

YOUR GUIDE TO COMMUNITY SAFETY



We believe everybody has a right to enjoy their home and where they live safely and peacefully. We are committed to working with communities to tackle anti-social behaviour and neighbour nuisance.

Tips on being a good neighbour

- Say hello to your neighbour
- Think about your neighbour when doing something noisy (e.g. loud music)
- Let them know beforehand, especially if you are planning a party
- If your dog barks when left alone, arrange to leave it with a friend
- Remember that noise and vibration travels easily through walls and floors
- Be co-operative if asked by a neighbour to reduce noise
- Be responsible for the behaviour of your children and visitors
- Respect the fact that different people have different lifestyles

Anti-social behaviour

Housing related anti-social behaviour is defined as conduct capable of causing nuisance or annoyance to any person in relation to that person's occupation of residential premises (s2 ASB Crime & Policing Act 2014).

Domestic abuse

Domestic abuse is 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. Men and women can both be perpetrators and victims of domestic abuse, and victims are encouraged to call the police on **999** if it is an emergency, or **101**.

Hate crime

Crimes committed against someone because of their disability, gender-identity, race, religion or belief, or sexual orientation are hate crimes and should be reported to the police on **999** if it is an emergency, or **101**.

Hate crimes can include:

- Threatening behaviour
- Assault
- Robbery
- Damage to property
- Inciting others to commit hate crimes
- Harassment

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Making a complaint

Before making a complaint, consider whether you can resolve the issue yourself. For example, a neighbour may not be aware that their behaviour is upsetting you.

If you are affected by anti-social behaviour, domestic abuse or hate crime or you have witnessed someone else being affected by it, you can make a complaint to us in a number of ways. We provide 24 hour reporting methods all year round:

- In person at one of our offices
- By telephone via Your Response **0345 345 0272**
- Online via:
www.yourhousinggroup.co.uk/asb
- In writing

What can you expect from us?

We are committed to tackling issues of anti-social behaviour and deliver this in a range of ways:

- Early intervention
- Prevention
- Partnership working
- Enforcement
- Positive activities
- Safeguarding communities

When we receive a report of anti-social behaviour, an officer from our Community Safety Team will carry out an early assessment. The officer will ask you questions about the incident and the events leading up to it and identify any urgent action which needs to be taken.

An action plan will be agreed with you setting out the following:

- How the initial investigation will be carried out
- How you can work with us to provide the necessary evidence (this may involve keeping a written or recorded diary)
- The most appropriate method of resolution, with realistic outcomes
- How often you will be contacted and by your preferred method of communication throughout the case.

We aim to resolve cases quickly and efficiently but anti-social behaviour can be a complex, lengthy process and so it can be difficult to give timescales. We aim to contact all new complainants within one working day upon receipt of the complaint.

Protecting you

We will not disclose any details about you to a third party without your consent. Every step will be taken not to identify you should you wish to remain anonymous.