



anti-social behaviour

We do not tolerate any forms of anti-social behaviour and take swift and appropriate action to deal with it and support those affected.

Everyday noise and lifestyle differences are part and parcel of living with neighbours. We encourage all our customers to be respectful to their neighbours. This forms part of our tenancy agreement that customers sign when they move into one of our homes.

But we know that sometimes issues within a neighbourhood can become more serious and if this happens, we are here to help.

We are committed to dealing with anti-social behaviour (ASB) and take swift and appropriate action to deal with the issue, whilst supporting those affected.

what is anti-social behaviour?

Anti-social behaviour is when someone acts in a way that upsets, harasses, alarms or distresses other people.

It includes a wide range of unacceptable behaviour that affects the quality of life for people living or working in the community. **This includes:**

- Domestic violence and abuse.
- Physical violence.
- Hate-related incidents (e.g. based on race, sexual orientation, gender, disability or belief).

- Verbal abuse, harassment, intimidation or threatening behaviour.
- Vandalism and damage to a property.
- Prostitution, sexual acts or kerb crawling.
- Criminal behaviour.
- Unreasonable and persistent noise.
- Misusing communal areas, public areas or loitering.

how to report anti-social behaviour

Our Neighbourhood Managers are trained to deal with all forms of ASB and offer expert support to those affected.

If you're having problems in your neighbourhood, please report this to us. We will take action.

You can do this by:

- Meeting with a member of the Neighbourhoods Team.
- Calling us 24 hours a day, 7 days a week on **0300 561 1111**.
- Emailing **contact@irwellvalley.co.uk**.
- Completing an Incident report form on our website **www.irwellvalley.co.uk**.
- Contacting us through another agency.

You can also contact your local authority to report noise nuisance.

If someone has committed a crime you should also call the Police. Please dial **999** for emergencies, or **101** for non-emergencies.

We know that reporting a crime may seem daunting. Victim Support offer free, confidential and impartial advice on reporting a crime, you can contact them on **08 08 16 89 111** or by visiting **www.victimsupport.org.uk**.





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what to expect

Every ASB incident is different, so we treat every case individually and tailor our approach to deliver the most appropriate support.

When you report ASB we will open a case and create an action plan with you to tackle the issues. We will be clear on what will happen and when, so you know what to expect.

We will also carry out a risk assessment with you, this lets us assess if the ASB poses any risk to you or others, and sets out how we will manage this. And we will discuss any additional support which you may benefit from.

Here are some of the ways we can help:

- If the person causing the issue is one of our customers, we can issue them with a warning. We might ask them to sign an acceptable behaviour contract. This is a code of behaviour that they agree to. If they don't live in one of our properties, but they rent from another housing provider, we can speak to their landlord and this often solves the problem.
- If you're comfortable doing so, talking with the person causing the issue can resolve things. We can help with this and arrange special mediation. This is where someone trained in resolving arguments will meet with you both to help you talk about the issues and how they are affecting you.
- People sometimes behave in an anti-social way because they're struggling to manage other problems, like drugs or debt. If this is the case, we can help by referring them to support services who can support them with their issues.
- If there is a general problem in your area such as vandalism or noise nuisance, we will work with the Police or local authority to tackle the problem.

keeping an incident diary

So that we can get a good picture of what's going on and understand how the ASB is affecting you, we may ask you to keep a record of the incidents in a diary.

An incident diary is your personal record of what you see or hear and how it made you feel. This can be done in a way that suits you best. For example, you can do this by sending us an email, text or writing in a diary.

You can only keep a diary for yourself, so if someone else has witnessed the ASB, even if they live with you, they will need to keep their own record.

If an ASB case goes to court the incident diary is important and will be used as part of the court hearing.

can I remain anonymous?

We will never share your details with anyone without your permission.

We resolve most disputes without going to court, but if the case does go to court, we will need witnesses to give evidence. We may ask if you are willing to do this. This is your choice. We will explain to you what is involved, and it will be your decision if you choose to go ahead with this.





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hate Crime

We take any form of harassment extremely seriously and will not tolerate discrimination of any kind.

Hate crime is illegal. If you witness or experience any form of Hate Crime, please report it to the **Police** immediately.

Once you've reported it to them, please also report it to us. We will ask you for the Police incident report number so please have this to hand.

We will then be in touch within one working day and will do everything we can to help and support you.

equality, diversity and inclusion

We believe everyone should be treated fairly with dignity and respect. We have an **equality, diversity and inclusion framework**, which aims to eliminate discrimination and promote equality. Please contact us on **0300 561 1111** if you would like a copy.

