



# ANTI-SOCIAL BEHAVIOUR

## SERVICE STATEMENT



## THE SERVICE YOU CAN EXPECT

### DEFINITION OF ANTI-SOCIAL BEHAVIOUR

Anti-social behaviour is anything which interferes with your peaceful enjoyment of your home and its surrounding area. It can take many forms including:

- Criminal acts
- Noise Nuisance
- Unhygienic habits
- Harassment of any kind
- Nuisance from pets

We can take action if our tenants, or their visitors or pets, are causing the anti-social behaviour. In certain circumstances, we can take action against perpetrators who are not living in one of our properties.

### HARASSMENT

Harassment is dealt with in another leaflet – please ask for a copy.

### REPORTING ANTI-SOCIAL BEHAVIOUR

If you are affected by anti-social behaviour you can help us by informing us immediately.

There are several ways you can contact us:

#### BY TELEPHONE

- Monday to Friday  
between 9 am (9.30 am on Wed) and 5 pm on  
Freephone: 0800 1833948 or  
Landline: 01768 861470

#### IN PERSON

- Visit the reception at Blain House, Penrith during office hours.
- Advise one of our officers visiting your estate or locality.

## BY POST

- Write to us outlining your complaint and if possible, let us have a telephone number where we can contact you.

## BY E-MAIL

- E-mail us at [enquiry@edenha.org.uk](mailto:enquiry@edenha.org.uk) outlining your complaint and if possible, let us have a telephone number where we can contact you.

## WHAT WE WILL DO NEXT:

- We will speak with you in person:

**Within 24 hours for serious cases** such as harassment, criminal damage, intimidation, assault and routine cases which have become persistent.

**Within 10 working days for more routine cases** such as noise, trespass, car parking and minor damage.

- You will be treated sensitively and we will listen to you. We will identify whether or not there is an immediate need to implement protective measures.
- We will respect your wishes and only pass the information you have given on to a third party with your consent.
- We will make enquiries necessary to resolve the situation. This may include seeking information from:
  - The Police
  - Social Services
  - Probation Services
  - Any other relevant parties
  - And the perpetrator for their side of the story
- You may be asked to keep a diary of incidents which take place.

## **WHAT SOLUTIONS ARE AVAILABLE?**

We are committed to tackling anti-social behaviour on our estates and believe that early intervention is the key to success. Our policies reflect the fact that tackling anti-social behaviour is the responsibility and concern of the whole community.

If you have attempted to resolve the situation amicably and have not been able to, we may take one or more of the following actions:

### **■ HOUSING OFFICER INTERVENTION**

The Housing Officer will mediate between the two parties involved in the dispute.

### **■ REFERRAL TO ANOTHER AGENCY**

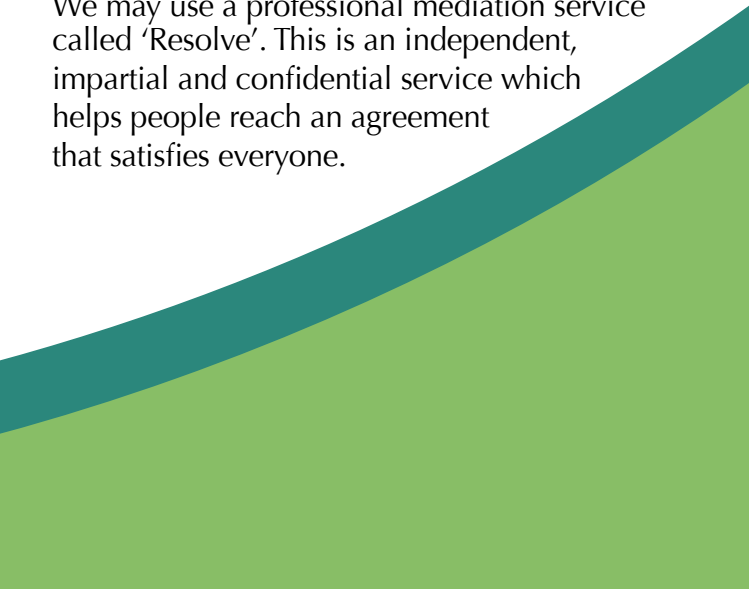
We may refer your complaint to another agency who are better placed to deal with your enquiry. For example, if your complaint is about nuisance from dogs, we may contact the dog warden.

### **■ ACCEPTABLE BEHAVIOUR CONTRACTS (ABCs)**

We may work with other agencies such as the Police to agree an ABC with the perpetrator.

### **■ USE OF A PROFESSIONAL MEDIATION SERVICE**

We may use a professional mediation service called 'Resolve'. This is an independent, impartial and confidential service which helps people reach an agreement that satisfies everyone.



## ■ POSSESSION ORDERS AND DEMOTED TENANCIES

We may go to court to seek a possession order that requires the perpetrator to leave their home. Or we may obtain a possession order suspended on condition that they cease the anti-social behaviour. Alternatively we may go to court to seek a Demoted Tenancy, which takes away the perpetrators security of tenure. These methods would only be used for very serious cases or if all other methods have failed.

## USEFUL NUMBERS

Victim Support (national helpline)

**0845 3030900**

Crimestoppers

**0800 555111**

Police

**01768 891999**

Eden District Council

(Environmental Health and Dog Wardens)

**01768 817817**

## ■ INJUNCTIONS AND ANTI-SOCIAL BEHAVIOUR ORDERS

In very serious cases we may go to court to seek an injunction or an anti-social behaviour order (ASBO) against perpetrators. These can also be made against people who are not Eden Housing Association tenants. We would enlist the help of the Local Authority and the Police in taking this action. It does not necessarily require the perpetrator to give up their home, but breaching an injunction or an ASBO is a criminal offence.

## ■ OTHER REMEDIES

There are other remedies available to us in very specific cases, such as family intervention projects, parenting contracts and crackhouse closure orders.

## WHAT IF WE DO NOT MEET THIS STANDARD

If you wish to express your dissatisfaction about the standard of service or lack of action taken by us, tell us and give us the chance to put it right:

- Take up the issue with the staff member you have been dealing with
- If you are still unhappy, ask to speak with the manager
- If you cannot resolve the issue, you may make a formal complaint under our Complaints Procedure.

For more detailed information about how to make a complaint, see our service statement leaflet "Customer Complaints".

## OUR AIMS

- To respond positively and sensitively to any complaint within a reasonable time and to act urgently in serious cases.
- To investigate and identify all factors in the case.
- To identify all options open to the person affected and to give them a choice regarding the action to be taken.
- To increase the number of cases ultimately resolved to the satisfaction of the original complainant.

## OTHER FORMATS, OTHER LANGUAGES


We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.

 Lãngüagê Liñè



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🌐 www.edenha.org.uk

☎ freephone repairs helpdesk: 0800 3581401

☎ freephone housing hotline: 0800 1833948