

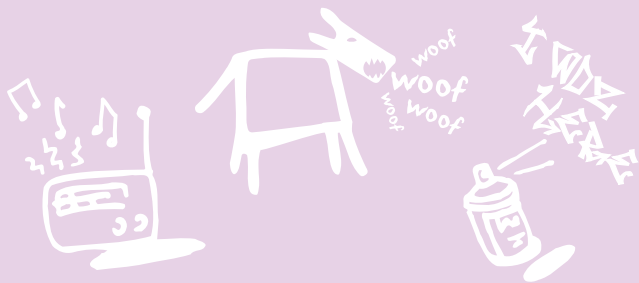


HOW TO

# Deal with Anti-social behaviour, Nuisance and Hate Crime Incidents



PROVIDING HOMES FOR EVERYONE



# How can you deal with antisocial behaviour, nuisance and hate crime incidents?

## Our Policy

Trent & Dove Housing is committed to tackling all forms of Anti-Social Behaviour whether it is nuisance caused by harassment, music, domestic arguments, car repairs, dogs or other behaviour which renders it impossible for someone to experience quiet enjoyment within their home or the wider community.

The Company will seek to deal appropriately with Anti-Social Behaviour that occurs within, or in the locality of, the company's properties.

### What I need to know

If you are experiencing problems with your neighbours or other persons within your local neighbourhood we want to try and resolve these issues promptly.

A variety of issues can cause nuisance problems, ranging from minor disputes to more serious and complicated issues.

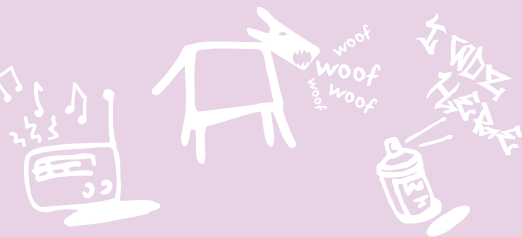
### As a tenant, what are your responsibilities and what does Trent & Dove perceive as a nuisance to someone else?

As a tenant you are responsible for the behaviour of every person living in or visiting your home. You are responsible for them in your home and surrounding land, in communal areas and in the locality around your home including any areas owned by Trent & Dove Housing.

### Examples of behaviour which may cause nuisance, annoyance or disturbance includes:

- Noise nuisance
- Criminal behaviour
- Harassment of all types including racial harassment
- Intimidation
- Domestic violence and abuse
- Dealing in illegal drugs
- Alcohol and solvent abuse
- Nuisance from vehicles
- Nuisance from business use
- Overgrown gardens
- Verbal abuse
- Damage to property
- Disruptive or dangerous animals
- Rubbish and misuse of communal areas
- Joyriding
- Kerb crawling
- Prostitution





### What should I do if I am suffering this nuisance?

It may be possible that the people who are seemingly causing you a problem may not be aware of this. It may be beneficial for you to try and resolve this matter with the “perpetrator” yourself first and if this fails please contact your Housing Officer. If we are involved at an early stage the “perpetrator” may feel threatened and this may make the situation worse. It is very important that all parties involved can live together amicably or at least without mistrust and potential for further problems. By speaking with this person or household directly, you may be able to settle the matter straight away without having to involve other agencies.

Where incidents of a criminal nature arise or are threatened, you should immediately report these to the Police.

Trent & Dove Housing can then, through our agreement with Staffordshire Police, seek to obtain any relevant information.

### What happens if I have tried to speak to my neighbour and the matter has not been resolved?

You first need to contact your Housing Officer and inform them of the problems you have faced and what actions you have taken yourself.

