



## **IMPACT HOUSING ASSOCIATION**

**Tackling Nuisance and  
Antisocial Behaviour**



## Tackling nuisance and anti – social behaviour

### PLEASE DON'T SUFFER IN SILENCE - WE CAN HELP.

This page tells you about our approach to tackling antisocial 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 have signed up to the Governments RESPECT standard on anti social behaviour and this means that we have made commitments in line with the standard.

If you would like the help of an interpreter to understand this document, or just want to talk to us, please contact your local Neighbourhood Coordinator (details for your area are on a separate web page) or contact Impact's main number shown below

### **How we are tackling nuisance and antisocial behaviour**

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 antisocial behaviour by a tenant against anyone in our neighbourhoods and will enforce our tenancy agreement if a tenant fails to stop.

We will note and investigate all complaints about our tenants and, where necessary, take action to resolve the problems.

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 antisocial 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.

What do we regard as serious and less serious anti social behaviour?

### Serious and High priority

- Harassment, intimidation or threatening behaviour
- Hate related incidents (not race related).
- Domestic Violence / abuse.
- Physical violence.
- Race related incidents.
- Threats to staff



### General less serious antisocial behaviour

- Noise.
- Vandalism and damage to property.
- Pets and animal nuisance.
- Nuisance from vehicles.
- Drugs, substance misuse and drug dealing.
- Alcohol related.
- Litter, rubbish and fly tipping.
- Garden nuisance.

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- Misuse of communal areas, public spaces or loitering
- Prostitution, sexual acts and kerb crawling
- Other criminal behaviour / crime.
- Verbal Abuse

### **Harassment, violence or intimidation**

If you face acts of serious harassment, violence or intimidation, you must report them to the police. However, if the perpetrators are Housing Association tenants or their family or visitors, then we will want to investigate and decided if we should also take legal action ('Perpetrator' means the person accused of carrying out an act of harassment or nuisance.)

### **A tenant's responsibility**

By signing our tenancy agreement, new 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.



All new tenants receive an Introductory Tenancy and if there is serious anti social behaviour during the first 12 months, we can end the tenancy without going to court. Our tenancy agreement says that nuisance, harassment and criminal activity are unacceptable not just to immediate neighbours, but to the wider neighbourhood and local community.

We can and will take action against a tenant who commits antisocial behaviour, even if it occurs elsewhere in the neighbourhood.

### **WHAT YOU CAN DO ABOUT NUISANCE & ANTISOCIAL 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 discuss the problem with 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.



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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. You do not have to tell us who you are at this stage, but if you can tell us the names of all the people involved it may help us to resolve the issue quicker.



## **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**. Select option 5 and ask to speak to someone in the Neighbourhood Team. Or you can contact your area Neighbourhood Coordinator direct.

**Email: [enquiry@impacthousing.org.uk](mailto:enquiry@impacthousing.org.uk)**

Or email your Neighbourhood Coordinator direct.

### **Write to us at:**

Impact Housing Association Limited, The Oval Centre, Salterbeck Dr,  
Salterbeck, Workington, Cumbria. CA14 5HA

## Out of Hours

A company called Orbis manage Impact's 24 hour emergency line. Call our main number **03448 736290**, select option 1 and you will be connected to an Orbis staff member 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.***

## Police

In cases where there may be a crime that isn't an emergency, you can call Cumbria Police on 0845 33 00 247

You can also call Crimestoppers on 0800 555 111 – you can report anonymously. If you are a victim or witness, make sure you report it. All such crimes are taken very seriously and treated in the strictest confidence.

It doesn't matter how you choose to report nuisance and harassment – the important thing is that you do report it and get the help you need.

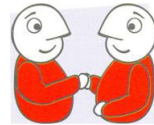


## OUR PROMISE TO YOU

### We guarantee that:

- We will treat your complaint seriously and investigate it fully.
- We will support you throughout the process.
- A Neighbourhood Coordinator will contact you within three working days (1 working day in serious cases) to arrange a telephone or face-to-face interview. This will take place within five working days of your initial complaint.
- We will record full details of the problem and explain what we can do to resolve it.
- We will discuss a range of options with you and agree an action plan.

### The Action Plan



Normally the action plan includes the following:

- The Neighbourhood Coordinator interviewing those responsible and writing a warning letter or interviewing witnesses who may have seen some of the problems you have faced.
  - ◇ This action will be taken with ten working day of the initial complaint.
  - ◇ At this stage we may not tell the perpetrator who has complained.
  - ◇ After meeting the perpetrator, the Neighbourhood Coordinator will review the findings and decide on the most appropriate and realistic course of action.



- Giving you an 'incident' diary so you can keep a written record of further incidents.
- The neighbourhood Coordinator may try to get information that other agencies may hold, such as the police.
- Giving you contact details so that you can get support at all times. (In most serious cases)
- Monitoring progress as agreed with you until the matter has been resolved and everyone is satisfied, or if there is no further evidence to support an more action. We will make every effort to check progress and gather evidence.
- Asking you to return a satisfaction form when a case is completed to help us monitor and improve our service.

We will support you however we can so that you are comfortable within your home and neighbourhood.

### **Keeping things moving to reach a solution**

As the case progresses we will regular review the plan with you. We will monitor the case and keep a log. If the problems are not resolved, we will take further action. The following things are likely to happen:

- If the problems are not resolved after the Neighbourhood Coordinators discussion with the perpetrator, we will send a final warning letter.
- We will contact you within five working days of sending this letter to see how things are going. If you are happy with the situation we will close the case. If you are not happy, we will continue to monitor the situation for up to six months.

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- If the problems are not resolved after the Neighbourhood Coordinators discussion with the perpetrator, we will send a final warning letter.
- We will contact you within five working days of sending this letter to see how things are going. If you are happy with the situation, we will close the case. If you are not happy, we will continue to monitor the situation for up to six months.
- If the problem persists, we will review our options. We may issue Acceptable Behaviour Contracts (under which the perpetrator agrees to behave better) or demote their tenancy (this gives them fewer rights). We can also use Section 21 procedures to end an assured shorthold tenancy in the first 12 months, which allows us to evict them more easily, or even consider court action.
- If we choose court action, further evidence will be gathered. Witnesses will receive support during the case.
- We cannot guarantee the outcome at court because a judge decides each case. However, we do guarantee that our preparations will be excellent and that we will work closely with you and the witnesses to support you throughout.
- We will record details of perpetrators who leave their homes after nuisance, harassment and antisocial behaviour. We will make efforts to ensure the problems they cause are not simply transferred elsewhere.

**What if you have a query or question.**

You can contact the Neighbourhood Manager, Stephen Wilson

Direct Line – **01946 839928**

E mail – [stephenw@impacthousing.org.uk](mailto:stephenw@impacthousing.org.uk)

Mobile - **07834320188**

Write to **Impact Housing Association**

**The Oval Centre**

**Salterbeck Drive**

**Salterbeck**

**Workington**

**CA14 5HA**



**Give respect Get respect**

## USEFUL CONTACTS

**Impact Housing Association**  24hrs **03448 736290**

Email: [enquiry@impacthousing.org.uk](mailto:enquiry@impacthousing.org.uk)

Text: **07576347255**

**Cumbria Police**  **0845 3300247**

In case of an emergency call **999**

**Crimestoppers**  **0800 555 111**