



Dealing with anti-social behaviour



INVESTOR IN PEOPLE



Dealing with anti-social behaviour

Everyone has a right to enjoy their home and community quietly and peacefully.

We are committed to ensuring that all whg customers can do this by tackling behaviour which is anti-social or causes problems for others. This leaflet outlines how we expect good neighbours to behave, as well as explaining what you should do if you experience problems on your street or in your neighbourhood.

What is a good neighbour?

Good neighbours show consideration towards each other and to the public in general. They do not behave in any way which makes life unpleasant for others. Why not call round to get to know your neighbours? You can help make your street safer by keeping an eye on each other's properties. If you have elderly neighbours, check on them from time to time to see if they are all right, especially in the winter.

Being a good neighbour is all about finding a balance between acting with consideration and being tolerant. People need to feel safe and secure – but not at the cost of restricting personal freedom.

What is anti-social behaviour?

Anti-social behaviour can take many forms such as abusive language, litter and graffiti and abandoning cars. It can just be an occasional irritant or can lead to people's lives being ruined. It can affect individuals or whole communities. None of it is acceptable and we take all instances of anti-social behaviour very seriously.

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Noise nuisance

Nuisance caused by noise from neighbours can affect people's lives and the enjoyment of their home.

Be aware of other people and keep noise to a minimum, especially if you are living in a flat as there will be shared walls, floors and corridors. How you can help:

- place TVs and hi-fis away from shared walls
- keep the volume on radios, hi-fis and TVs as low as possible, especially at night
- do not practice a musical instrument early in the morning or in the late evening
- let the neighbours know if you are planning a party or BBQ
- avoid mowing the lawn or doing DIY work early in the morning or late at night
- do noisy jobs eg washing and vacuum cleaning during the day
- stand washing machines and spin dryers on a solid floor or put them on a carpet or rubber mat to reduce vibration
- do not rev your car engine excessively
- only use vehicle horns in an emergency
- do not let your dog bark or whine for long periods of time
- do not bang internal or external doors.

You must also make sure that anyone living with you or visiting your home, including your children, behaves in a reasonable way.

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If you fail to keep noise within reasonable limits and you cause nuisance to your neighbours, you may breach your tenancy agreement and we will take action.

If you experience problems with noise

If you feel that your neighbour is being too noisy or causing a nuisance, try speaking to them. They may not realise that they are disturbing you. If a neighbour approaches you about noise, remember there are always two sides to every argument and try to see the problem from their point of view as well as your own.

Rubbish

Make sure all your household rubbish is properly bagged and is left out in the right place on the day it is due for collection.

Littered and untidy bin areas around flats are a health hazard and attract pests and vermin.

Please keep them clean and tidy by wrapping rubbish before it is put in the bin and not leaving any items by the bins.

If you have any large items to dispose of, the Council runs a bulk collection service. Call [01922 650000](tel:01922650000) and ask for the Cleansing Service.

Pets

Ensure that all pets are kept under proper control and do not cause damage, nuisance or annoyance to anyone else. Erect suitable fencing to keep animals within the boundaries of your home.

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Vehicles

Be aware of your neighbours and do not park vehicles on grass verges or allow your visitors to park where it obstructs their home or stops the emergency services gaining access.

Using your garden, drive or parking areas to constantly repair vehicles, or store unroadworthy vehicles, can cause a nuisance to neighbours.

Caravans, motorhomes, vans, lorries or commercial vehicles should not be parked on your home, or any area nearby, without written consent from whg.

If you have to cross the pavement to get to your parking area, the kerb must be adapted to allow you to do so. Speak to your Customer Services Team if you want to gain permission to build a parking area or have the kerb adapted.

Harassment

Harassment can take many forms and includes deliberately or repeatedly troubling or intimidating others. This includes committing or threatening to commit an assault, attack or act of violence which affects the peace and comfort of another person.

Any whg customer who harasses someone else is in breach of their tenancy agreement. This includes anyone living with you or visiting you.

Make sure that you, your family or your guests do not threaten, abuse or cause deliberate damage to any other properties. We will not tolerate anyone who causes or encourages harassment and will take legal action.

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How we can help

We will not tolerate anti-social behaviour of any kind in our properties and on our estates, and we are working closely with the police and Walsall Council to create communities where there is no place for it. We aim to:

- acknowledge any report of anti-social behaviour in writing within two working days and arrange an interview with the complainant within five working days
- help and support you to resolve difficulties yourself if possible
- keep you informed of our proposed action and progress
- offer continuing advice and support
- identify additional support from other agencies
- ensure all whg colleagues are trained in dealing with anti-social behaviour effectively and efficiently
- treat all information as strictly confidential during investigations, although we may need to share information with other organisations to deal with the anti-social behaviour effectively.

