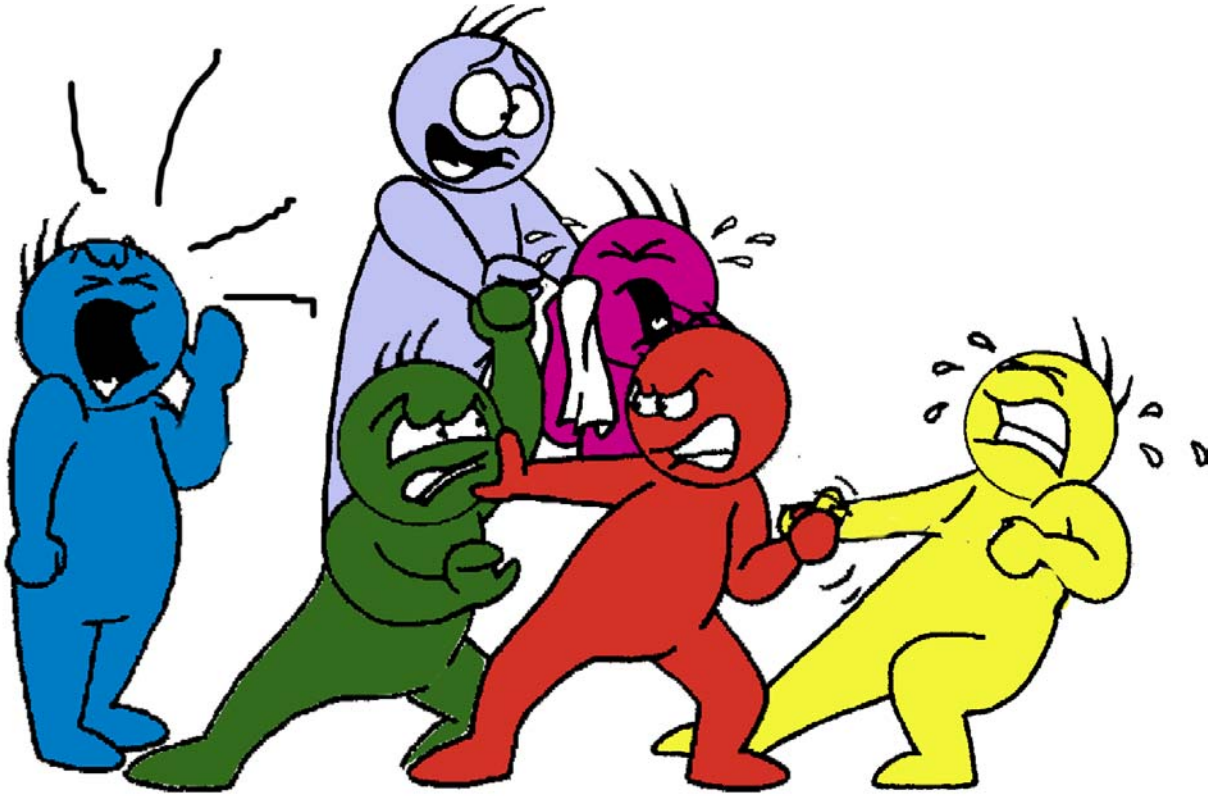
Wyre Forest
COMMUNITY HOUSING

Wyre Forest Community Housing

Anti Social Behaviour Team

Tackling Anti Social Behaviour



Anti Social Behaviour causes real misery for people who simply want to get on with their lives. The aim of Wyre Forest Community Housing is to work with our customers and to quickly and efficiently deal with troublemakers.

What is Anti Social Behaviour?

Wyre Forest Community Housing defines nuisance as behaviour that unreasonably interferes with people's rights to use and enjoy their homes and community.

Anti Social Behaviour affects different people in different ways. For some people it means living next door to noisy neighbours, for other people it is about graffiti, litter or abandoned cars on the street.

Other Examples of Anti Social Behaviour include ….

Racial Harassment
Verbal Abuse
Barking Dogs
Untidy Gardens
Harassment/Intimidation
Using/Dealing Drugs
Abuse of Communal Areas
Loud Music
Car Repairs
Vandalism

Whatever the problem, we take all complaints very seriously. We will act quickly to try to stop anti social behaviour.

Like all social housing landlords, Wyre Forest Community Housing relies on its tenancy agreement in order to help tackle ASB. The tenancy agreement is the legal contract signed between Wyre Forest Community Housing and its tenants. It says that the tenant is responsible for their own behaviour and the behaviour of anyone living with them or visiting them. This means we not only take action when a tenant is acting anti socially, but if their children or visitors are causing problems.

We can also take action in certain circumstances against troublemakers even if they have no connection with a tenant – so long as the problem is on Company property.

