

Information for customers

Tackling antisocial behaviour and harassment

We, Springboard Housing Association, expect all our customers to show consideration towards other people. This leaflet is a summary of our policy and procedure on antisocial behaviour, and explains what we can do to tackle antisocial behaviour and harassment.

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Introduction

Whenever anybody reports antisocial behaviour to us, we will respond quickly and treat all reports seriously. We will not accept antisocial behaviour and will do all we can to prevent it, working with local agencies and communities. Our focus will be on stopping the antisocial behaviour, rather than transferring customers elsewhere.

Our procedure for dealing with antisocial behaviour has three steps.

Step	Main message of our approach
Preventative	We will use all the preventative measures available to maintain tenancies and communities.
Management	When antisocial behaviour is reported to us, we will investigate the matter quickly and take action to tackle it, using a number of measures such as mediation, face-to-face interviews, and acceptable behaviour and rehabilitation packages.
Legal action	If the antisocial behaviour does not stop, we will take legal action. We prefer to use injunctions because they are quick to apply for and we want to stop the behaviour. But we will also use a range of other legal measures such as notices, antisocial behaviour orders, demoted tenancies and eviction.

What is antisocial behaviour?

We use the definition which is given in the Anti-Social Behaviour Act 2003.

Antisocial behaviour is behaviour which is capable of causing nuisance or annoyance to any person, and which relates to or affects the way we manage our housing.

'Any person' includes:

- anyone who has a right to live in property that we own or manage;
- anyone living in any other property in the neighbourhood (for example, owner-occupiers, or tenants of other housing associations); and
- anyone else who is lawfully working in the property or in the area, or is using local facilities.

Avoiding antisocial behaviour

Noise

Noise is one of the most common forms of antisocial behaviour. If you can hear your neighbours, it probably means they can hear you too. So please be a considerate neighbour.

- Avoid loud work, such as vacuuming, DIY or using the washing machine, late at night.
- Don't play your TV, radio, hi-fi or musical instrument too loudly. If you can hear it outside your own front door, then it's too loud.
- Keep TVs, radios and hi-fi speakers away from partition walls.
- Avoid banging doors.

Family, friends and visitors

As a tenant, you are responsible for the behaviour of your family, friends and visitors. If they cause antisocial behaviour in or around your property, we will take action against you.

Children

If children cause damage to property, we can take action against their parents. The only way to sort out problems with babies crying and children playing is by talking to the parents.

Pets

You must make sure that dogs and other pets are properly controlled and do not cause a nuisance. The following may be able to help if animals are a problem.

- The council dog warden can deal with stray dogs and dog fouling.
- You should tell the police about dangerous animals.
- The environmental health department can take action where animals are causing a noise nuisance or dog mess is a threat to health.
- The RSPCA can take action if an animal is being neglected or mistreated.

Shared areas

All tenants have a duty to keep shared areas clean and tidy and free from obstruction. If a neighbour's belongings are blocking a shared area, talk to them first and try to sort out the matter in a friendly way. If we are forced to clean or clear a shared area, we will charge whoever is responsible.

Rubbish

Please don't dump unwanted items, such as mattresses and carpets, on the street. Not only are they an eyesore but they are also a health hazard for everyone else. If you have large items of household rubbish, contact the council to arrange a collection. Most collections are free and there are local rubbish tips where you can take unwanted items. You can get details of how and where to recycle your

rubbish from the Householders Recycle Now Helpline on 0845 3313131 or the Environwise Business Helpline on 0800 585794. If you don't get rid of your rubbish properly, we will treat it as antisocial behaviour and take action.

Homes and gardens

All tenants have a duty to look after their property and any garden. If you are concerned that a neighbouring garden or property is in such a poor condition that it may be a risk to health, you should contact the council's environmental health department. Please do not plant trees without consulting your local housing manager or surveyor as tree roots can do considerable damage to property.

Abandoned cars

Dumped cars or other vehicles are an eyesore, can encourage vandalism and may be dangerous. Contact your housing manager about abandoned vehicles.

