

## Antisocial behaviour

### Information and advice for residents

We know that antisocial behaviour can ruin lives and we are committed to supporting you to make your home and environment a safer place to live.

Anyone who signs one of our tenancy agreements or leases takes responsibility for their own behaviour and that of everyone who lives with them, including their children, lodgers, visitors and pets. Any antisocial behaviour will break the conditions of your tenancy.

#### What is antisocial behaviour?

Antisocial behaviour – or ASB - covers a wide range of activities that may have a negative effect on the quality of community life; We define it as:

Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person, conduct capable of causing a serious nuisance or conduct capable of causing housing-related nuisance or annoyance to any person.

#### This includes:

- noise nuisance
- harassment
- intimidation
- threatening behaviour
- hate-related incidents and hate crime (crime committed against someone because of their religion, ethnic group, age, gender, sexuality, physical or mental health or a disability)

#### Confidentiality

We will treat your reports sensitively and we will not give your details or the information you provide to anyone without your permission, unless there are serious concerns for your or your children's safety. In cases where there are safeguarding concerns, we have a legal responsibility to share information.

#### Individual support

We will work around you and your individual needs and concerns. We can also put you in touch with our Tenancy Sustainment Coordinator who can offer advice and support in relation to managing your tenancy. We will work with you and support you if you agree to give evidence, including court evidence, in antisocial behaviour cases.

#### Safety risks

If there is a risk to your safety, we may carry out a risk assessment to provide support for you and your family. In serious cases, this may mean improving the security to your home. If it's not safe for you to stay in your home, we will give you advice, information and support to help you to find alternative accommodation (such as emergency temporary housing).

#### Taking Action

We may take action against the person or group causing the antisocial behaviour, such as:

- use our mediation service to sort it out
- give someone a formal warning if they break the conditions of their tenancy or lease
- use good neighbour agreements
- use acceptable behaviour agreements (ABAs)
- get an injunction
- work with the police and your local authority to issue a Criminal Behaviour Order (CBO)
- go to court to seek possession of the property of the person causing the problem.

Which course of action we take will depend on how serious the behaviour is, but any action will be strong, effective and fair. We will also provide

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support for people affected by antisocial behaviour, including those who report it, witnesses and, where appropriate, those who cause antisocial behaviour, but we will quickly take action against the offenders if they refuse the support we offer.

## Prevention

We have measures in place to reduce the likelihood of ASB occurring. These include:

- effective designs for new developments and reasonable improvements to existing developments
- regular inspections of the properties that we manage and prompt reporting of repairs that compromise a building's security
- sensitive lets where we recognise that a vulnerable resident may be at risk of being harmed if they move into a property
- explaining to new residents what ASB is when they sign their tenancy.

## What can you do?

You have a right to enjoy your home and your surroundings. We all make noise, so we can't expect peace and quiet at all times.

It may be worth talking to the person causing the antisocial behaviour. They may not be aware they are creating a problem. We can refer you to an independent mediation service if you need more help.

## 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. To help you record this information, you can use our diary sheet, available by calling **0300 123 9966**.

## Report ASB

### Phone the police

You should call the police if the antisocial behaviour

is serious or if someone is committing a crime.

Call **999** if it's an emergency, if the crime is still being committed, if someone is injured or if you are in danger.

If not, call the **Metropolitan Police Services on 101**, report a crime at [online.met.police.uk](https://online.met.police.uk) or contact your local Safer Neighbourhood team at [met.police.uk/saferneighbourhoods](https://met.police.uk/saferneighbourhoods).

## Contact the council

If you are experiencing noise nuisance, your local authority Environmental Health Team may be able to help you. They can deal with problems such as loud music, television noise, parties, burglar or fire alarms going off, building work or DIY noise,

dogs barking and noise from air conditioning or ventilation systems.

## Tell One Housing

### Report antisocial behaviour to us by:

- visiting our website at [www.onehousing.co.uk/resident-services](https://www.onehousing.co.uk/resident-services)
- emailing us at [ask@onehousing.co.uk](mailto:ask@onehousing.co.uk)
- phoning our customer services department on **0300 123 9966**
- visiting our offices at Atelier House, 64 Pratt Street, London NW1 0DL
- writing to our Atelier House office.

## Rough Sleepers and intruders

Please report any rough sleepers to [streetlink.org.uk](https://streetlink.org.uk) - a charity that works to find accommodation for rough sleepers.

We do not expect residents to engage with or move on rough sleepers in communal areas. Instead, please move to a safe place and contact the **Metropolitan Police on 101** or at [met.police.uk/a/your-area](https://met.police.uk/a/your-area).

To prevent unauthorised access to your building, please ensure the communal door shuts behind you

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every time you enter or leave. If there is a bin store, please check it is locked and bolted when you enter and exit the building.

### **More help and advice**

The independent charity Victim Support provides specialist support for victims of crime or traumatic experiences. To contact them:

Phone: **0845 30 30 900** or **18001 0845 3030 900**  
for Typetalk users; visit [victimsupport.org.uk](https://www.victimsupport.org.uk) or  
email [supportline@victimsupport.org.uk](mailto:supportline@victimsupport.org.uk).