Easy, call the Anti Social Behaviour Hotline on our free phone number 0800 169 4002 or call in at your local Area Housing Office. (If there is no one to take your call leave a message and we'll get back to you). Alternatively, you may also use the Information Box at Oxford house if you wish your report to remain anonymous or supply information to us.

What happens then?

If the problem is an obvious one, we may be able to sort it out easily. However, most cases are not so simple. If the anti-social behaviour is not obvious to everyone, or if it's aimed directly at you – harassment and abuse for example – we will need to talk to you before we can start our investigation.

The Next Stage..

In cases where we need to speak to you we can do this wherever it suits you. In the most serious cases we will aim to speak to you within 24 hours. We will ask questions to establish what exactly has happened and to establish who else in your household or in the vicinity has been affected.

The Way Forward..

At the end of the meeting we will agree a plan that describes what you should do and what we should do try and get the problem sorted out. This is called an Action Plan. The solution should be a partnership – we are working for you, but you must help us in keeping your side of the Action Plan.

Talking it Through

If the case does not involve threats, violence, or Harassment, the plan could start with the suggestion that you talk the problem through with the other party. There is always a better chance of reaching a solution if both parties are willing to

acknowledge the others point of view. A good neighbour should be reasonably understanding of the different life styles of others.
For example, you do not have to put up with regular noisy parties, but try to tolerate a one off event, especially if you are warned about it first. If the other person is unreasonable, just walk away. Do not enter into an argument- we will take up this issue on your behalf.

Mediation

If you feel uneasy about approaching a neighbour on your own we can set up a meeting for you. We can be there to help you talk the problem through together. "Its good to talk!"

Getting Evidence

We can't take action against someone simply on the basis of a complaint by another tenant – we need evidence. You can help, by recording at the time, exactly what is happening and how it impacts upon your life. We need to obtain further evidence by witnessing event ourselves or by photographing and/or using monitoring equipment. What we decide to do will form part of the Action Plan..
We may be able to speak to other people who have witnessed the problem, another neighbour or people working in the area. Without additional evidence it may be difficult to take the case any further – we will then rethink the approach to your problem. We may involve other agencies, like the Police or Social Services, to assist is solving your problem.

Taking Action

When we have collected the evidence, we will decide if the other person (called the perpetrator) has a case to answer. If so, we will take action. In very serious cases where the perpetrator has put you or your family, or any other person in danger – we will seek an immediate legal solution.

In less serious situations we would adopt a step-by-step approach to try to get them to change their behaviour.

We will need to interview the perpetrator (you may request us not to - but it could then be difficult to take this case further). We will endeavour to get them to change their behaviour, using sanctions available to us under their tenancy agreement, if it proves necessary.

If they fail to alter the way they are behaving and the case is one of serious anti social behaviour, then we would resort to legal action.

In any case where there is risk of assault, damage to Company property or Racial Harassment, we would seek Police assistance, working closely with them to combat such anti-social behaviour.

Although we would advise that in all serious cases the Police are involved from the start, we do accept that you may not wish them to be a part of your enquiry. Do not let our policy put you off reporting the matter to us. We will take your wishes into account and continue to investigate your complaint, without the involvement of other agencies.

How did we do?

It is important for us to get feedback from our customers on how well we dealt with your complaint.
When your complaint has been dealt with you will be asked to sign the satisfaction slip at the end of your action plan.
You may also receive a survey through the post on which you are asked to comment on the standard of service you received. This gives you your chance to help us to improve our service in the future.

THE NEIGHBOURHOOD WARDENS ARE ALSO HERE TO HELP

THEY PROVIDE:

- **Daily daytime and evening uniformed patrols**
- **Immediate access to Anti Social Behaviour Unit which works closely with Police to tackle crime and nuisance**
- **Early reporting and faster response to vandalism**
- **Working with community groups to find local solutions to local problems**
- **Show by their presence that communities are fighting back against crime and nuisance**
- **The Wardens have been specially trained to offer support to victims of crime**
- **For more information on your local wardens please contact 01562 732383**

IF YOU HAVE A PROBLEM PLEASE CALL THE ANTI SOCIAL BEHAVIOUR UNIT ON FREEPHONE 0800 169 4002

For further information on our ASB policy and procedures. Please ask at your area office.

If you or some one you know would like this leaflet in any other language, size of print or format, please telephone the Strategy & Marketing Team on 01562 733032

Aby otrzymać kopię tego dokumentu w swoim języku, należy skontaktować się z zespołem ds. strategii i marketingu pod numerem telefonu 01562 733032.

আপনি যদি এর একটি প্রতিলিপি আপনার ভাষায় পেতে ইচ্ছা করেন, তাহলে অনুগ্রহ করে Strategy & Marketing Team (স্ট্র্যাটেজি এবং মার্কেটিং টীম) কে যোগাযোগ করুন এই নম্বরে 01562 733032