficient evidence, we will consider using the following:

- **Injunction** - this is a court order that requires the perpetrator (the person causing anti-social behaviour) to keep to the terms of their tenancy/lease, or stops them causing excessive noise, racial intimidation or harassment. We can also apply to the court for an injunction against adults who are not our tenants if they cause serious nuisance on our land or affect the lives of our tenants.
- **Anti-Social Behaviour Order (ASBO)** - an ASBO imposes conditions on the perpetrator. If he or she breaks them, the person can be sent to prison.
- **Parenting Order** - this requires a parent to accept help in dealing with children who cause anti-social behaviour.
- **Acceptable Behaviour Contract (ABC)** - this is a written agreement between the perpetrator and other agencies, usually including us, the council and the police. An ABC lists actions that the perpetrator agrees to stop (or start) doing, and says what will happen if they breach the agreement.
- **Demotion Order** - this can reduce an assured tenancy to an assured shorthold tenancy and could lead to the tenant being evicted if anti-social behaviour continues.
- **Notice of Intention to Seeking Possession (NOSP)** - this tells the tenant that we intend to apply to court for a Possession Order if anti-social behaviour continues.
- **Possession Order** - if anti-social behaviour continues, we can apply to the court for possession. If the court grants a Possession Order, we can then ask permission from the court to evict the tenant.

Confidentiality and support

We will deal sensitively and confidentially with any information you give us and any we receive from a third party, such as a doctor or social worker, about you and your family. This information is protected under the Data Protection Act and we will only disclose it if you give us permission to do so. The only exception to this is when the law requires us to report something to social services, for example to protect a child or vulnerable adult from harm, or to the police to prevent a crime.

If you need extra support, we can put you in touch with services that can help. These may include victim or witness support, counselling or mediation. We can also help you access support if you have been the victim of incidents such as domestic abuse or hate crime. We will also work with perpetrators to help manage their behaviour.

To report anti-social behaviour:

Drum Housing

Drum Court, The Spain,
Petersfield, Hants GU32 3NG
01730 403200
@ asb@drumhsg.co.uk
www.drumhsg.co.uk

Longwood Park

Ground Floor, Byron House,
Common Road, Langley,
Slough, Berks SL3 8TR
01753 590995
@ ask@longwoodpark.org.uk
www.longwoodpark.org.uk

Swaythling Housing

Collins House, Bishopstoke
Road, Eastleigh, Hants
SO50 6AD
023 8062 8000
@ asb@swayhs.org.uk
www.swayhs.org.uk

Windsor Housing

Parkside House, 33-39 Sheet
Street, Windsor, Berks
SL4 1BY
01753 777402
@ asb@windsorhousing.org.uk
www.windsorhousing.org.uk

This document is about tackling anti-social behaviour. If you would like this or other documents translated, please contact us. We use Language Line for telephone translations.

تختص هذه الوثيقة بمعالجة السلوك المعادي للمجتمع. إذا كنت تريد ترجمة هذه الوثيقة أو غيرها من الوثائق في اللغة العربية (Arabic)، فراجعاً اتصل بنا. لدينا خط للغة (Language Line) لخدمات الترجمة الهاتفية.

এই দলিলাটি হচ্ছে অসামাজিক আচরণ সমালোচনা সংক্রান্ত। আপনি যদি এই বা অন্য দলিলাগুলির বাংলায় (Bengali) অনুবাদ চান তাহলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন। টেলিফোন অনুবাদের জন্য আমরা ল্যাঙ্গুয়েজ লাইন (Language Line) ব্যবহার করি।

此文件是關於違反社會公德的行為。如果您想要此文件或其他文件翻譯成中文(Chinese)，請與我們聯繫。我們也使用語言專線 (Language Line) 提供電話翻譯服務。

این متن درباره مقابله با رفتارهای ضداجتماعی می باشد. اگر می خواهید این یا هر متن دیگری را به زبان فارسی (Farsi) دریافت کنید، لطفاً با ما تماس بگیرید. ما برای ترجمه های تلفنی از لینگویج لاین (Language Line) استفاده می کنیم

Dieses Dokument befasst sich mit dem Umgang mit antisozialem Verhalten. Wenn Sie eine deutsche (German) Übersetzung dieses Dokuments oder anderer Dokumente wünschen, wenden Sie sich bitte an uns. Wir verwenden Language Line zum Telefondolmetschen.

