

A guide to tackling ASB



CASE INFORMATION

Name:
Address:

WHO WILL HELP YOU WITH THIS

Your Neighbourhood Officer:	
Tel No:	Email:

OTHER CONTACTS

Community Safety Unit:	
Tel No:	Email:
Other Agency:	
Tel No:	Email:

WHAT WILL ASPIRE DO NOW?

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WHAT WE NEED YOU TO DO

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THIS IS A

PRIORITY CASE

Housing Officer's Signature:	Resident's Signature:
Date:	Date:

RESPECT FOR OTHERS

We want you and your neighbours to enjoy your homes in peace, quiet and safety. We expect all residents to show courtesy and respect for each other.

Unfortunately, sometimes you may experience unreasonable or inconsiderate behaviour. This is known as “anti-social behaviour” and can be defined as:

‘Conduct capable of causing nuisance or annoyance to another person’

Some examples of anti-social behaviour are:

SEVERE ANTI-SOCIAL BEHAVIOUR

- > physical violence
- > harassment, intimidation or threats
- > criminal behaviour, drug dealing

NON-SEVERE ANTI-SOCIAL BEHAVIOUR

- > noise complaints
- > misusing non-communal areas
- > nuisance caused by animals
- > inconsiderate use of cars

ENVIRONMENTAL ANTI-SOCIAL BEHAVIOUR

- > fly tipping and litter
- > graffiti and vandalism
- > abandoned vehicles

We encourage customers to tell us about anti-social behaviour. There are many ways in which a complaint can be made.

This includes:

- > In person at our Customer Services Centre
- > Via the telephone
- > Via Aspire's website or by e-mail
- > By letter



WHAT CAN I DO MYSELF?

The first thing to do is to consider if you could contact the person responsible for the anti-social behaviour yourself. Involving Aspire could make the situation more formal than you would like it to be.

If you feel harassed, or if there is a danger of violence we need to take immediate action - but otherwise you may be able to deal with the problem very effectively yourself.

- > When you talk to your neighbour, try to describe the problem clearly. Explain how it affects you and your family, rather than just complaining about it.
- > Stay calm and don't argue.
- > Ask if anything you are doing is causing a nuisance or annoying anyone.
- > Be prepared to negotiate. You may find your neighbour has difficulties that you do not know about.

Remember to set a good example. Tell your neighbours if you are planning to do something that might upset them – for example, having a noisy party.

Be willing to listen if your neighbour says they have a problem about **your** behaviour. Treat problems as something you can solve together.

Other action that you could take may be:

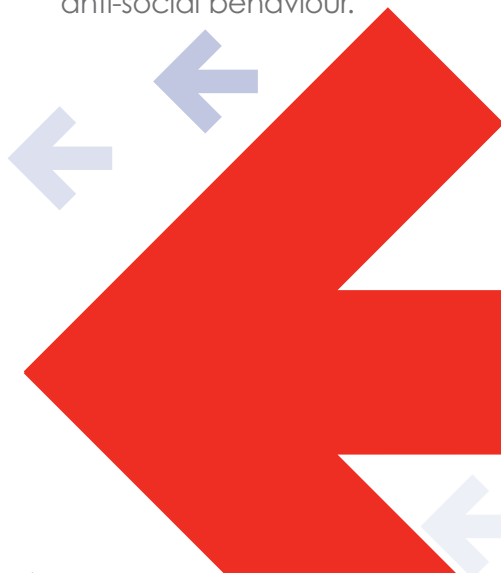
- > Asking us for help
- > To contact the police
- > Contact an environmental health officer
- > Take your own legal advice

HELP FROM ASPIRE

- > We will take swift and firm action in response to a breach of the Tenancy Agreement.
- > We will complete an ACTION PLAN when we visit/ interview you. This will set out what you can expect and what we will do.



- > At the time we complete the action plan we will agree a mutually convenient time/ interval to contact/ visit you in order to discuss and update you on the case.
- > We will respond to a complaint of severe anti-social behaviour within 1 working day.
- > We will respond to a complaint of non-severe anti-social behaviour within 5 days.
- > We may need to contact other agencies, and we have a number of methods available to successfully deal with anti-social behaviour without using legal/enforcement action.
 - > Warning Letter
 - > Mediation
 - > Voluntary written agreements called 'undertakings'
 - > Acceptable Behaviour Contracts
- > We will always try to work with you and your neighbours to resolve an issue remembering that eviction is a last resort.
- > We will not hesitate to take legal action against anyone inflicting physical or verbal abuse, intimidating residents, their families, visitors or members of staff.
- > We will provide support to witnesses and victims of severe anti-social behaviour.



TAKING LEGAL ACTION

Some forms of legal action are very swift but some legal remedies mean that we have to gather evidence and wait for a court hearing.

There are four main types of legal action:

An injunction: Where there is a known threat of violence or unacceptable behaviour, we can ask the court for an order to force the person to stop. This can happen very quickly.

Demotion Order: This is a Court Order which replaces a customers assured tenancy rights with a less secure form of tenancy.

Anti-social Behaviour Order (ASBO): An ASBO can be used against anyone over the age of 10 and Aspire can seek an ASBO through a multi-agency forum, in partnership with the Council and the Police. An ASBO can keep someone away from an area or require a change to their behaviour. It is a criminal offence to breach an ASBO.

Repossession: Aspire can go to court to ask for a Possession Order, and to evict the person causing the anti-social behaviour. The judge will grant the order if the offences are proven and breach the Tenancy Conditions and it is reasonable to grant the Order.



SUMMARY

OUR ANTI-SOCIAL BEHAVIOUR CHECKLIST

- > Try to talk to the person concerned yourself first if the problem is not too serious.
- > If the problem continues, contact us and tell us about the situation. Your Neighbourhood Officer will get in touch with you to obtain further information and to begin an action plan. You will be clear at the end of the interview about the actions we have both agreed to take.
- > We will record details of your case on a database and obtain your consent to allow us to exchange information with other agencies.
- > We may agree that you need some support whilst the case is being investigated and we will make a referral to one of the support providers we work with.
- > We may need to collect evidence from other witnesses, or ask you to complete daily record sheets about the anti-social behaviour.
- > We will usually interview the person causing the problem within the next 10 days. The Neighbourhood Officer will work with the neighbour to resolve the complaint. This may happen quite quickly, but the time allowed will depend on the case.
- > We will keep you informed about what is happening. If the problem stops, we will tell you that we intend to close the case. If the situation is continuing we will agree new actions with you in the Action Plan until the matter is resolved.
- > Complex and on-going problems will require further investigation. The Neighbourhood Officer will use one or a number of enforcement measures and may need to progress to legal action enforcement measures.



This information can be made available in
Other languages • Large print • Braille • audio tape • Computer disc.

We can also offer a translation service.

If you would like information in another language or format, please ask us.

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - Hindi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - Farsi

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھیے۔ - Urdu

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, - Polish
prosimy dać nam znać.

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه - Kurdish

We really value your opinion, whether good or bad, to help us improve our service.
Please contact us if you have a comment, compliment, suggestion or
complaint to make about any of the services we provide.

How to contact us



By telephoning
01782 635200

By minicom
01782 854993

By fax
01782 715498

By writing to
Aspire Housing
Kingsley
The Brampton
Newcastle under Lyme
Staffordshire
ST5 0QW

By visiting our offices
By emailing us
enquiries@aspirehousing.co.uk
Via our website
www.aspirehousing.co.uk