Vandalism and graffiti

Tell your housing manager about any vandalism that you see to our property. We will charge vandals the cost of repairing damage to our property and we may take further legal action. You should also report criminal damage to the police.

Businesses

Any customer thinking of running a business from home must get our permission. We may take action if a business is causing a nuisance to neighbours.

What can you do about antisocial behaviour?

- First of all you should speak calmly to whoever is causing the problem. They may not be aware that they are disturbing you.
- Refer to the list of common types of nuisance on pages 4 to 6 for how to avoid antisocial behaviour and what you might be able to do.
- The council's environmental health department may investigate and take action. The types of nuisance they can deal with are noise, dust, dirt, rubbish, smell from animals and the build-up of rotting matter. There are full details under part 3 of the Environmental Protection Act 1990.
- Some councils have a special team set up to deal with noise nuisance or a 24-hour call-out service to deal with late-night parties. The numbers to call are given on pages 13 to 16 of this leaflet.
- In some cases the environmental health department may not be prepared to take action, but we may advise you to take action yourself by complaining to a magistrates' court.
- Keep a record of the nuisance you are experiencing, including the type of nuisance, the date and time it happened, and the effect it has on you. These will be useful if you have to contact us or the environmental health department. We can give you diary sheets to record incidents.
- If you have tried to sort things out by talking to your neighbour or feel that you can't speak to them, but the behaviour continues, please contact us.

- If we decide to take a matter to court, we will need your help in collecting the evidence to support our case. This may include you going to court.

Reporting antisocial behaviour

You can report antisocial behaviour to your housing manager who will initially respond within the following times.

Antisocial behaviour category	Description	Examples	Target response time
Category 1	Immediate danger to people	Threatened or actual assault or harassment (see our harassment policy)	Housing manager to visit the person who made the complaint within one working day
Category 2	Serious incident needing investigation but not life-threatening	Shared areas - fouling, damage, people hanging around Damage to property, constant stream of visitors, noisy parties, verbal noise	Within three working days

Antisocial behaviour category	Description	Examples	Target response time
Category 3	Low-level antisocial behaviour having a negative effect on customers' quality of life	Dog fouling and barking, untidy gardens, slamming doors, rubbish, ringing intercoms, inconsiderate DIY, storing items in shared areas, using noisy domestic appliances late at night	Within five working days

How can we help you?

We will investigate each incident of antisocial behaviour that is reported to us, and record and monitor it. We will draw up an action plan with the person who made the complaint, which includes support for them.

What we can do about antisocial behaviour

- We will listen to your complaint and give advice on what you can do.
- We will tell you about the other agencies you can contact, for example, the environment health department.
- We will expect you to have tried to sort out the matter with your neighbour first.
- We will want to speak to the other person and any witnesses to get their side of the story - with your agreement.
- After investigating and assessing the situation, we may consider the following action.

Management

We will choose from a range of different options tailored for each case to stop the antisocial behaviour. For example, this could include writing to whoever is

responsible or meeting with them. We may enter into an acceptable behaviour contract, which is a voluntary agreement for someone, usually a young person, not to behave in a certain way. Or another option could be mediation, where we will encourage both sides to reach a solution which they can both agree to.

Legal action

If we cannot sort out the problem and the antisocial behaviour is serious, we will consider taking legal action. The action could be the following.

- An injunction

We can get an injunction to protect tenants, residents or staff from antisocial behaviour. An injunction might prevent a person from going near another person's home, or even stop them from entering their own home. In emergency situations where there is a threat of violence, we can get injunctions at very short notice. If the person causing the antisocial behaviour breaks the injunction, they may be arrested.

- Antisocial behaviour orders (ASBOs)

These are civil orders made by a court which prevent the person from carrying out specific antisocial acts and from entering specific areas. We must show the court that we have consulted the local authority and the police to get them involved in trying to tackle the behaviour. Where an acceptable behaviour contract has

been made and broken, we may consider applying for an ASBO.

