

Dealing with antisocial behaviour



What's antisocial behaviour?

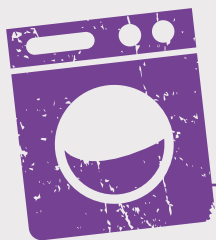


What's antisocial behaviour?

Antisocial behaviour can be excessive noise or other actions that disturb or upset others nearby.

Examples include:

- Abuse, harassment, threats of violence and assault.
- Loudly playing audio equipment such as a TV, hifis.
- Using noisy domestic appliances late at night, such as a washing machine.
- Dumping rubbish or abandoning cars.
- Slamming doors, arguments and shouting.
- Criminal activity, like drug taking and dealing.
- Some problems with pets.



What it's not?

It's important to try to get on and be tolerant of others. Sometimes other's actions and lifestyles can cause disagreement, but aren't considered antisocial behaviour.

We won't usually take action under the following circumstances:

- Personal disagreements.
- Normal living noises, such as flushing the loo, walking on floors.
- One off noise nuisance – e.g. a party.
- Cooking smells.



Avoiding antisocial behaviour



You can avoid antisocial behaviour by:

- Abiding by your tenancy agreement.
- Showing consideration for your neighbours.
- Not carrying out noisy DIY or using your vacuum or washing machine after 11pm.
- Letting your neighbours know if you plan to have a party.
- Not playing your TV, music or musical instruments loudly, especially at night.
- Not slamming doors or be heavy footed if you live above others.
- Putting your rubbish in bins provided.

What PBHA will do:

- Provide you with information about managing antisocial behaviour.
- Enable you to have house meetings to resolve less serious issues.

- Provide some initial advice on how best to resolve your problem.
- Make an appointment to carry out an interview with you. We'll aim to do this within 24 hours if the situation is high risk.
- Explain what we can do to assist and discuss what you can do to help yourself.
- Interview any other witness(es) and talk to the alleged offender if appropriate.
- Agree an action plan with you.
- We will work in partnership with other agencies to gather evidence and deal with antisocial problems.
- Consider using CCTV to gather evidence.

If other actions haven't resolved the issue, we will take action by:

- Evicting the perpetrator.
- Seeking an injunction against the perpetrator.



We can only manage antisocial behaviour with your help

We aim to create a healthy harmonious community where everyone can reach their potential. We will work with our tenants to take action to prevent antisocial behaviour.

- Speak to your neighbours – they may not know their behaviour is disturbing you. When you do this, stay calm and friendly and be clear about what the problem is and what you'd like to change.
- Complete any diaries/ requests for information we ask you for.
- Report incidents to the relevant authorities – the police, council environmental health etc.
- Participate in mediation, if both parties agree.
- Understand that it can take longer to resolve issues if the perpetrator has support needs.
- Attend court if needed.
- Participate in any treatment or personal development work that can help you manage interpersonal relationships.

REMEMBER: you are responsible for your guests – any antisocial behaviour by them could be a breach of your tenancy.

