



**Gloucestershire
Housing Association**

A MEMBER OF THE GUINNESS PARTNERSHIP

Anti-Social Behaviour

This leaflet provides advice if you are suffering as a result of nuisance or anti-social behaviour



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APPROVED
BY GHA RESIDENTS



Give respect Get respect

If you would like this information in any of the following formats or a different language please call 01452 529 255 / 08456 044 529 (local rate)

- Large print
- In Braille
- Audio
- Face to face



General information

We believe that all residents have the right to live peacefully in their home. We are committed to providing a positive response to any complaint of anti-social behaviour.

We are aware of the distress that anti-social behaviour can have on individuals and communities. We will take a strong approach to tackling problems caused by tenants, other household members or their visitors.

What is anti-social behaviour?

Anti-social behaviour covers nuisance behaviour, neighbour disputes, racial and other forms of harassment.

Under the terms of the tenancy agreement:

- A tenant is responsible for the behaviour of anyone living with them and any visitor to the premises.
- A tenant, or any member of the household, or any visitors must not behave in a way that causes or is likely to cause, a nuisance or annoyance to anyone near the premises, including neighbours, or other residents
- A tenant or any member of the household or any visitors must not commit any act of violence against any other person living in the premises, including a joint tenant.
- A tenant, or any member of the household, or any visitors must not commit any kind of harassment which may interfere with the peace and comfort of, or cause offence to, any other person (including any of our tenants, leaseholders or employees, and any visitors or neighbours). This includes harassment because of someone's age, gender, sexuality, race, culture, ability or lifestyle.

The following are some examples of anti-social behaviour:

- Verbal abuse
- Assault
- Vandalism
- Threatening behaviour
- Encouraging others to act in an anti-social way
- Loud music
- Vehicle related nuisance
- Excessive dog barking
- Pet fouling
- Theft
- Rubbish dumping
- Damage to our property
- Drug dealing

What you can do if you are suffering from anti-social behaviour

If you are suffering from anti-social behaviour please report this to your Housing Officer in the first instance.

Our service standards

We will:

- Interview you within 24 hours for emergency cases or five days for non urgent cases.
- Agree an action plan for resolving the issue to include what we will do and what you will be asked to do to help resolve the issue.
- Keep you informed of the progress of a case at agreed intervals.
- Provide you with access to our policy on request within 24 hours.
- Contact you before confirming in writing that the case has been closed.
- Send you a satisfaction survey once your case has been closed, and contact you if you tell us that you are dissatisfied with the service.

In addition, we will

- Provide interpretation if you need it.
- Consider providing additional security measures.
- Work with other agencies such as the Police to help resolve the problem. This will only be done with your permission.
- Where appropriate consider legal action, against those who continue to act in an anti-social manner. This can include injunctions, anti-social behaviour orders or possession proceedings. We will also support any criminal prosecutions recommended by the Police.

Reporting incidents

It is important that when reporting an incident you provide as much information as possible including:

- The nature of the problem
- Who is causing the problem
- Dates and times of events
- Action you have taken to resolve the matter
- What action you would like us to take
- The effect of the behaviour on you and your household

Further advice

In some instances we will not be able to take action and instead we will refer you to another agency that will be able to assist, such as:

- Police
- Environmental Health
- Social Services

A list of advice agencies is available from your Housing Officer on **01452 529 255 / 08456 044 529 (local rate)** or on our website at **www.gloscha.co.uk/advice**

The following leaflets are available from our offices or can be downloaded from our website: **www.gloscha.co.uk/advice**

- Domestic Abuse
- Racial Harassment



Equality and Diversity

We are committed to eliminating discrimination and to promoting good relations and equality of opportunity in all aspects of our business. We will treat all service users, fairly and equally, regardless of their sex, trans-gender status, sexual orientation, religion or belief, marital status, civil partnership status, age, race, colour, nationality, national origins, ethnic origin or disability.



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