- Demoting tenancies

We can ask the court for a demotion order to end the customer's existing tenancy and replace it with a demoted tenancy (assured shorthold tenancy for registered social landlords). This takes away the customer's right to buy their home and their secure tenancy for at least one year. If the behaviour does not stop, we can then ask the court to evict them.

- Possession action

We can go to court to evict you if you or your visitors are committing serious nuisance in or around the property. Preparing a case and going to court can take a long time.

(Leaseholders will be charged for any action taken on their behalf, for more information please contact your housing manager.)

Local authority environmental health departments

Barking and Dagenham, Civic Centre, Dagenham,
RM10 7BN

General enquiries: 020 8594 8356

Website: www.barking-dagenham.gov.uk

Out-of-hours noise nuisance

Sunday to Thursday: 8pm to 2am

Friday and Saturday: 7.30pm to 4am

Phone: 020 8594 8356

Basildon, The Basildon Centre, St Martins Square, Basildon,
Essex, SS14 1DL

General enquiries: 01268 533333

Website: www.basildon.gov.uk

Out-of-hours noise nuisance

Friday and Saturday: 5.30pm to 9am

Phone: 01268 286622

Brentwood, The Town Hall, Ingrave Road, Brentwood,
Essex, CM15 8AY

General enquiries: 01277 312500

Website: www.brentwood-council.gov.uk

Out-of-hours noise nuisance

Friday and Saturday: 8pm to 2am (October only)

Phone: 07623 952361

Bishops Stortford East Herts Environmental Services

Wallfields, Hedge Lane, Hertford, SG13 8EQ

General enquiries: **01279 655261 (ring the number and select the option you want)**

Chelmsford, Civic Centre, Duke Street, Chelmsford, CM1 1JE
General enquiries: 01245 606659
Website: www.chelmsford.gov.uk
Out-of-hours noise nuisance
Monday to Friday: 5.15pm to 8.45am
Saturday and Sunday: 4.45pm to 8.45am
Phone: 01245 265504

Colchester, PO Box 884, Town Hall, Colchester,
Essex, C01 1FE
General enquiries: 01206 282222
Website: www.colchester.gov.uk
Out-of-hours noise nuisance
Friday and Saturday: 10pm to 3am
**Phone: 01206 282652 (calls go to the community alarms
call centre)**

Epping Forest, High Street, Epping, CM16 4BZ
General enquiries: 01992 564000
Out-of-hours noise nuisance (ring as above and speak to the
standby officer)

Harlow, Civic Centre, The Watergardens, Harlow,
Essex, CM20 1WG
General enquiries: 01279 446655
Website: www.harlow.gov.uk
Out-of-hours noise nuisance
Every day: 6pm to 9am
Phone: 01279 446666

Havering, 10th Floor, Mercury House, Mercury Gardens,
Romford, RM1 3SL

General enquiries: 01708 4339999

Website: www.havering.gov.uk

Out-of-hours noise nuisance

Every day: 6pm to 9am

Phone: 01708 434343

Newham, 2-12 West Ham Lane, Stratford, E15 4SF

General enquiries: 020 8430 2000

Website: www.newham.gov.uk

Out-of-hours noise nuisance

Monday to Friday: 6pm to 9am

All day Saturday and Sunday and bank holidays

Phone: 020 8472 9624

Redbridge, Town Hall, PO Box2, Ilford, IG1 1DD

General enquiries: 020 8554 5000

Website: www.redbridge.gov.uk

Out-of-hours noise nuisance

Sunday to Thursday: 6pm to 1am

Friday and Saturday: 6pm to 2am

Phone: 020 8478 4679

Rochford, Council Offices, Rochford, Essex, SS4 1BW

General enquiries: 01702 546366

Website: www.rochford.gov.uk

Out-of-hours noise nuisance

Every day: 6pm to 9am

Phone: 01268 527317

Southend, Civic Centre, Victoria Avenue,
Southend-on-Sea, Essex, SS2 6ER
General enquiries: 01268 533333
Website: www.southend.gov.uk
Out-of-hours noise nuisance
Every day: 7pm to 8am
Phone: 01702 466550

