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A company with a passion for communities

# Anti Social Behaviour



Here to help... 0800 915 1600

## Other

If you would like this document in another format or language, please tick as required and return to East North East Homes Leeds, Freepost

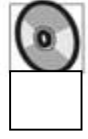
RRJX-YRTK-TACE, Leeds, LS7 3YY.

Your name:

Your address:

Telephone

## Formats



CD print



Large



Braille



Text

أود أن يكون هذا المستند باللغة العربية.

ARABIC

لطفاً اكتب لنا به زبان فارسی در اختیار من قرار دهید.

FARSI

ئەم وەرەقیەم بە کوردی دەریئت

KURDISH

Chciał(a)bym otrzymać ten dokument w języku polskim.

POLISH

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TIGRINI

میں یہ دستاویز اردو زبان میں چاہوں گا گی

URDU

Another language (write in the box)

For more information call us on 0800 915 1600.



# What is Anti-Social Behaviour?

Anti-Social Behaviour (ASB) is 'any behaviour that causes, or is likely to cause, harassment, alarm or distress to one or more persons not of the same household. Anti-Social Behaviour threatens the physical or mental health, safety or security of individuals, groups and communities and therefore undermines people's basic human rights.'

In other words, ASB means being a bad neighbour. It covers everything from letting your garden become an eyesore to drug dealing or physical violence.

## **Some examples of ASB:**

- Playing your music too loud
- Dumping rubbish
- Threatening or swearing at neighbours
- Racist abuse or graffiti
- Damaging neighbours' homes or property

## **Harassment**

We will not allow any act of harassment for any reason.

## **Domestic violence**

You must not carry out acts of domestic violence against your partner or anyone else living in the property.

If you threaten to carry out any act of domestic violence, and your partner (or any member of your partner's family living with you) leaves as a result, your tenancy will be at risk.

## **Our commitment to tackle Anti-Social Behaviour**

We recognise the disruption that can be caused by the antisocial behaviour of a few people who may act unreasonably. Problem neighbours and young people acting antisocially can make people's lives a misery.

Fortunately, antisocial behaviour in East North East Homes Leeds is not widespread. However, if problems do arise, they can have an enormous effect on the quality of people's lives.

Organisations and agencies working together is an effective way to tackle and prevent Anti-Social Behaviour.

We are committed to tackling these problems in a variety of ways, working closely with a number of agency partners.

### **Our partners include:**

- the police;
- the Neighbourhood Warden Team;
- the Youth Offending Team;
- mediation services;
- schools;
- health services;
- Drug Action;
- social services; and
- the probation service.

We have a team that works closely with the housing support officers to help you to sort out Anti-Social Behaviour problems that cannot be sorted out at your local housing office.

## **What support will I get if I complain?**

Housing staff have a duty of confidentiality towards each tenant. We will not discuss matters relating to your tenancy with anyone else without your permission.

### **We will support you by:**

- dealing with complaints promptly;
- keeping you informed of any developments relating to your complaint; and
- referring you to appropriate support services where necessary.

All investigations will start at the earliest practical time after we receive the complaint and we will carry them out as quickly as possible.

Do not delay in reporting incidents of Anti-Social Behaviour. The earlier you report a problem, the more likely matters will improve quickly rather than getting worse or happening again.

## **How can I report Anti-Social Behaviour?**

If someone ignores our warnings about Anti-Social Behaviour, we will take action to enforce the terms of our tenancy agreements.

We deal with reports of Anti-Social Behaviour in the strictest confidence. You can report it in the following ways:

- You can phone, write to, e-mail or visit your local housing office.
- You can report the incident for yourself or on behalf of the person affected.

- You can fill in a nuisance diary and hand it into your local housing office.
- You do not have to give your name when reporting Anti-Social Behaviour.

We will record all incidents that you or we consider as racist on our racist-incident reporting system.

### **What will happen after I have reported the problem?**

A housing support officer will interview you either at the office, at your home or over the phone, whichever is most convenient for you. You will be able to discuss the problem and hopefully agree jointly on a plan of action. This will include things you can do and that the officer will do to try and help.

