Tackling Nuisance & Anti-Social Behaviour

Please Don’t Suffer in Silence
- We Can Help
This leaflet tells you about our approach to tackling anti-social behaviour and gives you advice on how you can help resolve any problems with neighbours. We will always aim to identify and resolve problems as quickly as possible. We will try to make sure they do not get worse.

We believe that everybody has a right to enjoy the peace and quiet of their home, free from serious disturbance and intimidation. We will not tolerate anti-social behaviour by a tenant or anyone living in or visiting the property against anyone in our neighbourhoods and will enforce our tenancy agreement if a tenant fails to stop.

If problems are being caused by people who are not our tenants, then we do not have the same powers to deal with these issues. However there is still assistance we can give and actions we can take including legal actions such as Injunctions.

**What is anti-social behaviour?**

Antisocial behaviour can mean serious acts of violence or harassment or more ‘everyday’ things like noisy pets or gardens that are overgrown or full of rubbish. Whatever is causing your concern; we will take the issues seriously and act quickly to help.

**A tenant’s responsibility**

By signing our tenancy agreement, tenants accept full and personal responsibility for crimes and acts of nuisance they commit in and around their home. The 1996 Housing Act states that as a tenant you are responsible for the following people’s behaviour:

- Your own
- Anyone jointly named on your tenancy agreement
- Your children and anyone else living with you
- Anyone visiting you
What you can do about nuisance and anti-social behaviour

1. **Tolerance and common sense**
   Talking with those who are responsible and discussing the problem face to face is often the most successful way of resolving disputes and misunderstanding. We actively encourage tolerance and common sense solutions to problems with those who cause them.

2. **Discuss it**
   In most situations, the first thing to do is to talk to those causing problems. Explain what is upsetting you and your family. Try to resolve disputes with those responsible as early as you can so they don’t get worse. However, if you are fearful of how they may respond, or if you have suffered more serious incidents of abuse or threatening behaviour, then it is best to contact us so we can help you.

3. **Let us know**
   If you have tried to reason with those responsible but have failed, please get in touch with Impact in person, by phone or in writing. We will then investigate the complaints quickly and decide what action we can take.

How to contact us

**During Office Hours**

Mon - Thurs 9.00am - 5.00pm Friday 9.00am - 4.30pm
Please contact our main number - 03448 736290
Your call will be answered by a member of Impact’s NGage Customer Services Team. They will log details and make sure the correct Neighbourhood & Communities Coordinator gets the details quickly.

Or you can contact your area Neighbourhood & Communities Coordinator direct. Email: enquiry@impacthousing.org.uk
Write to us at: Impact Housing Association Limited, The Oval Centre, Salterbeck Drive, Salterbeck, Workington, Cumbria. CA14 5HA

Or you can contact
Stephen Wilson, The Neighbourhood and Communities Service Manager,
Direct on: 01228633630 or on his mobile: 07834320188
Email: stephenw@impacthousing.org.uk
Out of Hours

A third party company manage Impact’s 24 hour emergency ASB line.

Call our main number 03448 736290, and you will be connected to a person who works for the third party company who will take details of the nuisance and then pass this on to us the next working day. In real emergencies, they may contact a Manager to assist in resolving the matter at that point.

Remember in an emergency always dial 999 first. In cases where there may be a crime that isn’t an emergency, you can call Cumbria Police on 101.

We can provide information in large print, Braille, or other languages. Please just ask.
For typetalk users please prefix 18001 in front of the number you are calling.