Tower Hamlets, Town Hall, Mulberry Place,
5 Dove Crescent, London, E4 2BG
General enquiries: 020 7364 5000
Website: www.towerhamlets.gov.uk
Out-of-hours noise nuisance
Every day: 8pm to 3.30am
Phone: 020 7364 7070

Uttleford, District Council, London Road, Saffron Walden,
Essex, CB11 4ER
General enquiries: 01799 510342
Website: www.uttleford.gov.uk
No out-of-hours service

Waltham Forest, Town Hall, Forest Road, Walthamstow,
London, E17 4JF
General enquiries: 020 8496 3000
Website: www.lbwf.gov.uk
Out-of-hours noise nuisance
Every day: 6pm to 8am
Phone: 020 8496 2238

Tackling harassment

What is harassment?

Harassment is antisocial behaviour which is deliberately directed towards a person or group because of their race, religion, sex, sexuality or for other reasons. Harassment may be violence or threats of violence which may be physical or verbal. It includes attacks on property (for example, graffiti) as well as attacks on people. Harassment is now a criminal offence. Anyone found guilty faces up to six months in prison, a fine or a restraining order.

What is our position on harassment?

We will not accept any form of harassment. Under your tenancy agreement, you must not harass any other resident, neighbour or visitor. As the tenant, you are responsible for the actions of any member of your household or visitor to your home. We have clear policies for dealing with harassment.

We will:

- take swift action to deal with the person or people responsible for harassment; and
- provide support and advice for victims of harassment.

What can you do if you are being harassed?

- Report any case of harassment to your housing manager.
- Report the matter to the police, who may investigate and prosecute any offenders under the Protection from Harassment Act 1997.
- It will be helpful if you keep records of incidents such as dates, times, details of what happened, witnesses, details of any police who were called and any photographs that could be used as evidence. We will give you diary sheets for this purpose.
- Get support and advice. There are organisations who may be able to offer help and support if you are being harassed.
See 'Useful numbers for help and advice' on page 20 and 21 for details.

What can we do?

We take harassment very seriously and will thoroughly investigate all reports. We will support any person who believes they are being harassed and take swift action against the person or people responsible.

If you believe you are being harassed, we will:

- treat your complaint in confidence;
- arrange to interview you within 24 hours where possible;
- provide support and advice and, if appropriate, refer you to other organisations who may be able to help;
- work with the police to help with any criminal investigation or prosecution under the Protection from Harassment Act 1997;
- record details of any damage, carry out any urgent repair work and remove any graffiti;
- monitor all cases of harassment;
- give you advice on the legal options open to you, or take legal action ourselves in certain circumstances, with your permission (please see page 11 for details of legal action); and
- encourage you to report the matter to the police where there is physical injury or damage.

Where can you get more details?

You can get a more detailed copy of our policy and procedure for tackling harassment from your housing manager.

If you are not happy with our response to a report of antisocial behaviour or harassment, you can make a complaint by using our complaints procedure. Please see our customer handbook, 'Complaints, appeals and compliments'.

Useful numbers for help and advice

- **Asian Women's Resource Centre**
020 8838 3462
- **Commission for Racial Equality**
020 7939 0000
- **Dial UK Disability Helpline**
01302 310 123
- **Lesbian and Gay Switchboard**
020 7837 7324
- **MIND National Association for Mental Health (infoline)**
0845 766 0163
- **The Monitoring Group**
(24-hour helpline for victims of racial harassment and attack)
14 Featherstone Road, Southall, Middlesex UB2 SAA
0800 374 618

- **National Aids Helpline**
0800 567 123 (Freephone)
- **RADAR (Royal Association for Disability and Rehabilitation)**
020 7250 3222 or minicom 020 7250 4119
- **Refuge Against Domestic Violence**
0808 2000 247 (Freephone)
- **Refugee Council**
020 7346 6700
- **Rights of Women**
020 7251 6577
- **Terrence Higgins Trust and Lighthouse**
020 7242 1010
- **Victim Supportline**
0845 3030 900

For details of the local organisations providing support to your community, please contact one of the numbers listed above, look in your phone book or contact your local citizens advice bureau. You could also try contacting your local council and ask for the Race Equality Unit or the Tenancy Relations Officer.

