

Anti-social behaviour

সমাজ-বিরোধী আচরণ

反社會的行爲

असामाजिक वर्तन

Aspóeczne zachowanie

غیر سماجی طرز عمل

RESIDENT
APPROVED



The Government Standard

Anti-social behaviour

This leaflet contains advice about anti-social behaviour and what to do if you are suffering from it. It also includes information about abuse (domestic, child and vulnerable adults) and hate crime.

Tackling anti-social behaviour

We aim to ensure that residents can live peacefully in their own homes and communities. We know that not tackling anti-social behaviour effectively could blight the quality of life of those people living with anti-social behaviour or noise nuisance. It can also damage our ability to develop sustainable communities.

Talking to each other can resolve many problems. Your neighbour may not know they are causing a problem.

If you don't feel comfortable talking to them, please contact us. You can report things to us in confidence. Remember, we need your help to make communities pleasant and safe places to live.

Your tenancy agreement has several conditions

relating to anti-social behaviour. Anti-social behaviour is defined by the Home Office as “any aggressive, intimidating

or destructive behaviour that damages or destroys another person’s quality of life.”



Anti-social behaviour can take many forms. Examples that break your tenancy conditions are:

- verbal abuse
- assault
- vandalism
- underage smoking or drinking
- harassment
- graffiti
- vehicle crime
- threatening behaviour
- prostitution
- abandoned vehicles
- trespass
- loud noise, e.g. having music or TV on too loud
- arguing
- persistent door knocking and running away
- dropping or throwing items from balconies or windows
- interfering with security and safety equipment in communal blocks
- door slamming
- excessive or prolonged dog barking
- dog fouling
- offensive drunkenness
- drugs – dealing or selling
- rubbish dumping
- playing ball games close to someone else's home
- violence – including using or threatening to damage another person's property or possessions
- theft – or other criminal offences
- spitting, urinating or defecating in a communal area

- damage to property owned by the Council, Gloucester City Homes or partners working for us.

If you are suffering from anti-social behaviour, please report it to us as soon as possible.

You can report anti-social behaviour to us 24 hours a day 7 days a week on our ASB Action Line by calling 0800 408 2000(Freephone) or 01452 530626 (cheaper for mobile users.)

If you are causing anti-social behaviour

We take anti-social behaviour very seriously. If you behave unacceptably we will take firm action.

We will investigate any complaints we get. If necessary we will involve other agencies such as the Police, Social Services or the Education Service.

If you still break your tenancy conditions, we will consider other remedies to change your behaviour. At first we will encourage you to keep to your tenancy conditions and will not take legal action.



Some of the remedies we may use are:

- mediation
- Acceptable Behaviour Contracts
- Good Neighbour Agreements
- referral to support agencies
- referral to the Family Intervention Project.

Legal action

If the problem continues, we can take legal action against you, members of your household or your visitors, this could include:

- Anti-social Behaviour Order (ASBO)
- Anti-social Behaviour Injunction
- demoting your tenancy (changing your tenancy to a 1 year probationary tenancy)

- Parenting Order
- Crack House Closure Order / Premises Closure Orders, and
- possession of your home.

Possession (eviction) action

If there is a very serious breach of your tenancy conditions or your behaviour doesn't improve we will serve you with a Notice of Seeking Possession. This tells you we intend to seek possession of your home, normally after 28 days. In some cases anti-social behaviour is so serious that 28 days notice may be unnecessary.

If you still don't keep to your tenancy conditions or if there is very serious anti-social behaviour, we

may apply to the court for possession of your home. The court can give us permission to evict a secure tenant using one or more of the grounds set out in the Housing Act 1985. There are full details of these grounds in your tenancy agreement. If the court agrees you will be evicted from your home.

In some circumstances we can ask for a possession order to be suspended or refuse any right to buy application. This is to give you a chance to comply with your tenancy conditions.

Please think about the effect you and your family's behaviour may be having on your neighbours and ensure that you keep to your tenancy conditions at all times. Evicting people from their home will always be a last resort and we will try to help you change your behaviour. However we will apply to the court for possession of your home if necessary.



Domestic abuse

We are committed to tackling all forms of domestic abuse. We define domestic abuse as:

‘Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been

intimate partners or family members, regardless of gender or sexuality’.

Domestic abuse is a breach of tenancy conditions. We may take action against anyone causing it. This includes action against their tenancy.

If you are experiencing any form of domestic abuse, please contact us.



You can get independent advice from:

- Gloucestershire Domestic Violence Support and Advocacy Service – Tel: 01452 500115 or visit www.gdvsap.org.uk

We also have separate leaflets about child and vulnerable adult abuse - please ask us for a copy.

Other hate crimes (including crimes or incidents aggravated by a hate of someone's age, gender, ethnicity, disability, sexual preference, religion or belief.)

A hate crime is:

“Any incident, which may or may not be a crime, which is felt by the victim or another person to be motivated by prejudice or hate.”

Hate crime can include:

- verbal or written abuse, for example spitting, threats, theft, offensive items left on doors, telephone calls
- physical assault
- incitement, for example stirring up racial hatred by using petitions, leaflets or stickers
- damage to property, or arson.

If you are experiencing anti-social behaviour because of your gender, religion, age, faith, race, disability or because you are gay, lesbian or transgender please report it to us.

You can get independent advice from:

- Gloucester Citizens Advice Bureau Tel: 01452 527202 or visit www.gloucestercab.org.uk

- Gloucester Law Centre Tel: 01452 423492 or visit www.gloucesterlawcentre.co.uk
- Gloucestershire Racial Equality Council Tel: 01452 301290 or visit www.glosrec.org.uk
- Gay-Glos Tel: Helpline 01452 306800 Mon-Fri 7.30pm – 9.30pm, or Admin 01452 504059 daytime or visit www.gay-glos.org

We will investigate all complaints of anti-social behaviour, domestic abuse and hate crime thoroughly. We will do this by:

- encouraging residents to report anti-social behaviour to us.
- taking suitable and fair action against people who cause anti-social behaviour, hate crime and domestic abuse, whether it is caused by them, their visitors and/or their family.
- supporting complainants and/or witnesses of anti-social behaviour. We will also offer support to any vulnerable perpetrator. We know that it is possible to improve poor behaviour to the point where it becomes acceptable.
- working with our multi-agency partners to prevent anti-social behaviour, recognising that prevention is better than cure. We will do this by referring residents to mediation, Family Intervention Project, and support services where appropriate. We aim to resolve most complaints of anti-social behaviour without taking legal action.

- monitoring the quality of our service by setting service standards with our customers and completing customer satisfaction surveys when cases are closed.

Service standards

When you make a complaint of anti-social behaviour we will:

- contact you, arrange an interview and agree an action plan within 1 working day for serious anti-social behaviour
- contact you within 1 working day, arrange an interview and agree an action plan within 5 working days for minor anti-social behaviour.

If you report an incident to our out of hours Anti-Social Behaviour Respect Line, they will pass the details to our Anti-Social Behaviour Team who will try to contact you the next working day.

You can help us by:

- reporting any incidents to us as soon as possible
- keeping us informed of any changes in your circumstances
- letting us know what you think about the service we and other partner agencies give you.

For more information please contact us or visit www.gloscityhomes.co.uk or GCHTV on the Looking Local service.

Contacting us

Customer Services Team, Railway House, Bruton Way,
Gloucester, GL1 1DG

Customer Services Line: 0800 408 2000 (freephone)
or 0145 424344 (normal call charges apply)

Text: 0778 148 2656 **Fax:** 01452 833101 **Minicom:** 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu