

التعامل مع الإزعاج والسلوك الاجتماعي العدائي

উপদ্রব ও অসামাজিক আচরণের মোকাবিলা করা

برخورد با مزاحمت و رفتارهای غیر اجتماعی

Działania przeciw zakłócaniu porządku i zachowaniom społecznym

Dealing with nuisance & anti-social behaviour

ਬਖੇੜੇ ਅਤੇ ਸਮਾਜ ਵਿਰੋਧੀ ਵਿਹਾਰ ਨਾਲ ਨਜਿੱਠਣਾ

ناگواری اور معاشرے کے لئے مضر رویے سے عہدہ برآ ہونا

Que faire en cas de nuisances et de comportement antisocial

Wax ka qabashada maalaayacniga & dhaqanka bulshada liddiga ku ah



Chevin

HOUSING ASSOCIATION LTD

Charitable

A member of the Together Housing Group

This document is a summary of how the association deals with anti-social behaviour and nuisance.

Summary copies of our policy and procedures as well as our full policy are available to any person on request.



Nuisance and Anti-social Behaviour Policy

What does the Association define as anti-social behaviour or nuisance?

Nuisance & Anti-social Behaviour Definitions

The Association uses the following definition of anti-social behaviour based on the Crime and Disorder Act 1998 and the Housing Act 1996. Namely:-

- Behaviour that causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household.
- Behaviour that is capable of causing a nuisance or annoyance to another person, and directly or indirectly relates to or affects the housing management functions of the relevant landlord.

Examples of anti-social behaviour are - violence or threat of violence, harassment, racial harassment, criminal activity, damage to property, excessive noise and other breaches of the tenancy agreement.

Chevin Housing Association is committed to achieving and maintaining a peaceful and secure environment by working in partnership with residents and other agencies to combat nuisance and/or anti-social behaviour.

In order to do this Chevin Housing Association will:-

- Encourage residents to solve their differences themselves, if possible. We will work with residents and other agencies to tackle anti-social behaviour that is serious and persistent. Our emphasis will initially focus on prevention.
- Make it easy to report incidents.
- Listen to and take all reports seriously and deal with them promptly and sensitively.
- Arrange visits to investigate the problem where appropriate.
- Ensure confidentiality and seek consent from the complainant/victim before contacting the person alleged to be causing nuisance, or contacting other agencies.
- Work within the compliances of the Data Protection Act.
- Discuss the options for effective action including giving reasons where no action is to be taken.
- Carry out what we agree should be done, and keep residents informed of progress.
- Consider court action, where the nuisance is serious, to attempt to obtain an injunction or possession.
- Liaise with the police and local authorities to attempt to jointly resolve cases of nuisance and/or anti-social behaviour.
- Seek to achieve representation on relevant multi-agency forums dealing with nuisance. For example, Community Safety Partnerships.
- Work with the police to offer victim and witness support.
- Offer support to vulnerable tenants. This includes the victim as well as the perpetrator, if applicable.
- Give consideration to the Human Rights Act in each case when deciding what action to be taken.
- All our policies will encapsulate national recommendations which encompass prevention, enforcement, support and resettlement.

Making a Complaint

1 Step 1 - Talk About It

Try to talk to the person who is causing the nuisance, they may not be aware that they are causing a problem. If that does not work then contact the Association. You can ring us, call into the office, email or write to us with details or ask someone to do it for you.

2 Step 2 - Interview

Some cases of anti-social behaviour can be sorted out easily. However, in most cases we will need to contact you in order to get more details about the problems you are experiencing.

3 Step 3 - Timescales and Standards

Once passed to a housing officer/ASB officer the following timescales and standards should be followed.

Type of Complaint	Timescale/Method
Serious incidents, specifically violence that could lead to serious injury and race hate crime. Also includes domestic violence and homophobic crime.	A phone call and/or visit within one working day. Immediate liaison with ASB officer required.
Other harassment and persistent nuisance.	Response as appropriate, in person, by telephone or letter within 5 working days.

- Timescales and definitions – it is acknowledged that these definitions are fairly broad. However, by utilising experience, training and assistance from the ASB team a suitable timescale for action should be agreed.
- Keeping clients informed – during the time the case is live, clients will be kept informed through contact with the officer dealing with the case every ten working days unless another timescale for contact has been agreed.
- Interviewing services – at the client’s request an interpreter will be provided or an officer of the same sex will undertake the interview. Audiotapes should be utilised if needed, to overcome problems with language or illiteracy.

4 Step 4 - Your Role

The Association expects residents to talk to neighbours to resolve problems amicably, report serious ASB, not to be aggressive, be prepared for mediation, keep records, make statements if required and inform us if you fear reprisals or need to keep your complaints anonymous.

