

Anti-Social Behaviour



We believe that everyone has the right to enjoy their home free from excessive nuisance or Anti-Social Behaviour (ASB). We aim to:

- Actively discourage ASB.
- Reduce problems associated with ASB.
- Take positive action against, or on behalf of residents, when ASB occurs.

We are committed to investigating and taking action on ASB using a range of powers.

Our tenancy agreements have strict, explicit clauses to manage and prevent ASB.

As well as tackling problems that have already occurred, we also have preventative and early intervention measures to try and reduce ASB.

What is ASB?

ASB includes a variety of behaviour covering a wide range of selfish and unacceptable activity that can blight the quality of community life. Other terms such as 'nuisance', 'neighbour disputes' and 'disorder' are also used to describe some of this behaviour.

Common examples of ASB include:

- Noise nuisance or nuisance from vehicles or pets.
- Alcohol related issues, litter, fly-tipping, loitering, vandalism or damage to property.
- Domestic violence, drugs misuse, drug dealing, hate-related verbal abuse, harassment, threatening behaviour, physical violence, prostitution and kerb crawling.

The most commonly reported form of ASB is noise nuisance and we have a separate advice leaflet about this which you can find in the publications section of our website - www.newlon.org.uk/publications. To report problems with noise nuisance you should contact us in the same way as with any other form of ASB. Information about how to report ASB can be found at the end of this leaflet.

Avoiding ASB

It is important to think about your neighbours and consider the impact you could have on them. Here are some simple tips for reducing ASB:

- Do not carry out loud work at night, including repairs.
- Talk to your neighbours if you intend to hold a party.
- Do not play your TV, radio, hi-fi or musical instruments too loudly.
- Keep dogs and other pets under control.
- Be aware of where your children are playing, who is supervising them and what they are doing.
- Dispose of rubbish and waste in an appropriate manner.

How can I report ASB?

You can report ASB by emailing asb@newlon.org.uk or calling our Service Centre on **020 7613 8080**.

Someone else can contact us on your behalf. This may be helpful if you have support needs or where multiple households are concerned about one ASB case. If you are not a Newlon resident you can report ASB directly to us in the same way as our residents, or through your local authority's ASB Officer.

When reporting ASB to us, we will need to take down some basic details such as identifying the type of ASB and the time, frequency and duration for which it occurred.

When you initially report ASB, you can tell us the identity of the alleged perpetrator(s) if you know who they are. We will not reveal your identity to them without your permission but cannot guarantee assumptions will not be made. For example, if you live in a house split into two flats and complain about loud noise it will be difficult to attempt to resolve a problem without revealing your identity.

What will happen after I have reported an incident?

If you report an incident of ASB we will contact you within two working days. For more serious types of ASB like harassment, we will aim to contact you within 24 hours. For some types of ASB, such as domestic violence, it may be more appropriate for you to choose where we talk to you.

Everything we talk to you about will be completely confidential and will not be discussed with anyone else unless you say we can do so.

What happens next?

What happens next depends on the type of incident you have reported and your own wishes.

We can:

- Offer practical advice.
- In less serious cases, advise you to how to approach the alleged perpetrator to discuss the problem.
- Visit or write to the person you have reported as causing ASB.
- Visit other neighbours to ask for their views.
- Ask you and your neighbours to keep a written record of problems.
- Gather other evidence.
- Agree with you to monitor the situation over a set period.
- Involve other agencies, for example your local authority's Environmental Health team or the police.

In some cases we may be unable to take further action if there is not enough evidence or you do not want us to take any further steps at this stage.

We will always do our best to resolve reported issues of ASB in a friendly way that does not cause further problems.

What action can Newlon take as a landlord?

There are a number of steps we can take to deal with ASB, but what we do depends on how bad the ASB is and how much evidence we have.

We can use enforcement measures to stop or alter ASB. Examples of what we can do include:

- Consider legal remedies such as injunctions.
- In more serious cases, tackle problems jointly with our partner agencies such as local authorities or the police.
- Consider taking action to evict the person who is carrying out the ASB, although eviction is always a last resort.

