

Anti-Social Behaviour

Being Neighbourly

We are committed to taking appropriate action in cases of nuisance, harassment, racial harassment or victimisation.

How we define anti-social behaviour

We define anti-social behaviour as any conduct which:

- Is capable of causing nuisance or annoyance to any person; and, directly or indirectly relates to or affects the housing management functions of a relevant landlord.
- Consists of or involves using or threatening to use housing accommodation owned or managed by Caldmore Housing for an unlawful purpose or in breach of tenancy conditions.

Harassment is any behaviour, or threatened behaviour, deliberately intended to intimidate, dominate or ham an individual or a certain group of people.

Summary examples of anti-social behaviour include:

- Noise nuisance
- Nuisance from business use on our property
- Intimidation and harassment
- Environmental issues
- Aggressive and threatening Behaviour
- Actual violence against people and property

- Domestic violence or abuse
- Wilful damage to our property
- Hate behaviour that targets members of identified groups
- Using any Caldmore Housing property for unlawful or illegal purposes
- Alcohol and solvent abuse

Our approach to anti-social behaviour

We will take appropriate action against any form of anti-social behaviour, harassment or threat of harassment.

We will also consider how vulnerable perpetrators can be supported, particularly if the anti-social behaviour is as a direct or indirect result of drug abuse, alcohol abuse, mental health or disability.

What action will be taken?

We will:

- Acknowledge any report of anti-social behaviour in writing or by phone within 2 working days and arrange an interview with the complainant within 5 working days.
- Investigate every allegation of anti-social behaviour and keep the complainant informed of progress/action, where possible.

- Encourage complainants to resolve the difficulties themselves where feasible.
- Avoid acting on partial information.
- Support victims and witnesses.
- Ensure colleagues are trained to deal with cases of anti-social behaviour.
- We will record and monitor the progress of each case of anti-social behaviour and keep the complainant informed.
- Take previous anti-social behaviour or criminal convictions into account when letting properties.

It is not our policy to re-house tenants as a means of resolving nuisance complaints. However, in certain circumstances where no resolution has been possible, or in serious harassment cases, we may facilitate any other housing options, such as transfers and mutual exchanges.

Tenants Obligations

The occurrence of anti-social behaviour in the tenanted property or in its locality may result in action against the tenant or any person committing anti-social behaviour.

Conditions of tenancy are available for inspection on request at any Caldmore Housing office.

Tenants or visitors to the home causing anti-

social behaviour may result in the tenancy being terminated and/or further action being taken in the Courts.

Witness Support

- Incidents of anti-social behaviour can be reported at any office, by any method, to any colleague of Caldmore Housing.
- A risk assessment will be carried out if a witness has been threatened and stays in the home.
- We will discuss and plan each stage of any legal action with witnesses.
- We may be able to provide ongoing support following resolution of legal action or other measures.

Information exchange and confidentiality

All information obtained during an investigation will be treated with the strictest confidence. Data collected will only be used for the purposes of dealing with perpetrators but may be shared with other organisations where there are agreements in place.

Conclusion

Managing incidents of nuisance and anti-social behaviour can be complex and emotive for all parties but it is recognised as a key element as we seek to effectively improve neighbourhoods.

Opening Hours/Contact Details

The reception is open from 9am - 1pm, 2pm - 5pm Monday to Friday (except Bank Holidays), where customer services staff are on hand to deal with a wide range of enquiries, including reporting a repair, and offer advice and assistance.

Telephone: 01922 614505
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