

Factsheet 6: Anti-social behaviour

Our promise to you

- We will respond to reports of anti-social behaviour (including racial harassment and hate crimes) within:

Category A visit within 1 working day (very serious allegations including harassment)

Category B acknowledge within 2 working days/visit within 5 working days (general anti-social behaviour including loud music, graffiti and noise nuisance)

Category C acknowledge within 2 working days/visit within 5 working days (this can include children not being supervised and misbehaving and pets causing problems)

Great Places Housing Group recognises the impact that anti-social behaviour (ASB) can have on families, individuals and the wider neighbourhood. We will not tolerate nuisance neighbours or ASB. We are committed to tackling the problems caused by ASB and to use any powers available to help prevent it.

What is anti-social behaviour?

Anti-social behaviour can be anything from noisy neighbours to threats and violence. Examples include:

- noise nuisance
- threatening behaviour
- dog barking and fouling
- intimidation
- drug dealing
- violent and criminal behaviour
- vandalism
- racial or sexual harassment
- problems with children or other visitors to the property
- use of the property for illegal or unlawful purposes

Action will be taken where behaviour causes nuisance or annoyance to any person.

Discrimination and other harassment

Great Places Housing Group strongly believes in equality and is committed to making sure that residents are able to live without fear of harassment, intimidation or attack. We will not tolerate any incidents of harassment and will take strong action against this.

We define harassment as any behaviour, which is likely to cause alarm or distress to another individual, or household on the grounds of sexuality, disability, race, religion or vulnerability.

More specifically, the definition of racial harassment is considered to be "an incident or series of incidents intended or likely to intimidate, offend or harm an individual or group because of their ethnic origin, colour, race, religion or nationality".

What you can expect from us

We will take all complaints seriously and will investigate any reported incidents of ASB.

The investigating officer will agree a course of action with the victim, supporting and keeping them informed of how action is progressing.

As a matter of course other agencies will be involved in dealing with the issue as we believe that no one organisation holds the key to tackling ASB. We will identify possible support needs of any party involved in the case to ensure pro-active and fair management and to prevent any further occurrences.

What we expect from you

We expect all residents to abide by the terms of their tenancy agreement.

We also expect any complaints made to be genuine and for the complainant to support and work with us on an agreed course of action.

Action and services we provide

Neighbour disputes will be handled by your neighbourhood co-ordinator and if necessary a designated anti-social behaviour co-ordinator. We look at a number of ways to tackle the problem and these include introductory tenancies, mediation services and parenting contracts.

If tougher measures are needed we will look at other ways of dealing with the situation including action to repossess the property, or obtaining a court order to stop the behaviour.

Support for witnesses

If you do make a report about the behaviour of someone then you will receive support from us throughout the whole process. We will keep you informed every step of the way about how your problem is being dealt with. If necessary we will provide additional security measures which can include panic buttons and mobile phones.

Working with other organisations

We are committed to working with a range of agencies to tackle issues of ASB and these include the local council, police and social services.

Complaints about the way we are dealing with ASB

If you are unhappy with the management of your case, you can make a complaint using our complaints procedure. See our Complaints and compliments factsheet for more information.