

A Guide To Anti-Social Behaviour



What is anti-social behaviour (ASB)?

Anti-Social Behaviour (ASB) is any behaviour from an individual or group of people which causes you harassment, alarm or distress.

Examples of anti-social behaviour include:

- Severe repeated noise nuisance
- Nuisance from pets and animals
- Misuse of communal areas / public space
- Drug dealing / misuse of drugs
- Verbal abuse / harassment / intimidation / threatening behaviour
- Hate related behaviour
- Physical violence
- Domestic violence

Equally, we do not get involved in incidents which although annoying or irritating are not classed as ASB, for example:

- Children playing in the street; for example riding bikes or skateboards
- Events in the home such as; flushing toilets, cooking smells, smoking in own home, washing machines, babies crying or playing
- Staring or looking at someone
- Pets straying across garden areas
- One off noise nuisance such as a one-off party or BBQ

ASB can seriously affect people's lives and Southway Housing Trust is committed to ensuring that residents can maintain their right to live their lives without fear or intimidation.



What can I do to help resolve the problem?

Approaching your neighbour to resolve problems of ASB is often the best way to help tackle the problems at an early stage. Here are a few tips on the best and worst ways to handle the situation.

Do...

- Be calm and polite as you are more likely to receive the same response back from your neighbour
- Plan what you are going to say beforehand
- Describe the nuisance, including giving times and dates when it has happened, and explain how this has affected your life

Often neighbours may be unaware they are causing such problems

- Listen carefully and be open to suggestions to resolve the problem
- Come to an agreement that is realistic and suitable for both sides

Don't...

- Retaliate - this will only make the problem worse and increase tensions with your neighbour meaning the likelihood of resolving the problem will decrease. It could also lead to a complaint being made against you
- Go round when you are angry
- Use the opportunity to drag up every other issue that you may have had with your neighbour. Remember, you are trying to find a solution to a specific problem and are relying on your neighbour's cooperation to achieve this
- Go round if there is any potential danger for you. For example, approaching your neighbour about noise disturbance when they are in the middle of a party and may have been drinking may not be wise



Our Commitment to You

Southway Housing Trust will investigate your concerns as soon as we can and we have established 3 clear levels of priority to ensure this happens:

1. High Level

These cases involve serious criminal activity which is creating fear, alarm and anxiety in the community to one or more people.

Examples of high level cases include the use of threatening behaviour, assaults, sexual offences, and race and hate crime.

We will speak to complainants on the same day (or within 24 hours or the next working day) of the complaint to establish the full details.

2. Medium Level

These cases involve frequent or persistent ASB which is causing nuisance, annoyance or distress to one or more people in the area.

Examples of medium level cases include the use of rude and offensive

behaviour and language, non-dangerous damage to property, persistent noise nuisance, and graffiti which is not hate-based.

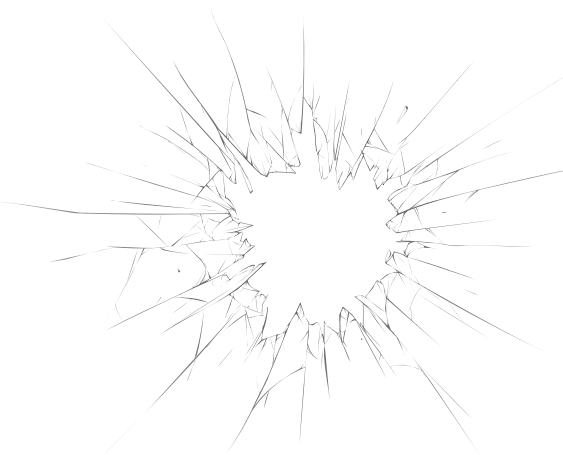
We will interview the complainant within 5 working days of the complaint being made.

3. Standard Level

These cases involve everyday issues which can be a nuisance.

Examples of standard level cases include nuisance from vehicles, littering, and pet and animal nuisance.

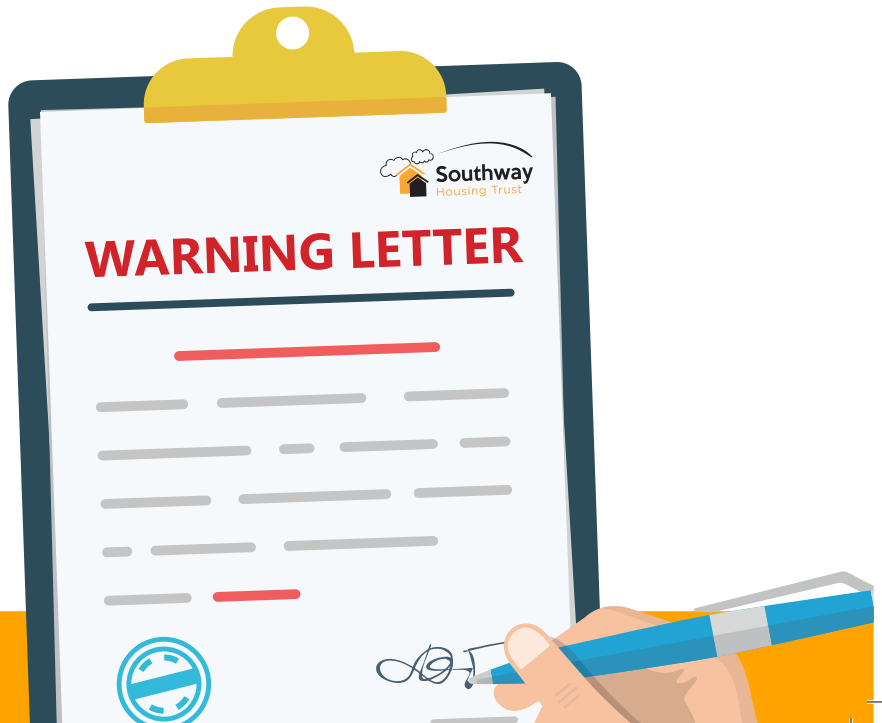
We will interview the complainant within 7 working days of the complaint being made.



Action we can take?

There are a number of options open to us when considering if any action should be taken against the person you are complaining about:

- Warning letter: Often this will help resolve standard level cases
- Acceptable Behaviour Contract (ABC): This is a voluntary agreement between a perpetrator and Southway Housing Trust in which they give promises about their future behaviour
- Injunction: This is a Court order specifically designed to protect an individual or group following ASB, threats or intimidation
- Possession Order: This may be used in high level cases in order to evict the perpetrator from their home. This would be used as a last resort where other remedies to resolve the problems have failed
- Mediation: Sometimes legal action is not the best way forward and we can resolve neighbour problems through mediation and agreement



How can I report ASB?

If you feel that you are unable to approach your neighbour, or approaching them has proved unsuccessful, you can report ASB to us by calling your Neighbourhood Officer on 0161 448 4200.

Alternatively, you can contact us in the following ways:

- Visit us or write to us at:
Southway Housing Trust
Southern Gate
729 Princess Road
Manchester
M20 2LT

We are open 8.45am - 5.00pm
Monday - Friday

- Speak to your Neighbourhood Officer when you see them in your local area
- Email your complaint to connect@southwayhousing.co.uk

What if I am not a Southway Housing Trust tenant?

Southway Housing Trust has a responsibility to tackle ASB in the area if it is causing a disturbance to any of our tenants.

Even if you are not one of our tenants, it is possible the behaviour you are experiencing may be causing the same problems for your neighbours, some of whom may be tenants of ours. If this is the case, please let us know.