

Let's talk about...

WHAT IS ANTI-SOCIAL BEHAVIOUR?

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Chester
& District
Housing
Trust

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Anti-social behaviour can be anything which is capable of causing a nuisance or annoyance, harassment, alarm or distress to those who suffer from it.

Anti-social behaviour can include acts such as littering or fly tipping and fouling public areas through to acts involving harassment, violence or threats of violence.

This type of behaviour is unacceptable.

WHAT IS ACCEPTABLE BEHAVIOUR?

All our tenants sign a Tenancy Agreement agreeing to be responsible for their conduct, that of their family and visitors or guests to the property, ensuring they do not cause nuisance to any person in the area or local community.

Everyone has a right to enjoy their home and the area in which they live, as long as their actions do not inconvenience or cause nuisance to others. Good neighbours show tolerance to others with different lifestyles. But this does not mean that you should have to tolerate behaviour that is threatening or distressing.

WHAT DOES THE TRUST DO?

If you are suffering with anti-social behaviour from a Chester & District Housing Trust tenant, or you are a tenant suffering from nuisance, we will:

- Listen to your complaints and take down all the details of incidents of nuisance that have occurred (confidentially)
- Ask you for dates, times and types of nuisance that have occurred
- Ask how the nuisance has affected you and who is causing the nuisance
- Provide you with an Advice and Support Pack containing a list of useful contacts together with details of how the Trust can help and support you. Nuisance diary sheets are also included in the pack
- Ask you how you might wish the Trust to deal with your case, including any choices you may have around your identity being kept from the perpetrator(s) and if this is possible in your case.
- Not take further action without consulting you
- Take your complaint seriously and explain what can and cannot be done

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- Investigate all complaints made
 - Take appropriate action if there is sufficient proof that a tenancy condition(s) have been broken due to nuisance
 - Encourage people to take a stand

JUST A FEW OF THE STANDARDS OF SERVICE YOU CAN EXPECT?

- We will work with our Police partners to support tenant's who are identified as being victims of crime, whilst at the same time always accepting that any Trust led enforcement measures would have to wait until the Police had completed their enquiries
- In cases of violence or threats of serious harm, the Trust can take action when appropriate within 24 hours
- We will respond to all reports of anti-social behaviour between one and three working days, depending on the severity of the case and the impact on the person(s)
- We will agree a course of action and how regularly we contact you about progress but this will be at least once a fortnight
- We will publicise details of the Trusts successful applications for Anti-social Behaviour Orders (ASBOs), injunctions, curfews and evictions for causing Anti-social Behaviour
- We will use a mediation service to try and resolve disputes between neighbours
- When each case is closed we will invite complainants to complete a questionnaire to measure the satisfaction of all complainants of anti-social behaviour

WHAT TYPE OF ACTION CAN THE TRUST TAKE?

Warnings:

Most people will stop causing a nuisance following this stage. We will warn residents that their actions are breaking their tenancy agreement and that they might lose their home if they persist in causing a nuisance.

Independent Mediation:

Encourage tenants reporting neighbour disputes to seriously consider the Independent Mediation service to assist them in resolving nuisance especially at an early stage. The service is free of charge and delivered by professionals on a confidential basis.

Injunctions:

We can seek an injunction through the courts which if granted can request a resident to stop doing something, such as causing a nuisance, and to require them to carry out certain actions to bring them in line with their tenancy agreement. Breaking an injunction may result in a return to court and imprisonment or a fine for contempt of court.

Possession Proceedings:

If nuisance or harassment is sustained, after all other reasonable steps have been taken, we may proceed to court and seek a possession order. This can result in a family losing their home.

It is important to note that some of these remedies cannot be taken straight away. We have to work within the law and the court process, which can take time.

We might not be able to take the action you want us to take immediately. For example, if there is insufficient evidence or if there is no clear victim and the nuisance has occurred due to a personal disagreement.

WHAT CAN YOU DO?

It is vital that you record incidents as and when they occur, as it is difficult remembering everything over a period of time. We need dates, times and details about the nuisance, how it affected you and details of who was causing it.

Often people do not realize their actions may be upsetting you. In some cases the nuisance can be stopped if you speak to the person and talk about the problem.

You can also report problems to Environmental Health or the Police, or take your own legal action by contacting the Citizens' Advice Bureau (CAB) or Law Centre.

Occasionally you might need to complete a witness statement or attend court to give evidence. However, very few cases of nuisance result in court action.

OTHER FORMS OF ACTION

If necessary we can refer the problem to another organisation:

Environmental Health – help with noise nuisance, rubbish or abandoned cars.

The Police – where criminal acts have been reported such as drug dealing, violence, criminal damage, hate crime including homophobic abuse and racial abuse.

Social Services – we will co-operate with Social Services to help in cases where tenants appear to be vulnerable and requiring support.

We will also liaise with our statutory partners within the Community Safety Partnership before seeking Anti-social Behaviour Orders (ASBOs)

IF YOU WANT TO KNOW MORE, PLEASE CONTACT US:

Online

Web: www.cdht.org
Email: info@cdht.org

By phone

Freephone: 0808 100 7701

Lines open

Monday to Thursday
8am—6pm
Friday 8am—5pm

Fax: 01244 305690

Minicom: 01244 305500

BY VISITING US AT:

Chester —

Registered Office

Centurion House
77 Northgate Street
Chester, CH1 2HQ.
Monday to Friday
9am—4.45pm

Lache —

Neighbourhood Office

89a Cliveden Road
Lache, CH4 8DT.
Mon, Tues, Thurs and Fri
9am—12pm

Blacon —

Neighbourhood Office

17—18 The Parade
Blacon, CH1 5HW.
Monday to Friday
1.30pm—4.30pm

RESIDENT INVOLVEMENT

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!**

Interested? Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

Also available in

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