### **Finding solutions to problems (which do not involve legal action)**

This might include, for example, the following:

- You could speak to your neighbour;
- You could collect further evidence through;
- diary sheets;
- photographs;
- other neighbours; and
- the police;
- The officer could write to your neighbour;
- The officer could interview your neighbour;
- The officer could arrange a joint interview with you and your neighbour;
- We could take enforcement action.

## **Legal solutions to problems**

Before we take any form of legal action, the team will make sure that we have looked into all other possible solutions. Approaches that may help deal with nuisance problems include:

- spoken and written warnings;
- good neighbour agreements;
- referral to support agencies;
- mediation; and
- acceptable behaviour agreements.

In serious cases or if informal solutions do not work, we may need to take legal action to try and sort the problem out.

Possible legal action to tackle the problem includes the following:

### **Injunctions**

In some particularly serious and urgent cases we can apply for an injunction. The person causing the problem has to be 18 years or over.

### **Anti-Social Behaviour orders (ASBOs)**

ASBOs can be a useful tool for preventing Anti-Social Behaviour, in particular by people who are not our tenants, or by young people under 18 (against whom injunctions cannot be made by the court).

### **Possession proceedings**

We may take action to repossess a council property in the most serious of nuisance cases.

### **Demotion order (secure tenancies)**

The Anti-Social Behaviour Act 2003 allows councils and registered social landlords to apply to the county court for a demotion order. This is when a secure tenant is downgraded to an introductory tenant.

## **Anti Social Behaviour Service Standards:**

ENEHL recognises that acts of anti-social behaviour can have a significant impact on the quality of life of our tenants and residents.

We will work in partnership with a range of agencies to tackle and prevent anti social behaviour and are committed to ensuring that people can go about their business without the threat of anti social behaviour.

If you contact us with any allegations of anti social behaviour we will:

- Assess your complaint and contact you within 5 working days to agree a plan of action;
- Refer your case on to the Anti Social Behaviour Unit within 48 hours if the complaint is of a serious nature;
- Contact the alleged perpetrator within 5 days to arrange an interview to discuss the complaint;
- Notify all parties of the outcome within 3 working days from receiving all the information received;
- Acknowledge any further complaints or counter allegations within 5 working days, contact the perpetrator within 5 working days to discuss the allegations and advise all parties of the outcome within 3 working days;
- Make referrals to support agencies, victim support and mediation services within 3 days of agreeing the plan of action with the complainant / alleged perpetrator;
- Collect nuisance diaries / recorded evidence from complainants at least every 2 weeks;
- Keep complainants updated at least every 2 weeks;
- Quality audit and review cases at least once a month;
- Ask you to provide us with feedback every 6 weeks and at the conclusion of the case.

## Useful contacts

### West Yorkshire Police

Emergency	999
Non Emergency	0845 60 60 606

### Crimestoppers

Phone anonymously	0800 555 111
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### Environmental Health Noise Nuisance

Daytime	0113 247 6026
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Out of hours (evening & weekend)	0113 240 7361
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### STOP HATE UK

Stop Hate UK is a unique charity, raising awareness of all types of hate crime and supporting the individuals and communities that are affected by it.

We are based in Leeds and work with members of the local community there. We also support people anywhere in the UK who experience hate crime through our 24-hour helpline, the Stop Hate Line.

Website:	<a href="http://www.stophateuk.org/">www.stophateuk.org/</a>
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Stop Hate Line:	0800 138 1625
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# Are we getting it right?

We're always trying to improve the quality of our information.

You can help us by filling in this form and:

- ✓ hand it in at any East North East Homes Leeds Housing Office
- ✓ send it to us at East North East Homes Leeds  
FREEPOST RRJX-YRTK-TACE Leeds LS7 3YY

Thank you for your help

What do you think about this booklet overall?

*Please tick whichever applies.*

Good  Average  Poor

What part(s) of it should we improve?

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Did you understand the information?

Yes  No

If not, please say what you didn't understand

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Do you think the layout is

Good  Average  Poor

How could we improve it?

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Your name \_\_\_\_\_

Your address \_\_\_\_\_

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Your phone no. \_\_\_\_\_

Email address \_\_\_\_\_



## Anti Social Behaviour

Designed by Communications and Information Team

February 2008

Updated May 2009

Updated August 2009