

Housing People

A guide to anti-social behaviour



What is anti-social behaviour (ASB)?

We want to provide an environment which is a nice place for people to live. However, sometimes things happen that are outside of our control or our powers to deal with. This leaflet provides advice on how you can report ASB to us, what we can do and what you can do to help.

Some examples of what we consider to be ASB:

- ◆ Rowdy behaviour, insults, shouting and swearing
- ◆ Noise nuisance
- ◆ Verbal abuse and/or threatening behaviour
- ◆ Drug or alcohol related incidents
- ◆ Graffiti and other property damage
- ◆ Nuisance caused by pets and animals
- ◆ Hate crimes
- ◆ Criminal behaviour
- ◆ Harassment



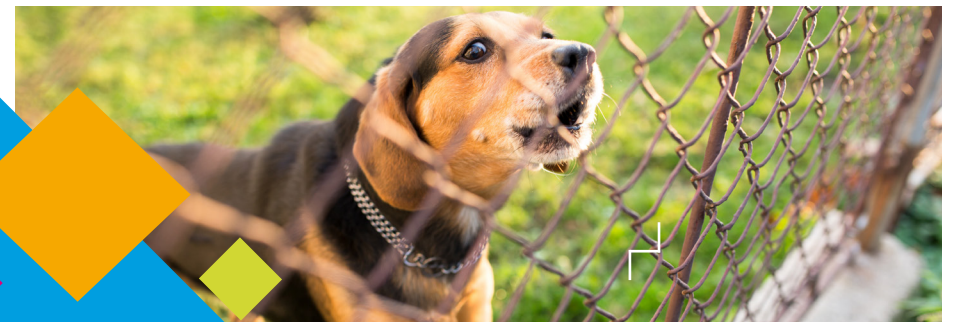
Some examples of what is not normally ASB:

- ◆ Sounds of everyday life, such as closing doors, going up and down stairs
- ◆ Sounds of children crying or playing
- ◆ Smells from cooking
- ◆ One-off parties
- ◆ Clashes in lifestyle or cultural differences
- ◆ Minor personal differences such as comments on social media and dirty looks

How we prevent ASB

We believe prevention is better than cure, here are a few examples of preventative measures in place:

- ◆ Having clauses in our tenancy agreements that set out what is not acceptable
- ◆ Using probationary 'starter tenancies' for tenants new to social housing
- ◆ Completing regular estate inspections
- ◆ Ensuring our properties are let responsibly, in line with our Lettings Policy



What can you do?

How you can help prevent ASB

- ◆ Contact us if you have any concerns as early intervention is important
- ◆ We advise you to carpet floors if you live in a flat to stop sound transference
- ◆ Let your neighbours know in advance if you are planning a party
- ◆ Be vigilant and keep any security gates in your area closed
- ◆ You may be able to take your own action by speaking to Citizens Advice or the Local Authority

What to do if you are experiencing ASB

- ◆ Politely raise the issue with the other party, if safe to do so - often people do not realise they are causing a nuisance
- ◆ Keep a record of dates, times and details of any incidents
- ◆ Contact your Housing Officer if you are unable to resolve yourself
- ◆ Contact the Police, if any crime has been or about to be committed

How to report ASB to us:



Call **01392 273462** and ask for your Housing Officer

Report online via our website:

<https://www.cornerstonehousing.net/tenancy-information/anti-social-behaviour/anti-social-behaviour-form/>

We can also send out diary sheets for you to keep a record of incidents if you would prefer to submit evidence by post.

What we will do next

We treat all ASB complaints in confidence and will listen carefully and kindly to your concerns. We will:

- ◆ Log and review your evidence and assess whether it is classed as ASB
- ◆ If incidents are serious or on-going, open a case on our ASB recording system
- ◆ Agree the next steps and an action plan with you
- ◆ Raise the issue with the person(s) causing the issue if you are happy for us to do so
- ◆ Liaise with other agencies if necessary e.g., the Police or support services
- ◆ Keep you updated



What action we can take

Our action will depend on the issue being reported and the individual circumstances. These are some of the early interventions we might use:

- ◆ Mediation to help two parties resolve an issue
- ◆ Referrals for support
- ◆ Verbal and written warnings
- ◆ Acceptable behaviour contracts

Where early interventions fail and the issue is serious or persistent we will consider taking other action. This could include:

- ◆ Extension of or ending a starter tenancy
- ◆ Not renewing fixed term tenancies
- ◆ Demotion of a tenancy
- ◆ Court injunctions
- ◆ Possession of the property

Eviction is always a last resort but possession claims will be made to Court for serious cases or where all other interventions have failed. We do not proceed with legal remedies lightly and would need to be satisfied that the action is justified and would be successful. We will not normally rehouse any parties involved in an anti-social behaviour case.

If you're not happy with our response

You can use our complaints process if you are unhappy with how we have been dealing with ASB and more information about that can be found on our website or contact us directly. You may be eligible to activate the Community Trigger, this gives victims and communities the right to request a review of their ASB case and to bring agencies together to take a joined up, problem solving approach to finding a solution. Please contact us, the Police on 101, or your local authority for more information.

Contact Details

Police non-emergency call 101 or report online at:

<https://services.devon-cornwall.police.uk/crimereporting/>

Police emergency number:
999

Report crimes anonymously to Crimestoppers:

0800 555 111 or
www.crimestoppers-uk.org

Exeter City Council:

01392 277888

Teignbridge District Council:

01626 361101

East Devon District Council:

01404 515616

Mid Devon District Council:

01884 255255

Citizens Advice Bureau:

0344 411 1444

Cornerstone Housing

Cornerstone House, Western Way, Exeter, Devon EX1 1AL

www.cornerstonehousing.net