

ANTI-SOCIAL BEHAVIOUR

Dealing with anti-social behaviour

The Together Housing Group aims to provide an accessible and effective service for residents who are victims of Anti-Social Behaviour (ASB).

We will continue to work in partnership with communities and agencies to reduce instances of ASB. When we receive an ASB complaint we will deal with reported complaints seriously and provide an ASB service which is victim led and identifies your individual support needs; throughout the case we will keep you informed of developments. We will utilise all appropriate available options, including legal remedies, so that residents can live in their homes and neighbourhoods in peace and without fear.

Definitions

- Anti-Social Behaviour covers a wide range of unacceptable behaviour that can seriously reduce the quality of life for affected people living within our neighbourhoods.
- The Anti-Social Behaviour, Crime and Policing Act 2014, defines ASB as:
- 'Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- Conduct capable of causing housing-related nuisance or annoyance to any person.'

What we DON'T class as ASB:

- Anti-Social Behaviour can be difficult to define and although annoying, there are some types of behaviour that are not classed as ASB and may not be investigated by us.
- Examples of behaviour which would not necessarily be considered as ASB include (but not limited to):
- Issues related to parking
- Complaints around what we call 'living noises' such as doors banging, toilets flushing, washing machines/vacuums being used
- Lifestyle / personal disputes
- Children playing

- One off parties unless they are of a particularly serious nature
- Dogs barking at reasonable levels for short periods
- We will always explain if we cannot intervene in a complaint, but we will offer advice and guidance where appropriate

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Responding to reports of ASB:

We group ASB incidents into two priorities:

- **Priority 1** – We will make initial contact with the complainant within 1 working day of the complaint being received, where the complaint involves hate related harassment, domestic abuse, threats/act of violence or damage to property, or severe forms of ASB that cause severe distress and compromise the immediate safety and well being of any party.
- **Priority 2** - We will make initial contact with the Complainant within 5 working days of the complaint being received, this includes other forms of ASB where there is no immediate danger to the complainant or others i.e. noise nuisance.
- Your complaint will be allocated to an appropriate officer for investigation.

Investigating your complaint / gathering information:

- We will visit you at your home to discuss your ASB complaint, unless you do not want us to or you have already given us all the information about your complaint
- We will give you advice as to what we can do and what you can expect from us. We will be clear and realistic about potential outcomes and timescales
- We will identify any support needs and agree a joint action plan which will detail what actions we will take, and what actions you will take to help resolve the problem
- We will keep you regularly informed of progress
- We will provide you with support throughout the case
- We will visit any witnesses to get a broader view of the background to your case

- We will contact the person who has behaved anti-socially to challenge them regarding your complaint. Your identity will not be disclosed, however, where this is not possible you will be advised and the options discussed.

Taking action to resolve cases:

- We will suggest mediation if we think this would be the most effective way to deal with the ASB
- We will work in partnership with agencies such as the police and local authority to resolve reported ASB cases
- We will take the most appropriate action against those responsible for committing ASB; this may include legal and non legal remedies.

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Closing a case:

- When an investigation has been completed, we will contact you before closing the case and we will confirm the outcome in writing
- After the case has been closed, we will arrange for a Customer Satisfaction Survey to be carried out with you. This will enable us to monitor the level of service provided and identify any potential improvements to enhance our ASB Service.

Your responsibilities to help us meet these standards:

- Respect your neighbours
- Do you feel the behaviour is deliberate or unintentional? If it is unintentional, we recommend that you attempt to speak to your neighbour first to make them aware of the nuisance they are causing (only if safe to do so)
- You should report all relevant incidents promptly to us and/ or any other agencies where appropriate e.g. Police
- Work with us to gather evidence such as keeping a record of incidents. Without your support in reporting incidents to us regularly, this may prevent us from effectively challenging the behaviour
- Complete satisfaction feedback, which will help shape our services.

Satisfaction measures

We regularly monitor satisfaction with our processes and have targets relating to:

- Being kept informed
- Case handling
- Case outcome.

How can you be sure that the Together Housing Group is meeting these standards of service?

We will:

- Share the outcomes of our analysis (including improvements made as a result) with both staff and customers
- Regularly check all service standard promises with tenant representatives and as part of our scrutiny function
- Report progress in the Annual Reports to customers and stakeholders.

Contact us

- In the first instance, please use our website (www.togetherhousing.co.uk)
- (If there is a threat of violence or serious criminal activity you should contact the Police immediately on 999; or non emergency calls on 101).

0300 555 5561	WAKEFIELD
0300 555 5556	ROSSENDALE
0300 555 5559	COLNE
0300 555 5557 0300 555 5558	CALDERDALE SHEFFIELD
0300 555 5560	BLACKBURN
Our office hours are 9am until 5pm Monday to Friday.	

Please Note: - ASB Complaints reported to the Company via our official Social Media Accounts (Facebook, Twitter etc), will not be looked at outside of normal office opening hours. The standard timescales and processes will apply within our working hours.

Note: - We have a complaints process that is quick, clear and accessible. Please refer to our Complaints Service Standard for details.

TH ASB V1.1 - Jun 17, review Jan 2018