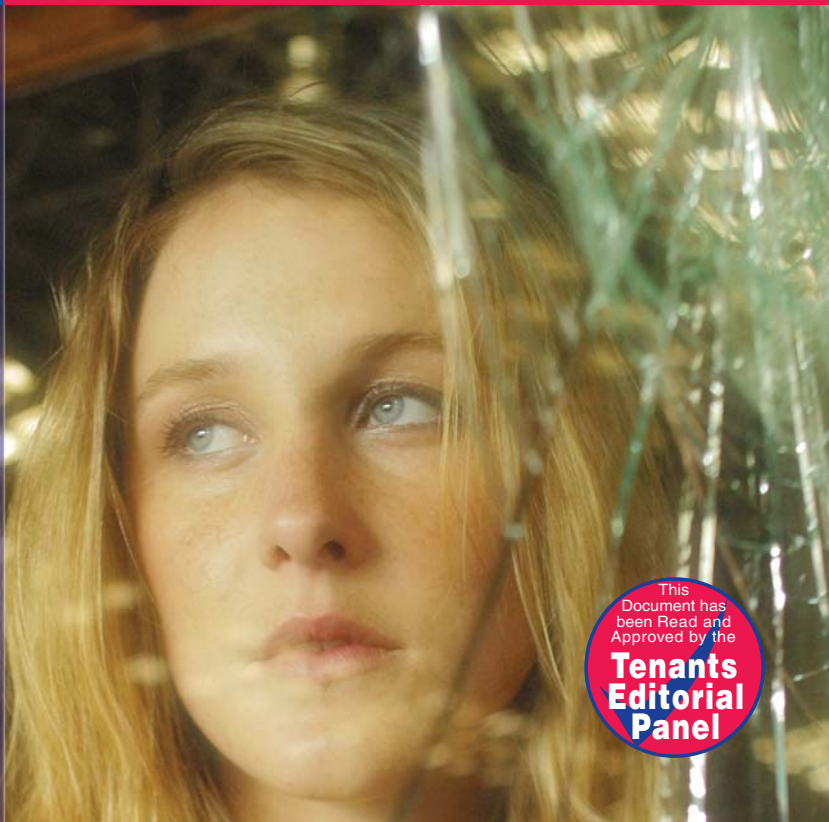


A GUIDE

to Dealing with Anti-Social Behaviour



This Document has been Read and Approved by the

**Tenants
Editorial
Panel**

We use the term 'resident' to describe anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders and shared owners.

Dealing with Anti-Social Behaviour

This leaflet explains how Cosmopolitan Housing Association will assist you if you complain to us about Anti-Social Behaviour. If you have any questions we will be pleased to discuss them with you.

Policy Statement and General Principles

Cosmopolitan is committed to helping residents tackle Anti-Social Behaviour and neighbour nuisance. We have policies and procedures aimed at maintaining everybody's right to enjoy their home and environment, safely and peacefully.

Any complaint received by the association relating to a neighbour dispute or Anti-Social Behaviour will be taken seriously and acted upon. Where neighbour disputes do arise, residents will be supported by us to resolve problems themselves or with the help of a recognised mediation service. The Association is committed to developing and/or participating in such mediation services and working with other statutory and voluntary agencies and authorities to find an amicable solution.

If a dispute cannot be resolved in this way, we have developed clear guidelines and will follow these to resolve the dispute. Where necessary this will involve the full use of legal sanctions up to and including the eviction of anti-social residents.

Respect

The respect drive aims to ensure that local agencies tackle unacceptable behaviour and its' causes to improve the quality of life for residents. The Association has signed up to the Respect Standard for housing management confirming its commitment to combatting the causes and effects of unacceptable behaviour in our communities. More details are available upon request from our Tenancy Management Team on **0151 224 0203** or you can log on at www.respect.gov.uk

Definition of Anti-Social Behaviour

Nuisance and Anti-Social Behaviour can be described as interference with a person's use or enjoyment of their land or property or with their health, comfort or convenience. This includes, but is not limited to:

- Domestic Violence.
- Using or threatening to use violence.
- Harassment.
- Racist behaviour.
- Hate behaviour.
- Abuse.
- Drug dealing.
- Offensive drunkenness.
- Playing loud music.
- Rubbish dumping.
- Playing ball games close to people's property.
- Dogs barking.
- Graffiti.

