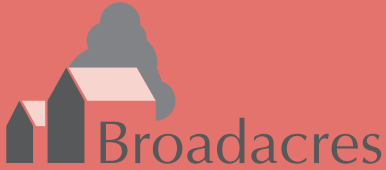


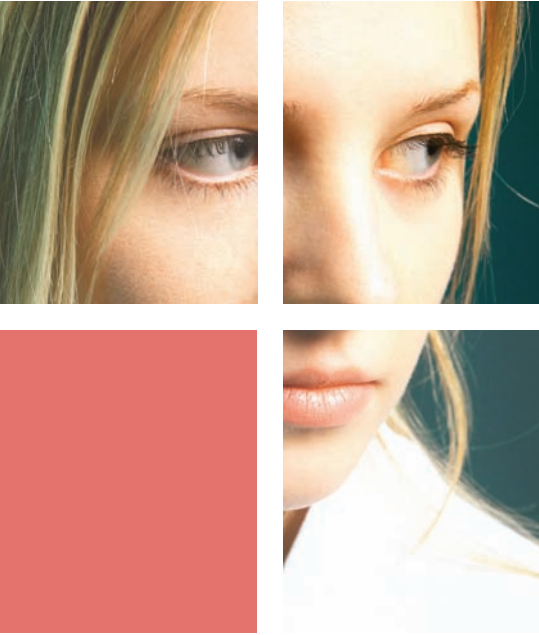
Antisocial behaviour – What should I do?



It's not
just
the
bricks

about
bricks





What is antisocial behaviour?

Antisocial behaviour is behaviour by one person or group of people that unreasonably interferes with the quality of life of someone else.

Examples of antisocial behaviour include:

- noise (for example, regular loud parties, shouting, noise from televisions and music systems, and noise from pets);
- dumping rubbish (fly-tipping);
- nuisance from vehicles (for example, illegal parking);
- graffiti;
- using our properties to sell drugs or for other illegal purposes;
- aggressive and threatening language and behaviour; and
- actual violence against people and damage to property.

Some of the above examples may also be seen as harassment or hate crime.

- Harassment is an offence committed against a person or property to intimidate people and make them feel uncomfortable.
- Hate crime is a more specific type of harassment. Hate crime is a criminal offence committed against a person or property because of their ethnic background, nationality, religion, sex, sexuality or disability.

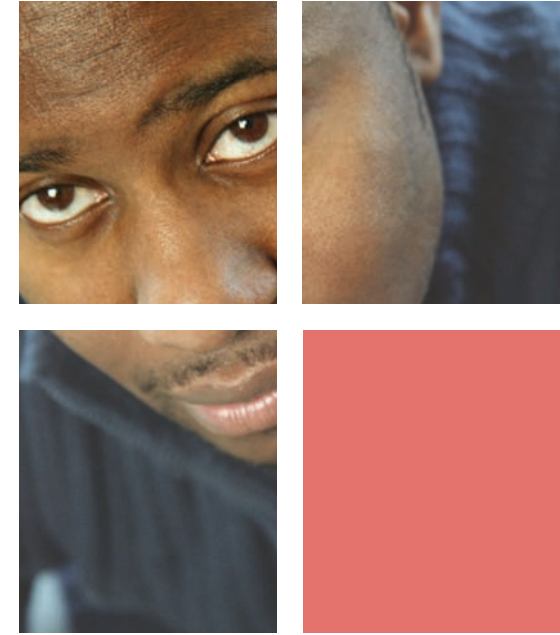
Antisocial behaviour – what should I do?

First of all, try sorting out the problem yourself. Although you may feel that someone is behaving unreasonably, that person may not be aware that their behaviour is affecting anyone else. If you explain politely how it affects you, it may be enough for them to stop causing the nuisance.

If this does not work, or if you feel that you cannot do this, you should contact us (our contact details are at the back of this leaflet) or consider the other options outlined on pages 8 and 9. If you have a support worker, you can also tell them about your problem.

It will help if you start to collect evidence of what has happened. For example:

- write down times, dates and details of incidents – we can loan you a tape recorder if you have difficulty doing this;
- take photographs of any physical evidence, if you can; and
- ask your neighbours if they are also affected and, if so, ask them to keep a record too.



What happens when you contact us?

If you phone us or call into one of our offices, our customer services or housing advisors will take brief details of your problem. If the activity is against the law, you should report it to the police first.

If you are complaining about graffiti, rubbish, dogs or vehicles, we may pass your complaint to the local council or the police or you may want to contact them yourself. See page 9.

If you write to us or contact us by e-mail, please describe what has happened, when it happened, who is causing the nuisance and how we can contact you.

We will pass your complaint to your housing officer. They will contact you within the following timescales to make an appointment to discuss your complaint in more detail.

Complaint	Timescale
Violence	Two working days
Harassment and hate crime	Two working days
Noise	Five working days
Drug-dealing and other criminal activity	Five working days
Gardens, pets, vehicles and so on	10 working days

We can meet you at home, in one of our offices or somewhere more convenient for you.

Your housing officer will ask you:

- to explain what has been happening and who is causing the problem;
- if you have contacted any other agencies (for example, the police);
- if anyone else has seen or heard the nuisance; and
- how you think the problem can be solved.