From this information we will:

- *discuss your concerns fully;*
- *deal with your complaint and concerns in accordance with relevant company policy and procedure;*
- *wherever possible and at your request maintain confidentiality;*
- *offer appropriate advice and assign your case to the relevant Housing Officer, you will be provided with contact details for this person;*
- *keep you fully up to date on any progress.*





In addition, we may:

- *ask you to keep a diary of events;*
- *ask other agencies to become involved eg Police, Environmental Health;*
- *draw up an action plan and involve you with decision making;*
- *contact other witnesses;*
- *interview all parties and where appropriate issue a formal warning, which may lead to legal action.*

### What power's does the Company have?

The company has a number of legal options available to deal with these situations:

**Non-legal methods** such as Mediation and Acceptable Behaviour Contracts

**Tenants actions** - Possession proceedings and tenancy Demotion Orders through the County Court

**Other methods** - Taking action using a variety of Injunctions and Anti-social Behaviour Orders.

**The outcome of any legal action will be dependant upon a judge. Taking legal action requires well documented supportive evidence and this is vital for the correct decision to be made upon any case.**

In addition Trent & Dove Housing is signed up to the local Crime and Disorder Partnership, this enables the company to share and obtain information about specific anti-social behaviour cases throughout the borough.

It can also be a way to obtain further support and advice on how best to deal with your case.

### Support

Trent & Dove Housing will offer any relevant support that you may require in order to effectively process and deal with your complaint and concerns. Once these needs have been assessed the company may:

- *offer a referral to an external agency such as Social Services, medical and floating support services;*
- *offer interpreters or publications in a more suitable format;*
- *where necessary, work with local agencies to maximise the safety and security of the community.*

## Performance management and Data Protection

All complaints of Anti-Social Behaviour made to Trent & Dove Housing are recorded centrally, the information provided is then used to determine and identify key areas that may require further intervention, working with other key agencies within the Crime and Disorder Partnership. Any details you supply will be treated confidentially and will only be used in direct relation to work needed to carry out your request.

Trent & Dove Housing is governed by the Housing Corporation. We are also signed up to the Crime and Disorder Reduction Partnership for East Staffordshire and share information with other key agencies such as the Police, Social Services, Education Department, Youth Offending Team and Probation Services in order to target specific anti-social and nuisance issues throughout the borough and to identify key priorities and targets.

Trent & Dove Housing has a 'Compliments, Comments and Complaints' scheme, which allows customers to express their views or to complain about the way in which we deal with your case.

If you are not happy with the way in which your complaint of nuisance or anti-social behaviour has been dealt with, please complete the relevant form or contact your local Housing Office:

*Burton Area Office  
(01283) 528528  
Trinity Square  
Horninglow Street  
Burton upon Trent  
Staffordshire  
DE14 1BL*

*Uttoxeter Area Office  
(01889) 561870  
11 Bradley Street  
Uttoxeter  
Staffordshire  
ST14 7QA*

If you require full copies of Policy and Procedural Statements in relation to Anti-Social Behaviour please contact the above relevant office.

In August 2006 the Government launched the Respect Standard for Housing Management. The standard aims to make a direct link between the enforcement powers of Housing Associations and the provision of support and rehabilitation programmes in the community. The intention to reassure our tenants that as a company we will tackle issues of anti-social behaviour quickly and

effectively and seek to provide more accountability to our tenants, working in partnership with them to define and uphold standards of behaviour.

In September 2006 Trent & Dove signed up to the Respect Standard and in doing so we are confident that we are delivering a service at the required standard in the following core areas:

- Accountability, Leadership and Commitment;
- Empowering and reassuring residents;
- Prevention and early intervention;
- Tailored services for residents and provision of support for victims and witnesses;
- Protecting communities through swift enforcement;
- Support to tackle the causes of anti-social behaviour.

In order to further improve our service provision in this area the company will continue to strive for improved service standards through regular tenant consultation and feedback from those who have suffered from incidents of nuisance and anti-social behaviour.

If you would like information in another language or format, please ask us

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - Hindi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - Farsi

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔ - Urdu

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać. - Polish

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه - Kurdish

## OTHER LEAFLETS AVAILABLE

How to Apply for a Garage

A Guide to Paying your Rent

How to Terminate your Tenancy

A Guide to Annual Safety Checks & Service Programme

A Guide to Applying for Housing

A Guide to Keeping Pets in your Home

A Guide to Making Alterations & Improvements

A Guide to Making Compliments Comments & Complaints

A Guide to Reporting a Repair

A Guide to Tenant Involvement

A Guide to Customer Standards



Trinity Square, Horninglow Street,  
Burton upon Trent, Staffordshire, DE14 1BL.  
Telephone: 01283 528528  
Facsimile: 01283 528699