Reporting Nuisance/Anti-Social Behaviour

The simplest way to report neighbour nuisance or Anti-Social Behaviour is to phone, e-mail, write to or call in at your local Cosmopolitan office. Alternatively, you can ask a friend, relative or other representatives to report the problem for you. We will contact you to confirm that we are looking into your complaint.

If you need to report a serious incident of anti social behaviour outside of the normal office hours (9am - 5pm Monday to Friday) you can ring our out of hours reporting service on **0808 100 2578**, where your report will be logged. You will be given advice or your call will be immediately acted upon if it is of a serious nature. Your call will be picked up by a member of the Tenancy Management Team the next working day who will contact you to discuss your problem in more detail.



Confidentiality

All contact is confidential and will remain so unless consent is obtained. However, this sometimes means the action we can take is limited.

Immediate Response

If the problem is something that can easily be checked, such as an overgrown, rubbish-filled garden, we can simply go round and have a look. In cases like this, gathering evidence is easy to achieve and we can deal directly and immediately with the resident to try to resolve the matter.

Often, things are not so simple. If the Anti-Social Behaviour is not obvious to everyone or if it is aimed only at you, for example in the case of harassment or abuse, we will need to talk to you before we can start an investigation.

Next Step

In most cases we will need to meet you to discuss your problem wherever it is convenient for you - at your home, in the area office or elsewhere. In serious cases, we will aim to meet with you within 24 hours of you reporting the problem.

To help us get a full picture, we will ask some simple questions about it. For example:

- What is the nature of the Anti-Social Behaviour or nuisance?
- Where/When does it happen?
- Who is affected by it and how?
- Why do you think the person responsible is acting in an anti-social way?

We may need to speak to other people in your household who have been affected too.

Action Plan

At the end of the meeting, we will agree an action plan of further steps that need to be taken by both yourself and us to resolve the problem. This may involve actions such as:

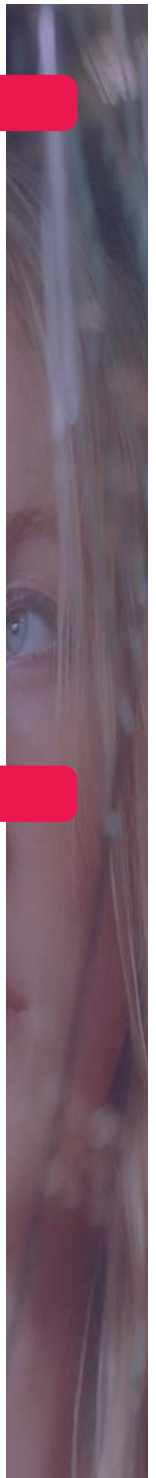
- The collection of evidence by you, one of our Tenancy Management Officers or using alternative evidence gathering methods.
- A diary of incidents kept by you.
- The Tenancy Management Officer visiting the alleged perpetrator (the person you say is causing the nuisance).
- Referral to other agencies/authorities, including the police or social services.
- Involvement of mediation services.
- Taking legal action.


It is important that you undertake the actions you agreed in the plan as well as the association undertaking ours. Without your help we may not be able to find a solution to your problem.

Talking to the Perpetrator

If the Anti-Social Behaviour or nuisance doesn't involve threats, violence or harassment, the first action on the plan may be for you to talk over the problem with the other person. There is always more chance of resolving a problem if the other person can see your point of view. Sometimes a neighbour may be unaware that their behaviour is upsetting you or just needs reminding.

As a good neighbour yourself, it is important to be reasonable in understanding the other person's point of view and accepting the different lifestyles of others. For example, you don't have to put up with regular noisy parties that go on until the early hours of the morning, but tolerating a one off event, especially if you have been told about it beforehand, may not be an unreasonable expectation.





However, if you do talk to the perpetrator and they are unreasonable, just walk away. Do not get involved in an argument.

Gathering Evidence

Obviously, we cannot take action against another person without hard evidence. The most important evidence is the 'incident diary'. This is a diary that we will give you to record incidents of Anti-Social Behaviour that you see or hear. Your Tenancy Management Officer will explain how you should fill in the diary. You may need to fill in the diary over a period of time, so that enough evidence can be gathered to make a case for further action.