Other preventative and early intervention measures we can consider include:

- Using Starter Tenancies to ensure new tenants prove that they can act responsibly before an Assured Tenancy is given.
- Offering mediation services to help the various people involved come to an agreement.
- Giving the person carrying out the ASB a warning that they are breaking their tenancy agreement.

We take a strategic approach in tackling ASB including:

- Training frontline staff and managers in how to tackle ASB.
- Encouraging residents and Residents' Associations to actively engage with us to define and uphold standards of behaviour. Living locally, you are best placed to identify problems and tell us what type of support activities are needed in your area.

What would be expected of me?

To help us build a case and deal with the ASB you have reported you will be expected to:

- Keep in regular contact with us, and tell us if new incidents take place.
- Sign a statement which sets out the details of the incidents you have reported.
- Keep a diary record of further incidents. This is important if future legal action has to be taken as it may be essential evidence. If legal proceedings have to be taken, you may have to make a statement and in some circumstances go to the court hearing.

There is an ASB incident record sheet which you can download from our website: www.newlon.org.uk/residents/anti-social-behaviour

We will respect your wishes if you do not want to make a statement or attend a court hearing. Instead we will try to gather other evidence. If other evidence isn't found, it's likely we will be unable to pursue further action.

Soon after the case is resolved or closed, we will ask you to respond to a satisfaction survey. This is your chance to voice your opinion on how effectively we manage incidents of ASB. This helps us to continuously improve and tailor our service for the future.

What can I do if I am not happy with the way my problem has been handled?

If you are not confident that we are dealing with your problem adequately, you can make a complaint. You can do this in any of the following ways:

- Email us at: servicerresolution@newlon.org.uk
- Fill in the online complaints form on our website: www.newlon.org.uk/residents/making-a-complaint
- Call us on: **020 7613 8080**

Contacting us about ASB

To report ASB you can contact us in any of the following ways:

Email: asb@newlon.org.uk

Call our Service Centre on: **020 7613 8080**

Write to:

ASB Team
Newlon Housing Trust
Newlon House
4 Daneland Walk
Hale Village
London
N17 9FE

Other useful contacts

Victim support

If you are a victim of crime your local Victim Support office can give you, your family and friends support and information. If you are going to court their Witness Service can help before, during and after the trial.

Please visit www.victimsupport.org.uk for details of local contacts.

Your local council

Please check their websites for contact details for Environmental Health, the ASB and Noise Control/Pollution teams.

Arabic

إذا ما رغبت في الإطلاع علي هذه المعلومات بلغتك الخاصة قم فضلا بطلب ذلك من أحد أعضاء الطاقم.

Bengali

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে কর্মচারীদের একজন সদস্যকে জিজ্ঞাসা করুন।

French

Si vous souhaitez ces informations dans votre langue maternelle, veuillez le demander à un membre du personnel.

Gujarati

જો તમને આ માહિતી તમારી પોતાની ભાષામાં જાણતી હોય તો સ્ટાફના સભ્યને પૂછવા વિનંતી

Somali

Haddii aad jeclaan lahayd in ay macluumaadkaani ku qoran yihiin luqadaada/afkaaga, fadlan weydiiso qof ka mid ah shaqaalaha.

Sorani

گەر ئه‌م زانیاریه به زما‌نی خو‌ت ده‌خو‌ازیت، تکایه داوا له ئه‌ندامیکی ستاف بکه.

Spanish

Si desea recibir esta información en su idioma, pídasela a un miembro del personal.

Turkish

Bu bilginin konuştüğünüz dile çevrilmesini istiyorsanız, lütfen bir görevliyi bildirin.

Vietnamese

Nếu quý vị muốn có thông tin này bằng tiếng Việt, xin hãy nhờ một nhân viên.

Urdu

اگر آپ یہ معلومات خود اپنی زبان میں حاصل کرنا چاہیں تو براہ کرم عملے کے کسی فرد سے کہیں۔

If you would like this information in large print, audio, Braille, any other language or format, please ask a member of staff.

Newlon Housing Trust
Newlon House, 4 Daneland Walk,
Hale Village, London, N17 9FE.
Tel: 020 7613 8080

Phone calls may be recorded for training and quality purposes.

Newlon Housing Trust is a charitable housing association.

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