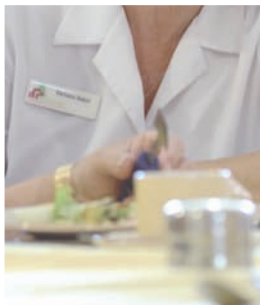
When we have all the relevant information, the housing officer will agree with you what will happen next. This may involve:

- you speaking to the person causing the problem, if you haven't already done so;
- us writing to the person causing the problem;
- you or us contacting other people who may have been affected;
- you collecting further evidence through diaries and photographs; or
- you or us contacting other agencies (see pages 8 and 9).



If you want us to keep the information you give us confidential, we will do this. However, if we cannot give your name, it may make it difficult to deal with your complaint effectively.

If we are taking further action, we will agree how to keep in touch with you.



Contacting the person causing the problem

If you and your housing officer agree that they will contact the person causing the problem, the housing officer will normally send a letter within two working days of the meeting with you. This letter will explain that we have had a complaint and invite the person causing the problem to make an appointment to discuss the complaint. We will listen to their point of view before deciding what action to take. If it is the first complaint we have had about them, we will normally give them a warning and a chance to change their behaviour.

Monitoring the problem

After we or you have taken the agreed action, we will ask you to monitor the situation and let us know if there are any more incidents. We will give you diary sheets so that you can easily keep a record of anything that happens. If you have difficulty writing things down, we can lend you a tape recorder so that you can tell us what has happened. We will then write down what you have said and ask you to sign it as a true record.

If there are any more incidents, we will discuss and agree with you what action to take. Our leaflet 'Action to stop antisocial behaviour' explains in more detail the legal action that we can take.

If there are no more incidents, we will record the matter as being settled. At this stage we will ask you if you are satisfied with the way we have dealt with your complaint.

Can we take action in every case?

We may not always be able to take action.

In some cases the behaviour you have complained about may not be unreasonable (for example, children playing and occasional parties).

If the person causing the nuisance is not one of our tenants, the action that we can take is more limited. However, we will work with other agencies to try and make sure that an effective solution is found.



Other action you or we can take

Mediation

If your complaint is a dispute with your neighbour, mediation may help. Mediation is where an independent person discusses the problem with you and everyone else involved, and encourages you to sort the problem out between yourselves. You and the other people involved can meet together with the mediator or the mediator can meet each person separately. We can refer you to one of the mediation agencies in our area or you can contact them yourself. The phone numbers are on page 10 of this leaflet. If there is no mediation agency near where you live, your housing officer may be able to mediate for you.

Contacting other agencies

In some cases, other agencies such as the police can deal with your complaint more effectively because of their range of powers. You may want to contact them yourself (the details are on page 10), or we will agree with you to pass your complaint on to them. The types of antisocial behaviour that other agencies are better able to deal with are as follows.

Noise

Environmental health departments of local councils have powers to stop noise nuisance.

Rubbish

Environmental health departments can get rubbish removed if there is a threat to someone's health.

Cars

The police can deal with cars that are illegally parked (for example, on footpaths). Local councils have a duty to remove abandoned vehicles.



Dogs

Local councils have dog wardens who deal with stray dogs. They also have powers to deal with owners who allow their dogs to foul in public places or to cause a nuisance by continuously barking. The police can take action against the owner of a dog if it has been left in a situation where it could attack members of the public.

| Other information

We have other antisocial behaviour leaflets available.

- A summary of our policy and procedures. (Full copies of our policy and procedures are also available if you ask for them.)
- Are you a victim of harassment or hate crime?
- Action to stop antisocial behaviour
- Being a witness

| Phone numbers for other agencies

Mediation agencies

Hambleton area
UNITE: **01642 311633**

Harrogate area
ARCH: **01423 868782**

| The police

North Yorkshire Police:
0845 6060247

Humberside Police
(for Bridlington): **01262 402700**

Durham Police: **0845 606 0365**

| Local councils

Hambleton District Council
0845 1211555

Harrogate Borough Council
01423 500600

Richmondshire District Council
01748 829100

Selby District Council
01757 705101

Scarborough Borough Council
01723 232323

East Riding of Yorkshire Council
01482 393939

Darlington Borough Council
01325 380651

Durham County Council
0191 3834567

There are links to the websites of all the above councils from our website at www.broadacres.org.uk

If you ask, we can supply our documents in large print, on CD, in Braille, in picture format and in languages other than English.

How you can contact us



Please write to us at:

Broadacres Housing Association
Freepost RRBZ-TATA-BYHL (you do not need a stamp)
Mount View
Standard Way
Northallerton
DL6 2YD.

Phone: **01609 767900**
or **0800 587 5291** 24 hours (free from a landline)
Fax: 01609 777017
E-mail: info@broadacres.org.uk
Website: www.broadacres.org.uk

Call in at one of our offices:

Broadacres House, Mount View, Standard Way, Northallerton, DL6 2YD

Monday to Thursday 8.45am to 5.15pm | Friday 8.45am to 4.45pm

1 York Vale House, Elder Road, Northallerton, DL6 1RT

Monday, Friday and Saturday 9.30am to 12.30pm | Wednesday 2pm to 6pm

The Old Surgery, Masonic Lane, Thirsk, YO7 1PS

Monday to Friday 9.30am to 12.30pm

Woodville, 25 College Square, Stokesley, TS9 5DN

Monday to Friday 9.30am to 12.30pm

32a St. Monica's Garth, Easingwold, YO61 3GZ

Tuesday and Friday 10am to 12 noon

Designed and produced by roomfordesign.co.uk

Printed onto material which is manufactured to the international environmental standards ISO 14001, March 2009

Broadacres Housing Association Limited is an exempt charity
Tenant Services Authority registration number: LH4014
Register of Friendly Societies number: 27656R