5 Step 5 - Action Plans

After the initial investigation, which will involve contact with the perpetrator, we will agree with you what will happen next. This may involve mediation, keeping nuisance diaries, writing letters, contacting other agencies etc. Wherever possible we will confirm in writing the agreed action plan.

Making a Complaint

6 Step 6 - Evidence

If we need to take further action we will need to obtain and collate evidence in order to support our case. This may involve you completing and forwarding diary sheets. If this is required we will give you blank diary sheets to complete with a full explanation as to how to complete them. Without evidence it is very difficult for us to act. Evidence can also include police logs, crime numbers, photographs, CCTV surveillance or the use of professional witnesses.

7 Step 7 - Taking Action

If it is our resident we can consider legal action as a breach of tenancy which may involve demoting tenancies or possession orders. We can also consider injunctions against our tenants or anybody else who is causing a nuisance. We can also look at setting up acceptable behaviour contracts and anti-social behaviour orders as well as liaising with the police, environmental health and mediation services in order to try and find an effective solution.

8 Step 8 - Legal Action

Any legal action we take must be supported by factual evidence before being heard before a county court judge. It is important that residents are willing to come forward to make statements and appear in court on our behalf, especially if we go to court in search of a possession (eviction) order.

Supporting Complainants & Witnesses

The Association is committed to supporting those people who suffer from acts of ASB, witness them or complain about such behaviour. Supporting the complainant may include liaison with the police, fitting alarms, new/extra locks, emergency accommodation, victim support, transfers, access to interpreters and obtaining injunctions if appropriate.

Once legal action commences we can offer visits to court, transport, witness support services, access to our solicitor and support from staff. We will also reimburse witnesses for transport costs, loss of earnings, childcare costs etc.

Feedback

We will keep you informed at all stages of the process so you know what is happening. We will follow the Data Protection Act with regard to information and we will deal with any complaint respectfully and in confidence. Should you be unhappy with the service we have provided the Association's complaints procedure should be utilised in order that your grievance can be fully investigated. Copies of the Association's "Summary of Policy and Procedures" regarding anti-social behaviour are available on request or can be accessed on our website at www.chevinha.co.uk

Out of normal working hours ASB reporting

Incidents of anti-social behaviour can be reported outside normal working hours and at weekends by telephoning our helpline on 0845 543 6415.

We are committed to a policy of equal access to information.

If you would like this information in another language or format, or if you require the services of an interpreter, please contact us on **0845 270 1088**



CASSETTE



IN LARGE TYPE



BRAILLE



OR ANY OTHER FORMAT

Arabic

نحن ملتزمون بسياسة تكافؤ الوصول إلى المعلومات..
إذا كنت ترغب في الحصول على هذه المعلومات بلغة أو شكل آخر أو إذا كنت تتطلب خدمات مترجم فوري، رجاء اتصل بنا.

Bengali

তথ্যের সমান অডিগমনের নীতির বিষয়ে আমরা প্রতিশ্রুতিবদ্ধ।
আপনি যদি এই তথ্য অন্য ভাষা বা রূপে চান, অথবা আপনার যদি এক দোভাষীর পরিষেবার প্রয়োজন হয়, অনুগ্রহ করে আমাদের যোগাযোগ করুন।

Farsi

ما به سیاست برابری دسترسی به اطلاعات پایبند هستیم.
اگر مایل به دریافت این اطلاعات به زبان یا فرمت دیگری هستید، و یا به خدمات مترجمین شفاهی نیاز دارید، لطفاً با ما تماس بگیرید.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਸੂਚਨਾ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਦੁਬਾਸ਼ੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Somali

Waxaa naga go'an siyaasadda awood u helidda warka oo loo wada siman yahaye.
Haddii aad jeclaan lahayd warkaan oo ku qoran luqad kale ama qaab kale u qoran,
ama haddii aad u baahan tahay adeeg turjumaan afka ah, fadlan nala soo xiriir.

Urdu

ہم معلومات تک مساوی دسترس کی پالیسی کے پاسدار ہیں۔
اگر آپ ان معلومات کو کسی دوسری زبان یا صورت میں چاہتے ہیں، یا اگر آپ کو کسی مترجم کی خدمات
درکار ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

French

Nous appliquons une politique d'égalité d'accès aux informations.
Si vous souhaitez consulter ces informations dans une autre langue ou sous un autre format, ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

Polish

Kierujemy się zasadą równego dostępu do informacji.
Jeżeli chciał(a)byś otrzymać ten tekst w innym języku lub formie bądź potrzebujesz tłumacza, prosimy o skontaktowanie się z nami.



Chevin
HOUSING ASSOCIATION LTD

Charitable

A member of the Together Housing Group

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Language Line
Services



POSITIVE ABOUT
DISABLED PEOPLE



INVESTORS
IN PEOPLE



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