Niniejszy dokument zawiera informacje o naszych sposobach postępowania z zachowaniem aspo-
tecznym i molestowaniem. Jeżeli potrzebujesz aby
całość lub część tego tekstu były przedstawione
większą czcionką, w języku Braille'a, na nośniku
CD, na kasecie audio lub zostały przetłumaczone
na Twój język ojczysty, prosimy o kontakt pod
podanym niżej numerem.

Polish

ਇਹ ਦਸਤਾਵੇਜ਼ ਅਸੀਂ ਗ਼ੈਰ-ਸਮਾਜਕ ਵਿਹਾਰਾਂ ਅਤੇ ਤੰਗ
ਪਰੇਸ਼ਾਨ ਕਰਨ ਨਾਲ ਕਿਵੇਂ ਨਜ਼ਿੱਠਦੇ ਹਾਂ, ਬਾਰੇ ਜਾਣਕਾਰੀ
ਦਿੰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬ੍ਰੇਲ,
ਸੀਡੀ, ਆਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਆਪਣੀ ਭਾਸ਼ਾ
ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ
ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

Punjabi

Ovaj dokument daje informacije o načinu
razrješavanja problema sa antisocijalnim
ponašanjem i uznemiravanjem. Ako su vam
ove informacije potrebne na azbuci za
slupe (Braille), na CD disku, audio traci ili
objašnjene na svom jeziku, molimo obratite
nam se na ispod navedeni broj.

Serbian

Dokumentigan wuxuu ku saabsan yahay
sida noo qaybinno dabeecadda xun ee
bulshada iyo kadeedis. Haddaad u baahan
tahay warkan afkaaga-hooyo, afka loogu
talagalay dadka aan arki karaan – afka
faraha ama CD-ga ama ajeladda rekorka
nala xirir. Namberkan isticmaal.

Somali

இந்த ஆவணம் நாங்கள் எவ்வாறு சமூக-
விரோத நடத்தைகளையும் தொல்லைகளையும் எதிர்கொள்கி
றோம் என்பது பற்றிய தகவல்களை அளிக்கின்றது.
இந்தத் தகவல்களின் எந்தப் பகுதியாவது உங்களுக்கு,
பிரெயில் முறையில், குறுவட்டில், ஒலிநாடவில் அல்லது
உங்கள் சொந்த மொழியில் தேவைப்பட்டால் தயவு
செய்து கீழ்க்கண்ட எண்ணில் எங்களைத் தொடர்பு
கொள்க.

Tamil

یہ دستاویز اس بارے میں معلومات فراہم کرتا ہے کہ ہم
سماج مخالف سلوک اور تنگ کئے جانے کو کیسے ختم
کریں۔ ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی
ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ
کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔

Urdu

Phone: 08457 023 420

See inside for translation

অনুবাদের জন্যে ভিতরে দেখুন

तरजूमा माटे अंदर जूओ

ट्रांसलेशन के लिये अंदरूनी पृष्ठ देखें

سهیری ناوهوه بکه بو وهرگیرانهکان

Ji bo wergeran li hundir binêrin

Tłumaczenia są zamieszczone wewnątrz

उरजमिआं लएी अंदर वेधे

Gudaha turjumaadda ka fiiri

Pročitajte poglavlje o prevodima

ترجمه اندر ملاحظه کریں

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2A Cloughton Road
London E13 9PN

Phone: 020 8475 0033

Fax: 020 8503 4286

DX 145280 Plaistow 2

Minicom: 0845 1304119

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Website: www.springboardha.org.uk

springboard

Part of the Genesis Housing Group

 business for neighbourhoods



INVESTOR IN PEOPLE



CUSTOMER SERVICE EXCELLENCE

Housing Corporation Number: LH0121. Industrial and Provident Societies Number: 20015R.
Registered office: Springboard House, 2A Cloughton Road, London, E13 9PN
Springboard Housing Association Limited is an exempt charity.