

Getting in touch



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Other:



عربي

ARABIC

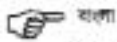
حدد اللغة التي تتحدثها .
سوف نترجمك مترجماً على الهاتف لمعارفنا .



کۆ رۆی

KURDISH

په‌نجه‌ را‌یکێشه‌ بۆ ئه‌و زمانه‌ی سه‌مه‌ی په‌ ده‌که‌یت.
ئێمه‌ مو‌ترجمه‌ک په‌یدا ده‌که‌ین تا به‌ ته‌له‌فۆن
ها‌وکاریمان بکات.



বাংলা

BENGALI

আপনার ভাষাটি অনুধি নির্দেশ করে দেখান।
আমাদেরকে সাহায্য করার জন্য টেলিফোনে
আমরা একজন সো-ভাষী বা ইংলিশস্পীকার এর
সহায়তা করব।



普通话 / 国语

MANDARIN

请指出您讲的语言。
我们将请一位口译员在电话上翻译。



廣東話

CANTONESE

請指出您講的語言。
我們將請一位電話翻譯員
來幫助您。



ਪੰਜਾਬੀ

PUNJABI

ਅਪਣੀ ਭਾਸ਼ਾ ਬਾਰੇ ਦਿਸ਼ਾਨਾ ਕਰੋ।
ਅਸੀਂ ਟੁਰਜੀਮੀਏ ਨੂੰ ਬਦਲ ਕੇ ਤਿ ਉਹ ਟੈਲੀਫੋਨ
ਤੇ ਸਾਡੀ ਮਦਦ ਕਰੇ।



فارسی

FARSI

زبانی را که صحبت میکنید نشان دهید.
برای کمک، مترجم تلفنی تهیه خواهیم کرد.



Soomaali

SOMALI

Farta ku tilmaam luqaddaada.
Waxaan telifoonka ku heli doonaa
turjibaan na caawiya



ગુજરાતી

GUJRATI

આપની ભાષા અથવા આંખનોથી જણાવો કો.
અમને મદદ કરવા માટે એક ટુઆપિયને અમે ટેલિફોન
પર સહાયકીકરું.



اردو

URDU

اپنی زبان کی طرف اشارہ کیجئے۔
ہماری مدد کرنے کیلئے ہم تلفنی فون پر کسی ترجمان (اگر پڑھنا نہ آسکے)۔



हिन्दी

HINDI

अपनी भाषा की ओर इशारा करें।
हमें सहायता करने के लिए एक टुआपिडे को हम टेलीफोन
पर बुलाएंगे।



Tiếng Việt

VIETNAMESE

Hãy chỉ vào ngôn ngữ của quý vị.
Chúng tôi sẽ mời một thông dịch
viên qua điện thoại giúp chúng ta.

7. Anti-social behaviour, nuisance and harassment



This document is available in other languages, larger text and on audio cd or cassette.

This leaflet summarises our policies and procedures for addressing anti-social behaviour, nuisance and harassment. For more detail please refer to our full policies and procedures, freely available on request.

Our aims for dealing with anti social behaviour complaints are to:

- Treat all complaints seriously and fully investigate them
- Provide a swift response to serious complaints
- Take appropriate and proportionate corrective action using the full range of options at our disposal
- Work in partnership with other agencies
- Monitor the effectiveness of our policies

What is anti-social behaviour?

Anti-social behaviour is defined as: "...conduct including speech, which has caused or is likely to cause alarm or distress to one or more individuals who do not reside in the same household as the offender" (Crime and Disorder Act 1998); and

"...conduct capable of causing nuisance or annoyance to any person" (Anti-social Behaviour Act 2003)

Anti-social behaviour can include:

- Arson
- Using housing accommodation for illegal activity e.g. to sell drugs
- Physical assault
- Intimidation and harassment such as racial harassment
- Exploitation of vulnerable people
- Noise nuisance
- Fouling public areas
- Vandalism & graffiti
- Aggressive & threatening language and behaviour
- Neighbour nuisance
- Domestic violence

Our policy:

How we tackle anti-social behaviour

Adactus Housing Association recognises that it has a duty to its tenants and other residents in the locality to deal with anti-social behaviour. Failure to act impacts not only on residents' lives but also on the quality of the housing and environment where our property is located.

We are responsible for ensuring that we act as a responsible landlord and comply with our legal obligations as well as enforcing our own standards through the implementation of our anti-social behaviour policies.

As an employer, we also have a duty to protect and support staff.

Dealing with anti-social behaviour can be difficult for staff as well as for the residents who are experiencing it. Our staff and contractors have the right to undertake their duties without fear of threats or intimidation. We will therefore take action, including using legal remedies, to enforce our duty of care.

As a landlord, we make it clear to our tenants that we will not tolerate anti-social behaviour or harassment in any form. We do this when granting new tenancies by explaining to the tenant what is expected of them in terms of behaviour and by stressing what the consequences can be for them if they breach the tenancy agreement.

