



Anti Social Behaviour

Summary Statement of Policy and Procedure

Introduction

This document provides residents with a summary of our policies and procedures in relation to anti-social behaviour.

If you need any assistance with this document or have any queries in relation to its content, please contact us:

- by phone on 0844 770 3500
- by email at info@threevalleyshousing.com, or
- visit our website at www.threevalleyshousing.com.

This document can be made available in Braille, on tape and can be translated into another language. Contact us on 0844 70 3500 or email info@threevalleyshousing.com for further assistance.

Three Valleys Housing and Anti-Social Behaviour

We believe that everybody has a right to live in peace and quiet and be able to enjoy their home life without interference from others.

As a result of this belief, we will not tolerate any form of anti-social behaviour exhibited by residents, their household members or visitors to their property. In addition, we will strive to take action against any individual causing nuisance, annoyance, harassment, alarm or distress to any of their tenants, even those individuals who are not tenants themselves.



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We will endeavour to follow the policy and procedure which is in place to tackle anti-social behaviour, to ensure that the inappropriate activity is dealt with as quickly and as efficiently as possible.

Defining Anti Social Behaviour

Anti-social behaviour is any behaviour which causes one or more of the following to another person:

- nuisance
- annoyance
- harassment
- alarm
- distress.

Examples of anti-social behaviour are as follows:

- intimidation and harassment (including threats of violence, actual violence, verbal abuse)
- drug/substance misuse (including taking drugs, discarding needles, crackhouses, street drinking, etc.)
- noise (including loud music, shouting, parties, fighting, noisy animals etc)
- vehicle related nuisance (including car repairs, racing cars, inconvenient parking, etc.)
- criminal damage.

If you are suffering from a problem which is causing you nuisance and/or annoyance, harassment, alarm or distress, but it is not listed above, then please still contact us as it is impossible to list every type of behaviour which is anti-social.

Preventing Anti Social Behaviour

We are dedicated to preventing anti-social behaviour and aim to use the following tools, depending on the facts of the matter:

Non-legal tools

- Mediation
- Diversionary projects
- Acceptable Behaviour Contracts
- Parenting Contracts
- Tenancy Support Schemes
- Multi-Agency Working.



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Legal tools

- Undertakings
- Parenting Orders
- Injunction Orders
- Anti Social Behaviour Orders
- Demotion Orders
- Possession Orders.

Supporting complainants

We recognise that it can be very frightening to complain about someone causing anti social behaviour and will therefore offer the following support:

- Prompt and sympathetic approach to dealing with complaints
- Ensuring as far as possible that the complaint is kept anonymous
- Seeking to bring the anti-social behaviour to an end swiftly using a range of legal and non-legal tools
- Provide clear information on how residents can complain about anti-social behaviour, with a range of reporting methods in place
- Keep the complainant up-to-date at every step of the way
- Highlight any additional support agencies that may be able to help the complainant.

Supporting witnesses

Where residents are required to attend Court and give evidence in cases of anti-social behaviour which require legal intervention, we will provide the following support, if required and appropriate:

- Clear and varied methods of contact with a relevant staff member
- Setting up and maintaining witness support meetings
- Installing safety precautions if appropriate
- Fully explaining the Court process
- Arranging pre-Court visits
- Provide transport, waiting rooms, child-care and refreshments at Court
- Explaining the outcome of the hearing and what the witness should and/or can do after.

Rehabilitating perpetrators of anti-social behaviour



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We understand that while anti-social behaviour is not acceptable, there may be areas of support which can be offered to the perpetrator/s which may prevent the perpetrator from committing anti-social behaviour in the future.

Multi-agency working

Three Valleys Housing Association realizes that anti-social behaviour is most effectively prevented when all relevant agencies work together to solve the problem.

We aim to work closely with any or all of the following agencies, as is deemed appropriate to each case:

- Other Social Landlords
- Police
- Local Authorities
- Environmental Health Teams
- Youth Offending Teams
- Mental Health Teams
- Probation Services
- Education Services
- Drug and/or alcohol teams
- Health Services.

In addition to the agencies listed above there may be others which we will work with depending on the facts of each case.

Data Protection and Information Exchange

In order for anti-social behaviour to be effectively tackled, we appreciate that information relating to anti-social behaviour will need to be shared with other authorised agencies, with the purpose of preventing criminal activity and/or anti-social behaviour. At all times the Data Protection Act 1998 will be adhered to.

Confidentiality

We will ensure, as far as is possible, that the identity of any complainant/s are kept confidential. The reasons why confidentiality can not always be guaranteed will be fully explained to any complainant.



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如果您需要這些訊息或任何其他我們寄給您的訊息以
另一種格式 (例如錄音帶或大字體打印) 或另一種語
言說明 , 請致電 0844 770 3500 提出要求。

જો તમને આ માહિતી અથવા અમે તમને મોકલીએ તેવી બીજી કોઈ પણ
માહિતી બીજા કોઈ સ્વરૂપમાં (દા.ત. ઓડિયો કેસેટ ઉપર અથવા મોટા
અક્ષરોમાં છાપેલી) અથવા બીજી કોઈ ભાષામાં જોઈતી હોય, તો કૃપા કરીને
0844 770 3500 પર ફોન કરો.

Se avete bisogno di queste informazioni, o di ogni altra
informazione che vi inviamo, in un formato diverso (ad
esempio su audiocassetta o in caratteri ingranditi) o in
un'altra lingua, si prega di telefonare allo 0844 770 3500.

Aby otrzymać te informacje – lub wszelkie inne
informacje, które przesyłamy - w innym formacie (np. na
kasecie audio lub w wersji dużym drukiem) albo w innym
języku, prosimy zadzwonić pod numer 0844 770 3500.

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ, ਜਾਂ ਹੋਰ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿੱਚ
(ਜਿਵੇਂ ਕਿ ਆਡਿਓ ਕੈਸਟ ਜਾਂ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿੱਚ) ਜਾਂ ਕਿਸੇ ਹੋਰ
ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ ਤਾਂ ਅਸੀਂ ਭੇਜ ਸਕਦੇ ਹਾਂ, ਇਸ ਲਈ
ਟੈਲੀਫੋਨ ਨੰਬਰ 0844 770 3500 ਤੇ ਫੋਨ ਕਰੋ।

اگر تیرے تحریر یا ہماری ارسال کردہ کوئی اور معلومات آپ کو کسی اور طریقے (مثلاً آڈیو ٹیپ یا بڑے
پرنٹ پر) یا کسی اور زبان میں درکار ہو تو براہ کرم 0844 770 3500 پر فون کریں۔

If you need this information, or any other information we send
you, in another format (e.g. audio cassette or large-type) or in
another language, please telephone 0844 770 3500.



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Working Towards



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