We may need to collect other evidence too, such as photographs or video recordings of the incidents happening. We may be able to do this ourselves, but if the incident happens suddenly, it may be best if you do it.

We may also have to speak to other people who have witnessed the problem, such as your neighbours. It may be difficult to take a case further without other witnesses. Your neighbours might be asked to fill in an incident diary of their own to provide supporting evidence.

Mediation

If you feel uneasy about approaching a neighbour on your own, we can set up a meeting for you and we will be there to discuss the problem with you and your neighbour.

Alternatively, specialist mediation services can be used, whose expert advisers will help you to reach a solution you are both happy with. Your 'Tenancy Management Officer' can give you more information about mediation services.

Dealing with the Perpetrator

When all of the evidence has been collected, we will decide if the perpetrator has a case to answer. If so, we will take action. In very serious cases, where there is a real threat to you or another person's safety, we will take immediate legal action.

But in most situations, we will take a more step-by-step approach to try to get the perpetrator to change their behaviour.

We will need to interview the person causing the problem (you can tell us not to do this, but it could then be difficult to take the case further). We will tell them to change their behaviour and warn them that we will take firm action if they don't.

Legal Action

As a last resort (or where there is an imminent threat to you or someone else's safety) we will take legal action.

This could involve us seeking one or more of the following against the perpetrator:

- Injunctions.
- Demotion of Tenancy.
- Anti-Social Behaviour Orders.
- Abatement notices in conjunction with other agencies.
- Evictions.

Equal Opportunities

Cosmopolitan is an equal opportunities organisation. We will not discriminate against people on the grounds of race, colour, gender, ethnic or national origin, disability, age or sexual orientation.

We are committed to treating all customers fairly and that all of the services we provide are readily accessible to all groups of people without discrimination.

Copies of Cosmopolitan's full policy on Anti-Social Behaviour and neighbour nuisance is available on request from the address overleaf.



This document is available translated into your own language and in large print, braille and audio tape on request.

यह दस्तावेज़ आपकी भाषा में अनुदित रूप में भी उपलब्ध है। विवरण के लिए कृपया इस कार्यालय से उपलब्ध "हमारी सेवा प्रतिकारों की गाइड" प्रकाशन देखें।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਉਪਲਬਧ ਹੈ। ਵੇਰਵਿਆਂ ਲਈ ਦੇਖ ਪ੍ਰਕਾਸ਼ਨ "ਸਾਡੇ ਸੇਵਾ ਲੀਫ਼ਲੈਟਾਂ ਸੰਬੰਧੀ ਗਾਈਡ", ਜੋ ਇਸ ਦਫ਼ਤਰ ਤੋਂ ਮਿਲ ਸਕਦੀ ਹੈ।

یہ دستاویز آپ کی زبان میں ترجمہ شدہ شکل میں بھی دستیاب ہے۔ کتابچہ بعنوان "رہنما پرچے برائے ہماری خدمات" (گائیڈ تو اور سروس لیفلٹس) دیکھیں

هذا المستند متوفر أيضا، رجماً إلى لغتكم،
للمزيد من التفصيل برجاء إطلاع على نشرة " دليل خدماتنا "
المتوفر من هذا المكتب

এই ডকুমেন্টটি /সেবাটি আপনার নিজের ভাষায় অনুদিত পাওয়া যাবে, 'গাইড টু আওয়ার সার্ভিস লিফলেটস'
(আমাদের পরিষেবা পত্রিকার নির্দেশিকা) প্রকাশনা দেখুন, বিশদ বিবরণের জন্য, যা এই অফিসে পাওয়া যাচ্ছে।

這份資料冊已有中文譯本，請參閱《我們的服務 介紹資料冊指引》，
請向我們 辦公室詢問這份 指引 之詳情。

Waxaad kaalood heli kataa dukumeentigani oo ku qoran luqaddaada, fadlan waxaad eegtaa "Kaaliyaha xaashida adeegyadena" oo laga heli karo xafiiskani.

Ky dokument është poashtu i përkthyer në gjuhën tuaj, ju lutemi shikoni botimin "Udhëzime për shërbimet tona në fletpalosjet", që mund t'i gjeni në këtë zyrë, për të dhëna.



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Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.