આ દસ્તાવેજ એક-સામાજિક વર્તણૂકનો સામનો કરવા અંગે છે. જો તમને આ કે અન્ય દસ્તાવેજનું ગુજરાતી (Gujarati)માં અનુવાદ કરાવવું હોય, તો અમારો સંપર્ક કરવા વિનંતી. અમે ટેલિફોન અનુવાદ માટે ભાષા ભાઈનની (Language Line) ઉપયોગ કરીએ છીએ. જ્યારે વસ્તુઓ અસામાજિક વર્તણૂકો સે નિવરણ કરવા સે છે. આજ થવે હસ યા કિન્હી શી અન્ય વસ્તુઓં કા હિન્દી (Hindi) મે અનુવાદ કરવાના ચાર્ટે હું તો કુવવા હું સંબંધ કરે। હમ ટેલિફોન અનુવાદોં કો લિંગ્વોજ લાઇન (Language Line) કા ઉપયોગ કરતે હું।

Ten dokument dotyczy reagowania na antyspoleczne zachowania. Jeżeli chcieliby Państwo uzyskać tłumaczenie tego lub innych dokumentów na polski (Polish), uprzejmie prosimy o kontakt. Korzystamy także z usługi tłumaczeń telefonicznych Language Line.

ਇਹ ਦਸਤਾਵੇਜ਼ ਸਮਾਜ-ਵਿਰੋਧੀ ਵਿਹਾਰ ਨਾਲ ਸੰਬੰਠਿਤ ਬਾਰੇ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਂ ਹੋਰਨਾਂ ਦਸਤਾਵੇਜ਼ਾਂ ਦਾ ਪੰਜਾਬੀ (Punjabi) ਵਿਚ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਅਸੀਂ ਟੈਲੀਫੋਨ ਅਨੁਵਾਦਾਂ ਲਈ ਲਿੰਗਵੇਜ ਲਾਈਨ (Language Line) ਦੀ ਵਰਤੋਂ ਕਰਦੇ ਹਾਂ।

Dukumeentigani wuxuu ku saabsan yahay wax ka qabadka hab-dhaqanka bulshada dhibka ku ah. Haddii aad jeclaan lahayd in dukumeentigaan ama kuwo kale luguugu turjumo af Somali (Somali), fadlan nala soo xidhiidh. Waxa aan isticmaalnaa shirkad layiraa (Language Line) oo telefoonka dadka ugu turjumta.

Bu belge, anti-sosyal davranışların ele alınmasıyla ilgilidir. Bu belgenin ya da diğer belgelerin Türkçe'ye (Turkish) tercüme edilmesini istiyorsanız, lütfen bizimle irtibata geçiniz. Telefon görüşmelerinin tercümesi için Dil Hattını (Language Line) kullanıyoruz.

یہ دستاویز سماج مخالف رویے کو سلجھانے سے متعلق ہے۔ اگر آپ اس یا دیگر دستاویزات کا ترجمہ اردو (Urdu) میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔ ہم ٹیلیفون ترجموں کے لئے لینگویج لائن (Language Line) کا استعمال کرتے ہیں۔

Please let us know if you would like this document in another format including large print.

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Drum Housing Tel: 01730 403200
Longwood Park Tel: 01753 590995
Swaythling Housing Tel: 023 8062 8000
Windsor Housing Tel: 01753 777402
For full contact details please see page 6

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STANDARD
FOR HOUSING
MANAGEMENT**

