

## Anti-social Behaviour Policy Statement

One Housing is committed to tackling anti-social behaviour (ASB) in a responsive, victim-centred, proportionate and robust way. We will work with you to help you resolve low level issues with your neighbours without the need for formal action and we ask that you are tolerant and mindful of your neighbours and report serious incidents to the police.

### What you can expect from us.

#### We will:

- Investigate and review all reports of ASB.
- Work with our partners and specialist agencies where appropriate.
- Be clear with you from the beginning about what we can and can't do, and what we need you to do to help us undertake a thorough investigation of your report.
- Use the tools available to us when dealing with ASB, these include but are not limited to; mediation referrals, written warnings, good neighbour agreements, acceptable behaviour agreements, civil Injunctions and possession proceedings.
- Enforce breaches of tenancy agreement when we have sufficient evidence.

### Our approach to ASB

We want everyone to feel safe in their home and we believe everyone should be able to enjoy their home. We know that sometimes this is not the case, and we are here to help tackle issues relating to housing related ASB within our neighbourhoods.

**Local Nuisance:** One Housing may not consider all instances of nuisance reported to us to be ASB.

Types of nuisance that may not be considered ASB include:

- Normal domestic noise, such as vacuuming, ordinary conversations, babies crying, children playing, footsteps or walking in properties.
- Neighbour fall outs, cooking smells and parking or boundary disputes.
- One off incidents of noise nuisance, such as a party or DIY work, radio or TV use during the day.

**ASB:** One Housing will consider the following types of behaviour to be ASB:

- Serious or violent crime, hate crime, harassment, drug dealing.
- Serious noise nuisance

### What we ask of you:

- **Talk to your neighbour** - Where appropriate and in circumstances of local nuisance, we encourage residents to try talking to your neighbour first. If you don't feel you can approach them directly you could post one of our 'Dear Neighbour' cards through their door, these are available on our website or by calling 03001239966.
- **Keep a diary**- If you are a victim of antisocial behaviour, we have a better chance of helping you if you give us the information we need to take action. You should keep a note of the date and time of any incident, details of any witnesses and, most importantly, how you have been affected by the antisocial behaviour.
- **Be neighbourly** – Try to remember that everyone has different tolerance levels and high-density neighbourhoods are made up of people with different lifestyles. Be understanding of those that may have a vulnerability or struggling. We can help in these circumstances through signposting to other agencies and arranging support. Try to remember that everyone has different tolerance levels and high-density neighbourhoods are made up of people with different lifestyles.
- **Include other agencies** - There will be times when One Housing is not the appropriate organisation to investigate your report, such as crime, but we will consider each case on its own circumstances and support you in the best way we can and signpost you to appropriate agencies such as the police.

**If you have any questions about your report or would like advice you can email us at [ask@onehousing.co.uk](mailto:ask@onehousing.co.uk) or call our Community Safety Team on 0300 123 9966. More details about how we deal with ASB can be found on our [website](#).**