Our Anti-Social Behaviour Policy and Procedure, which has been drawn up following full consultation with customers, explains what action we will take in response to anti-social behaviour and how we will try to prevent future incidences occurring. Ask your Customer Services Team for a copy.

If you are in dispute

It is often possible to solve many neighbour disputes simply by talking. Try discussing the problem calmly and avoid turning a

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small disagreement into a major argument. If the situation does not improve, or you think it is too serious for you to deal with yourself, we will take action, but we can only do this if we have evidence.

Ask your Customer Services Team for an Anti-Social Behaviour Incident Diary. If you record everything that happens, we can use this information to take legal action to stop the anti-social behaviour.

Being a witness

If we decide to take legal action, you may be required to attend Court to give evidence, along with other witnesses. This evidence is vitally important and may be supported by other forms of evidence.

If you feel threatened or unsafe, we will do everything possible to support you. We will fully assess the risks, discuss the whole process with you and work with other agencies to provide ongoing support even after the case has been resolved.

If you are the offender

We will take action against people who cause anti-social behaviour. Your tenancy agreement sets out the types of behaviour which are not acceptable. You are also responsible for the behaviour of those who live with you or visit you. If you breach any of your tenancy conditions, we will take action.

If you continue to cause anti-social behaviour, we will take Court action against you. This may result in you losing your home. Proceedings may be issued against you, members of your family or your visitors, and may result in you having a criminal record.

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To contact us please call:

0300 555 6666

Always charged at **local rate**
– including from mobiles

Brownhills Housing Office

13 Silver Court
High Street
Brownhills WS8 6HA

Bloxwich Housing Office

Bloxwich Hall
Elmore Court
Elmore Green Road
Walsall WS3 2QW

Blakenall Housing Office

Blakenall Village Centre
Thames Road
Blakenall
Walsall WS3 1LZ

Central Walsall Housing Office

2nd Floor
Tameway Tower
Bridge Street
Walsall WS1 1JZ

Darlaston Housing Office

45 King Street
Darlaston WS10 8DE

Willenhall Housing Office

Beechwood House
New Road
Willenhall WV13 2BG

Email us at enquiries@whgrp.co.uk

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English

For interpretation, translation, large print, Braille or audio formats, ask an English speaking friend to help you contact your local housing office.

Bengali

ভাষান্তর, অনুবাদ, বড় হরফ, ব্রেইল কিংবা অডিও ফরম্যাটের জন্য, ইংরেজী বলতে পারেন আপনার এমন কোন বন্ধুকে আপনার স্থানীয় হাউজিং অফিসের সাথে যোগাযোগ করার জন্য সাহায্য করতে বনুন।

Punjabi

ਵਿਅਖਿਆ, ਅਨੁਵਾਦ, ਵੱਡੇ ਪਿੰਟ, ਬ੍ਰੈਲ ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟਾਂ ਲਈ, ਅੰਗ੍ਰੇਜੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਦੋਸਤ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੀ ਸਥਾਨਕ ਹਾਊਸਿੰਗ ਟ੍ਰਸਟ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰੇ।

Gujarati

અર્થઘટન, ભાષાંતર, મોટી પ્રિન્ટ, બ્રેઇલ અથવા ઓડિયો ફોર્મેટ માટે, તમારા ઈંગ્લેશ સોલતા મિત્રને તમારા સ્થાનિક હાઉસિંગ ટ્રસ્ટનો સંપર્ક કરવા મદદ માટે કહો.

Hindi

भाषांतरण, अनुवाद, बड़े प्रिंट, ब्रेल अथवा ऑडियो प्रारूपों के लिए, अंग्रेजी बोलने वाले किसी दोस्त से कहें कि वह आपकी स्थानीय हाउसिंग ट्रस्ट से सम्पर्क करने में आपकी मदद करे।

Urdu

اتشریح، ترجمہ، بڑے چھاپے، بریل یا آڈیو فارمیٹ کے لیے انگریزی بولنے والے کسی دوست سے دریافت کریں کہ وہ آپ کے مقامی ہاؤسنگ ٹرسٹ سے رابطہ کرنے میں آپ کی مدد کرے۔

French

Pour toute demande d'interprétariat, de traduction, de document en gros caractères, en braille ou en format audio ; veuillez demander à une de vos relations parlant anglais de contacter le bureau local de l'association de gestion de votre logement.

Turkish

Sözlü ya da yazılı tercümesini, ya da büyük puntuyla, körler alfabesiyle ya da sesli kayıt halinde edinmek için İngilizce bilen bir tanıdığınızdan bölgenizdeki konut vakfıyla temas kurmanıza yardımcı olmasını isteyin.



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