

Anti-social behaviour policy and procedure summary

Introduction:

This document provides a summary of Hartley Hall's policy and procedure on anti-social behaviour and harassment.

We use the term 'complainant' in this summary to describe the person who reported the anti-social behaviour.

We use the term 'perpetrator' to describe the person who is causing, or is thought to be causing, the anti-social behaviour.

Definitions:

Anti-social behaviour is behaviour that would generally be considered to cause nuisance, annoyance, or disturbance to anyone else in the area. Anti-social behaviour may also be criminal activity. Some examples of anti-social behaviour include:

- Noise nuisance.
- Intimidation and harassment.
- Violence against people or property.
- Using housing accommodation to sell drugs.

Harassment is persecution of a person or group of people often because of their race, colour, religion or culture, nationality, sex, sexuality or disability. Harassment can take many forms including intimidating, threatening or aggressive behaviour, both verbal and physical. Harassment can involve attacks on property as well as people.

Racial Harassment can take the form of offensive or aggressive verbal remarks, physical violence or threats of violence towards people or their properties because of their race, ethnic origin or colour.

Hartley Hall defines a racist incident as any incident that the victim or any other person believes to be racially motivated.

Racial harassment is a very serious issue and we will take every possible step to eliminate it. Racist behaviour will not be tolerated and we will take firm action against those involved or responsible for it.

1 Summary of Hartley Hall's policy on anti-social behaviour:

- A. Hartley Hall believes that everyone has the right to live the way they want as long as it doesn't spoil the quality of life of others. This means being tolerant, accepting and respecting the needs and choices of other people.
- B. Anti-social behaviour is not acceptable and Hartley Hall will deal with it when it occurs and take measures to prevent it.
- C. Hartley Hall will support and encourage tenants to resolve disputes between themselves wherever possible in a reasonable and tolerant manner.

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- D. Hartley Hall uses a range of early intervention strategies to resolve anti-social behaviour, including referrals to mediation, acceptable behaviour contracts and formal warnings.
- E. Hartley Hall will work with partner agencies and tenants to tackle anti-social behaviour.
- F. Hartley Hall encourages and supports complainants and others affected by anti-social behaviour to continue to live at the Hall and work with us to resolve the problem, rather than to move away from the problem.
- G. Hartley Hall will seek to evict perpetrators only when other actions to tackle the anti-social behaviour have failed.
- H. Hartley Hall will take action in accordance with our anti-social behaviour policy against anybody who directs abuse against our employees, visitors, guests, contractors, tenant's representatives or voluntary workers.

2 How to make a report about anti-social behaviour or harassment:

1. If the complaint is about a neighbour, you should try to resolve the problem with that person before you contact us. This may not be appropriate if the complaint is about harassment or violence, or if you feel threatened or vulnerable approaching your neighbour. You should contact the police immediately if you think you are in danger.
2. If it has not been possible for you to resolve the problem yourself, you should contact Hartley Hall Lettings Manager.

3 Investigating the complaint:

- A. Hartley Hall Lettings Manager will arrange an initial interview with the complainant in response to all emergency cases (cases involving threatened or actual violence, domestic violence or hate behaviour) within one working day or the same day of the initial report (*if possible*).
- B. Hartley Hall Lettings Manager will get in touch with complainants in all other cases within three working days. If a face to face interview is required, we will try to arrange this to take place within five working days.
- C. We may also interview the alleged perpetrator if you agree to this. If we find evidence to support the complaint, the action we take, will depend on the seriousness of the behaviour and whether the perpetrator is a Hartley Hall tenant.
- D. If there are no further incidents, or the complainant does not want any further action taken, the case will be considered as being resolved and will be closed. However, we can re-open the case if further incidents take place.

4 Closing cases:

The case will be closed when:

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1. The problem has been resolved and the anti-social behaviour has stopped.
2. The complaint has been fully investigated and there is no evidence to support the complaint.
3. The complainant does not want Hartley Hall to take any further action.
4. Another agency is leading on the case, although Hartley Hall will continue to work in partnership with other agencies to tackle serious nuisance.

5 **Monitoring:**

We monitor the number of cases of anti-social behaviour and harassment and reserve the right to report information on these cases to the authority.

6 **If you are unhappy with the service provided by Hartley Hall:**

You can make a complaint using our complaints procedure if you are unhappy with the service we have provided. Please refer to the welcome pack for further information on how to lodge a complaint.

The above forms part of your tenancy agreement.