

Antisocial behaviour and harassment policy

Easy read guide on how we will prevent and stop antisocial behaviour (ASB) and harassment.



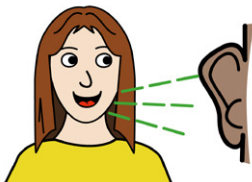
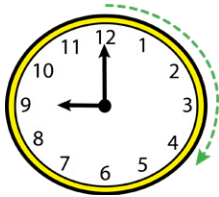
Stopping ASB and harassment

We want to stop ASB and harassment happening to our customers and their visitors and we also want to stop this happening to the people that work for us. This policy says how we will do it.



How will we do this?

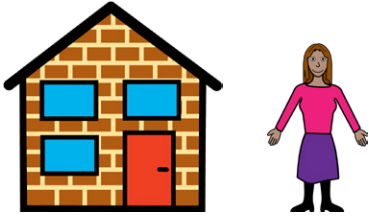
- We'll be clear about what we can and cannot do
- We'll act quickly when we know about a problem.
- We'll listen to everyone involved.
- We'll keep in touch with you to let you know what is happening.





Who is this policy for?

For people who live in our homes, that can also mean someone that lives with you or comes to visit you.



It is also for people who are experiencing ASB because of our customers, so someone who does not live in one of our homes but might live nearby.

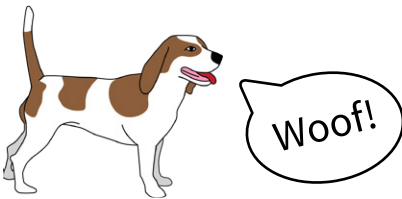


It is also for people that work for us so that they know what to do if someone in one of our homes harasses them or says something to them that causes them to feel unsafe.



What is ASB?

It is something that makes you annoyed or upset.



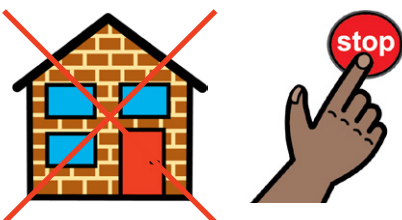
It could be a dog barking all the time or something that even involves the police, such as someone being threatening or smashing a window.



It can also include anything that someone says about your race, disability, gender, sexuality or religion.

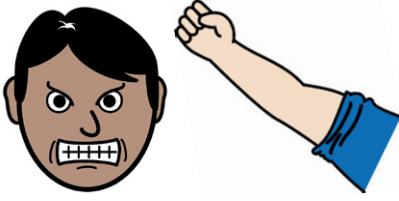


If something serious like this happens we will speak to the police to find out what they are doing and work with them to take the right action against that person.



Even if the person who causes problems does not live in one of our homes we can still do something to stop them doing it again.

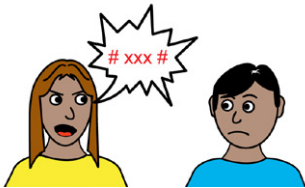
Here are some things that are ASB:



Assault.



Constant loud music.

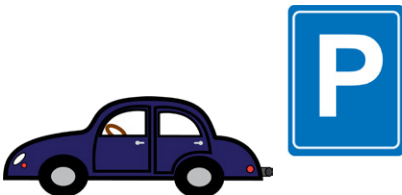


Name calling or threats.



Late night disturbances.

Here's some things that are not ASB:



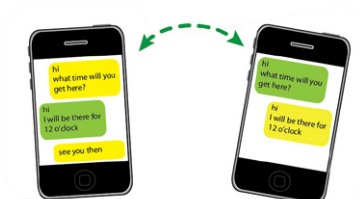
Parking.



Children playing.



Normal household noise at reasonable times.



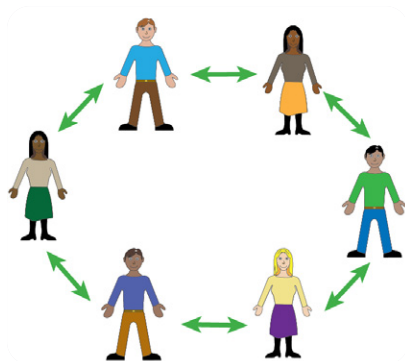
Comments on social media.



