



Anti-Social Behaviour Statement

Issued July 2009

We are committed to stamping out Anti-Social Behaviour

We recognise that anti-social behaviour can have a detrimental effect on the quality of life enjoyed by our residents.

We are committed to tackling the problems caused by anti-social behaviour and believe that it is a fundamental right for all residents to feel safe in their own homes.

This statement advises what you should do if you are experiencing anti-social behaviour, and what response you can expect from us.

What is Anti-Social Behaviour?

There is no one accepted definition of anti-social behaviour. It can range from nuisance to serious harassment (including racial harassment). Serious perpetrators are small in number but their behaviour can have a disproportionate impact on large numbers of people. We define anti-social behaviour as anything that causes, or is likely to cause, harassment, alarm or distress to anyone.

We will not hesitate to take firm and decisive action to protect our service users and staff where necessary. However we will also use a pro-active approach to prevent anti-social behaviour, and will enter into local partnerships with other agencies (such as the Police, Probation and Social Services) to do this.

The Anti-Social Behaviour Act 2003

This Act came into force in June 2004, and focussed on social housing. The Act provided new powers for register social landlords to tackle anti-social behaviour. These powers related to:

Injunctions

An injunction may be obtained by applying to the County Court, and is designed to prevent or stop certain types of behaviour; denying access to people or to property, and restraining other actions such as threats or violent actions. Organisations or individuals can apply to the court for an injunction.

We are able to apply for injunctions against people who are not our residents. It is also possible to apply for injunctions where the victim is not a resident.

Anti-Social Behaviour Orders

Anti-Social Behaviour Orders (ASBOs) are civil orders designed to protect communities from behaviour that causes harassment, alarm or distress to

people. Orders are awarded by magistrates' courts and an application may be made by a housing association. However, an Anti-Social Behaviour Order is normally applied for in conjunction with the Police or local authority when wider community issues are apparent.

Acceptable Behaviour Contracts

Acceptable Behaviour Contracts (ABCs) may be a means of getting someone to look at their behaviour and change it for the better. They are usually used for children over ten years of age and young adults under 18. They are "contracts" by which individuals agree to cease issues that have been the basis for the complaint, and agree by the ABC contract not to re-engage in such behaviour again.

Demoted Tenancies

This is a new remedy. A demotion order has to be granted by the county court and has the effect of converting a secure or an assured tenancy to a "demoted assured shorthold tenancy". It reduces the security of tenure and provides a faster means for eviction if problems continue.

Possession

If we believe there is sufficient evidence to justify an action for breach of tenancy caused by anti-social behaviour, we may take possession action in the county court. If a judge finds in our favour, they may grant either a suspended possession order or an absolute or final possession order. It is necessary to prove the complaints are justified to the satisfaction of the Courts.

Mediation

Disputes between neighbours may not always need to be placed into Court. Mediation is available to bring the two parties together, in the presence of someone wholly unconnected with the two parties. Mediation requires the consent of both parties and a willingness on each to settle a dispute amicably. We can advise you about this service and its benefits.

Tenancy Conditions

Our tenancy agreements clearly state that tenants must not cause annoyance or be a nuisance to people living, working or visiting in the locality of their homes. Every tenant of Three Valleys Housing has signed up to a legally binding document (the tenancy agreement) by which they promise not to cause anti-social behaviour.

We will demonstrate our commitment to eliminating anti-social behaviour by:

- Investigating complaints of anti-social behaviour promptly
- Attempting to resolve disputes between neighbours
- Considering legal action against any person who continues to behave in an anti-social manner
- Protecting witnesses by all possible means
- Working with the police in stopping nuisance neighbours
- Working with tenants and residents groups and partner agencies
- We will keep victims, witnesses and perpetrators informed.

What action will we take?

We will treat each case on an individual basis, and examine the most appropriate method and action with which to proceed. Some of the possible actions can involve:

- Arranging to talk to a complainant/witness/victim as soon as possible
- Discussing the situation and advising on appropriate action. We will always ask for the opinion of the alleged victim on the way they would like us to act
- Use of formal warnings, legal action, injunctions, evictions
- Mediation by independent external support agencies
- Provide short term increased support or security to help prevent ASB
- Relocation or resettlement may include internal transfer of your tenancy.

Our procedures states that our initial written response or visit will be made within five working days. However, we will response to incidents involving racial harassment or other forms of harassment involving any incidents of violence/threat of violence within one working day.

What is expected from you?

Although we will take a lead role in tackling complaints, it is important that we have your support, as we may need to provide evidence of complaints:

- We may ask you to keep a detailed diary of events
- We may ask you to give evidence that can be used in Court to support the actions of ourselves and the Police
- We will always do our best to ensure that your anonymity is maintained
- We can, in certain circumstances, arrange for temporary emergency re-housing. There would always be the option to move back to your original home, once the perpetrator has been moved on or it is considered safe to do so.

We do ask that you should have a degree of tolerance of the different lifestyles of others. It is important to remember that behaviour regarded as acceptable by some can be completely unacceptable to others.

We have to take an independent and objective outlook whilst carrying out its investigations, and will keep you informed with at least monthly contact of progress made and any actions that are likely to involve you.

Confidentiality

You can be assured that our staff will not give out any information that you may consider confidential to anyone else, without first asking your permission. It may not always be possible for you to remain anonymous; the alleged perpetrator may guess or surmise where the complaint came from.

This document is a summary of the policy and procedures that we have devised and agreed to tackle anti-social behaviour.

The full documents may be viewed on our website – www.threevalleyshousing.com

Alternatively, a hard copy may be requested at our offices, the address of which is provided overleaf.

Useful Contacts:

Three Valleys Housing
Three Valleys House
Bramley Road
Long Eaton
Derbyshire
NG10 3SX

Tel: 0844 7703500
Email: info@threevalleyshousing.com

Derbyshire Constabulary
Police Headquarters
Butterley Hall
Ripley
Derbyshire
DE5 3RS

Tel No: 0845 1233333

Erewash Borough Council
The Town Hall
Wharnccliffe Road
Ilkeston
Derbyshire
DE7 5RP

Tel No: 0115 9072244 (Switchboard)
0115 9318349 (Environmental Health)
0115 9316057 (Anti-Social Behaviour
Co-Ordinator)

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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 یہ تحریر یا ہماری ارسال کردہ کوئی اور معلومات آپ کو کسی اور طریقے (مثلاً آڈیو ٹیپ یا بڑے
پرینٹ 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.