We will work in partnership with other agencies such as the police, the relevant local authority and support agencies in order to address anti-social behaviour issues.

We are committed to providing a high standard of service to our customers. Included in this is a commitment to manage and effectively tackle incidents of nuisance, harassment and anti-social behaviour. We recognise that anti-social behaviour is a complex matter but it is of the highest priority that we deal with it in order to ensure our properties and localities remain well managed.

Tenancy agreement conditions

Adactus Housing Association tenancy agreements contain the following conditions to prevent anti-social behaviour, nuisance and harassment:

- Tenants must not cause a nuisance or annoyance to other persons in the neighbourhood or to any tenant, agent, employee or contractor of the Association
- Tenants must not allow members of their household or visitors to cause a nuisance or annoyance to other persons in the neighbourhood or to any tenant, agent, employee or contractor of the Association
- Tenants must not operate any business at the Premises that might cause a nuisance or annoyance

- Tenants must not use the property or any communal area for any illegal activity such as selling drugs
- If a tenant, member of their household, or a visitor is convicted for an arrestable offence, the Association can apply to the court for a possession order

We will take action against tenants who breach these conditions and ensure that staff are trained to deal with complaints effectively.

Our procedures: Your questions answered

Q How do I report an anti-social behaviour incident?

You should report incidents of anti-social behaviour to your housing officer in person, via the phone, letter or email. If your housing officer is not available, a member of our customer care staff will take the details of your report.

Q What happens when I report an anti-social behaviour incident?

Your housing officer will probably need to interview you – they should arrange to do this within five working days or, if the case is of an emergency nature, arrangements should be made to conduct the interview within one working day.

The purpose of the interview is to try to establish the facts with you, explain what can be done and agree an action plan.

At the end of the interview an Incident Diary booklet will be given to you to help build a picture of evidence about the anti-social behaviour.

Your housing officer will aim to interview the alleged perpetrator of the anti-social behaviour within five days of your original complaint.

What the next steps are depends on the outcome of the interview.

We record information about allegations of anti-social behaviour on a computer database to help us monitor and progress our work in this area.

Q How do you deal with racial harassment?

We investigate allegations of racial harassment in the same way we investigate other forms of anti-social behaviour, with the following differences:

- If you make a complaint of racial harassment we will arrange to meet you within 24 hours
- We will remove racist graffiti within 24 hours
- Staff must identify any support needs and work with you to ensure that appropriate support is provided
- All cases must be reported to the police

Q What support can you give me?

As a minimum, we will support you by dealing with your complaints promptly and by keeping in regular contact to give advice and support while the nuisance is on-going. If the nuisance is severe, we will seek the assistance of others to provide support, e.g. a local Tenants' Association or Victim Support.

If your health or safety is at risk, we will conduct a risk assessment and then take action on the results to ensure we protect you. This could include: fitting alarms with a direct link to the Police; informing the Police that the potential harmful threat exists; giving you a personal alarm; providing a mobile phone; fitting CCTV equipment; ensuring that any hate related vandalism and graffiti is dealt with as an emergency; and organising temporary rehousing.

If the case is to go to court, protective measures will also include using witness statements where permissible instead of the witness attending or the use of a professional witness.

Q What can Adactus Housing Association do about the problem?

Usually a case will be resolved by a combination of actions. Our procedures emphasise the need for good communication, multi agency working, record keeping and effective monitoring of cases.

There are a number of non-legal and legal remedies available to us, including:

- Non-legal remedies
 - Letters
 - Warning Interviews
 - Agreed Behaviour Plans
 - Acceptable Behaviour Contracts
 - Mediation
- Legal remedies
 - Section 21 Notices
 - Notice of Seeking Possession
 - Possession proceedings
 - Injunctions

Your housing officer can tell you more about these things.

Q Will you tell my nuisance neighbour that I have complained about them?

We will respect your wishes for confidentiality. If you want to remain anonymous your housing officer will explain to you how this will affect the investigation.

Q I don't know who is causing the nuisance, what can you do?

If the identity of the perpetrator is unknown, or witnesses are too fearful to come forward we will work to gather evidence and establish the identity of the perpetrators. This may involve working with the Police, contacting other residents, enlisting local Residents' Groups for help and support, using other local agencies and support services, using private witnesses or CCTV cameras.

Q How do you decide when to close my complaint of anti-social behaviour?

We monitor the progress of all anti-social behaviour investigations on our computer database. We will close a case if it has been satisfactorily resolved.

We will also consider closing a case if there have been no incidents or reports on a case for eight weeks. If we think that it is appropriate to close the case we will send you a letter advising you of our intention to close the case within seven days. If you then report that incidents are still occurring the case will remain open.

Q What happens when you close my complaint of anti-social behaviour?

On closing a case we will send you a letter advising you of this. A satisfaction survey form will be enclosed for you to complete and return to help us to monitor our performance.