



Anti-Social Behaviour Policy



Rules about keeping people safe and happy at home and in their neighbourhoods



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About this policy



We are Highstone Housing Association. We call ourselves **HHA** for short.

We find houses or flats for people to live in.



People who live in our homes are called **tenants**. They pay us rent to live there.



We want all of our tenants to feel safe and happy in their homes and neighbourhoods.



We want to help to stop any anti-social behaviour from happening. And we want to deal with it quickly if it does happen.



We are clear with our tenants when they move in about how we expect them to behave.



This is our **policy** about how we deal with anti-social behaviour. A **policy** is a set of rules about how we do things.

What is anti-social behaviour



Anti-social behaviour is when neighbours or other people make you feel worried or scared at home or near your home.



Examples of anti-social behaviour include:

- noise that happens a lot. For example loud music or dogs barking all the time



- people writing and drawing on walls and buildings



- people taking or selling drugs



- people who are drunk or angry towards other people



- **harassment.** This means a person or a group of people trying to bully or upset someone on purpose

They might be picking on someone and won't leave them alone.



- **hate crimes.** This is when people are treated badly or unfairly because of:
 - a disability
 - the colour of their skin
 - who they fancy
 - their religion



- people saying nasty things, touching you or harming you in any way



Times when we cannot help

There are some things that are **not** anti-social behaviour. We cannot help with these things.



Things like:

- arguments between neighbours where nobody broke the rules



- people parking in front of your house or flat. If the road can be used by anyone, we cannot stop people from parking there



- normal noises from people's homes. Things like having the radio on or noises from a washing machine or Hoover



- people having parties in their home now and again. For example, on someone's birthday, at Christmas or on Bonfire night



- if your neighbours or their visitors are doing things that are against the law. If this happens, you should tell the police

How to tell us about anti-social behaviour



It is important that all our tenants, visitors and staff tell us about any anti-social behaviour.



You can:

- talk to any of our staff



- ask another member of staff who supports you to contact us



- call us on:
01484 609189



- **email us at:**
complaints@highstoneha.co.uk



- **write to us at:**
Highstone Housing Association
329 Wakefield Road
Denby Dale
Huddersfield
HD8 8RX

How we deal with anti-social behaviour



We promise we will do our best to understand and deal with anti-social behaviour.



When someone tells us about anti-social behaviour, we call it a **case**.



If the anti-social behaviour is really serious, we will contact the person who told us about it within 1 day.

This might be if someone has been harmed or there has been a hate crime.



For all other cases, we will contact the person within 5 days.



For all types of cases, we will:

- keep the person who told us about the behaviour up to date with what is happening

and

- give them support and advice about what do if there is any more anti-social behaviour



What we will do

First, we will:



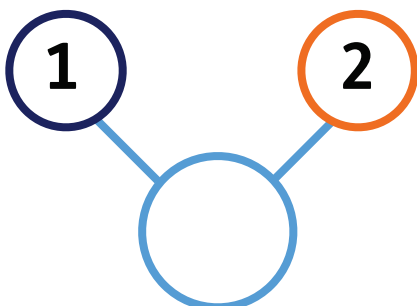
- talk about what has happened. We will make sure the person who told us about the anti-social behaviour is ok



- look at all the information. We will decide if we can sort it out or if it needs to go to police



- decide if it is an issue between neighbours or it affects other people in the area



Next, we will put the case into a group. This helps us to deal with the most important cases first.

We have 2 types of group:

Group 1 cases:

These cases are really serious. For example, a person hitting someone, drug dealing or damaging someone's home.



Group 2 cases:

These cases are less serious. For example, families falling out, noisy neighbours or people dumping rubbish.



We will try to deal with all cases within 28 days.

What happens next



It is really important that we deal with any anti-social behaviour straightaway.

This will help to stop it from getting any worse.



We do not want to have to ask any tenants to leave their homes.

When we deal with a case, we will:



- talk to everyone involved. We will try and solve the problem so that everyone is happy



- give warnings to people who have broken the rules in their **tenancy agreement**.

A **tenancy agreement** tells you the rules you have to follow if you want to live in your home



- if any anti-social behaviour has happened, we will work together with the police, social workers, friends and family.



It is really important to work together to stop the anti-social behaviour from happening again



- work with people to stop their bad behaviour. We will ask them to agree to behave in a better way



- give people time to change their behaviour and put things right



- give extra support to tenants who have more chance of being affected by anti-social behaviour.

For example, people with a learning disability, older people or people who speak a different language

What happens if we can't sort out the problem



We will always try to talk to people first to sort out any anti-social behaviour.



If we cannot sort it out, we might have to go to court to sort out the problem.



We might also work with other services to find other ways to sort out a problem.



For example, we might ask the council to ask someone to stop making loud noises. If the person breaks this rule, they might need to go to court.

Closing a case

When we have solved a problem, we call it **closing a case**.



We will close an anti-social behaviour case if:

- the case has been dealt with and the problem has stopped





- we do not have enough information to do anything else about the problem



- we don't think we need to do anything about the problem



- the person changes their mind and does not want us to look into the case anymore



If we close your case, we will talk to you about it first.

What to do if you are unhappy



You might not agree with our decision about your case. If this happens you can **appeal**.

Appeal means you can ask us to think again about your case.



We will give you information about how you can appeal when we tell you our decision.



Contact us

If you have any questions or want to speak to us you can contact us.



Call us on:

01484 609189



Email us at:

complaints@highstoneha.co.uk



Write to us at:

**Highstone Housing Association
329 Wakefield Road
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Huddersfield
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