Stopping problems before they start

We issue a 'starter/probationary tenancy' to all new customers who are new to social housing.

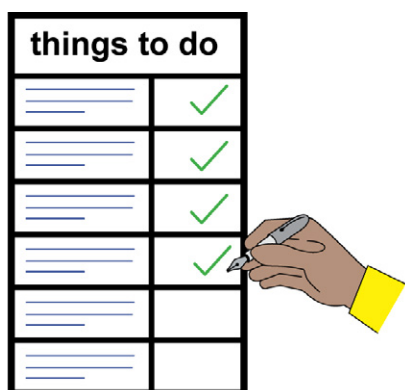
We also check the people who apply for our homes which includes asking for references from the previous landlord if they had one.



Partnership working

That means we ask the police and other services to help us work out what is happening.

If customers are not happy with our responses to problems they can request a Case Review through their council.



Our approach

- We will act quickly and find out what has happened, get the facts.
- We will then decide what we need to do.
- We will tell those who have reported this to us what we are doing, when and how long things will take. We will tell you if we cannot do anything.



Support

Sometimes the people who cause problems are made worse because they are unwell or are vulnerable.

We will ask for help from other professionals if we think anyone is not safe.

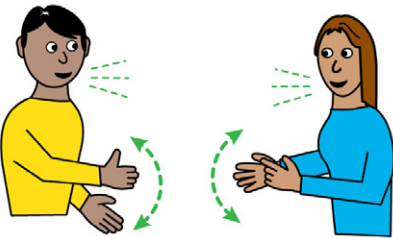


Supporting you

We want the people who are suffering from antisocial behaviour to feel confident in our service so we will offer support in a few ways.

Some of these are:

- Prompt interviews and regular updates.
- Use of CCTV and sound recording equipment to gather evidence.
- Requesting extra Police patrols.
- Use of window locks and security lights.



We will offer mediation to try resolve problems between neighbours before they get worse.



We also want to make sure you have different ways to report problems to us such as via an App, in person or on the phone.



Legal action

Sometimes we have to take legal action against people.

There are lots of things we can do, such as:

- Injunctions to stop someone doing something, we can also ask that someone is kept away from somewhere or can be arrested if they do something they shouldn't.
- Asking the courts to evict someone from their home.



How we look after your information

We comply with the Data Protection Act 2018, this tells us how we should make sure people's data is properly protected and only shared in a lawful way.

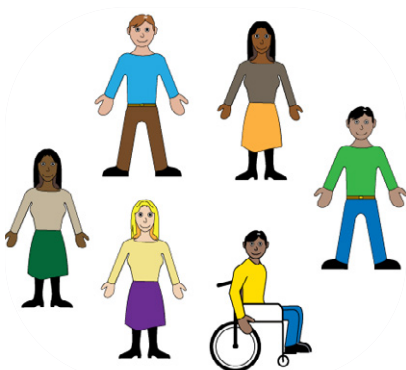
We will ensure we only share the reporting person's identity to the person causing the problems with their permission.



Monitoring our service

We collect information on ASB to show how we meet our performance targets and how satisfied people are.

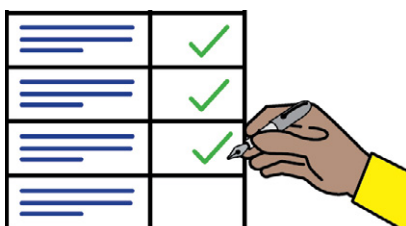
We also ask customers about what they want to happen. This helps us improve our service.



Diversity and inclusion

We want to make sure that this policy is fair to everyone. That is anyone who is part of an investigation or someone who has raised a concern to us regardless of race, ethnic origin, nationality, gender, disability, religion, marital status, maternity, sexuality or sexual orientation, or age.

If you think we've got this wrong, please contact us.



Reporting and monitoring

This policy will be reviewed regularly to reflect current legislation and good practice.