



Anti-social behaviour

A guide for tenants



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We hope that you will be happy in your new home. We believe everyone has the right to feel safe and enjoy their home and local area.



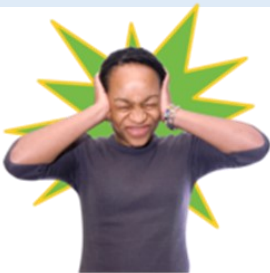
Anti-social behaviour can make people feel unhappy.

Anti-social behaviour is when people upset or cause harm to other people.



There are lots of different kinds of **anti-social behaviour** so we asked our tenants to tell us what were most important.

They helped to write this guide.



Unreasonable noise

This is too much noise from people you live with or **neighbours**.

Neighbours are people who live near you.



Noise can be from things like music, TV, door slamming or decorating.

Lots of really loud noise between 11pm at night and 7am in the morning is **antisocial behaviour**.



Shouting, swearing and door slamming can make other people feel worried or scared.



Sometimes the time of day makes the noise unreasonable.

For example hoovering or using the washing machine in the middle of the night.



To be a good **neighbour** think about the noise you are making and the time of day that you make noise.

Try to make changes that help others for example if you have trouble hearing use headphones instead of turning the TV up too loud.



Tell your support staff or Regional Housing Advisor if you are upset by noise.



Sharing communal facilities

These are things that you share with other people in the house like the washing machine or the kitchen.



People can become upset if others do not share **communal facilities** or take care of them.

For example they do not share the TV so others cannot watch the programmes they want to.



Or leaving their clothes in the washing machine or tumble dryer for days which stops other people being able to use them.



Or they leave the kitchen in a mess or their dirty dishes in the sink so that someone else cannot use it.



In a shared house be a good housemate by sharing **communal facilities** and tidy up after yourself.



Anti-social behaviour in your local area

There could be groups of noisy people outside your home who drink alcohol or take drugs which may make you feel scared or worried about going out.



There might be **graffiti**.

Graffiti is where people write or paint pictures on outside walls or doors where they are not supposed to.



There could be crime like property damage where your things could get broken or people could throw things at your home.



999

If something like this happens in an **emergency** you can phone the police by calling 999.

An **emergency** means you or someone else might be hurt or harmed very soon or a crime is happening.



111

If it's not an **emergency** you can tell the police by calling 111.



If you do have problems with **antisocial behaviour** around your home we will work with you, the local police and Council to try to stop this.



Bullying, hate crime or harassment

This is when someone may call you nasty names on purpose because of the way you look, how you choose to live your life, or because you have a disability.



We take bullying and hate crime very seriously.



If you feel you are being bullied or harassed you can speak to your support staff or regional housing advisor.



If you are worried about giving your name tell someone you trust who can tell us what you said.



If you think you have been a victim of a hate crime you can tell the police.

If you are worried about reporting it to the police you can speak to someone you trust.



We have looked at the **anti-social behaviour** that tenants told us are most important to them.



These are:

- Unreasonable noise
- Sharing communal facilities
- Antisocial behaviour in your local area
- Bullying, hate crime and harassment

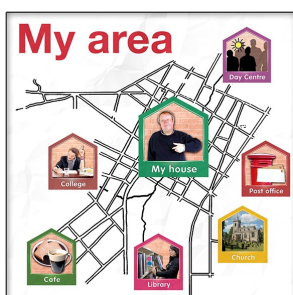


There are lots of other things that are also **anti-social behaviour**.

This could be any unreasonable **behaviour** that upsets you or someone else.



We want you or someone you trust to tell us if there is anything that makes you unhappy in your home.



We also want you or someone you trust to tell us if anything makes you feel unsafe in your local area.



How the Housing Team can help

You can phone the general housing line
on **0300 303 9194**



Your regional housing advisor is

.....

Their phone number is

.....



There are lots of things we do to help.

If the problem is not dangerous we prefer to get everyone involved to talk together and try to solve it.



In shared houses we can have a house meeting to see if everyone can agree on certain rules to help people live together happily.



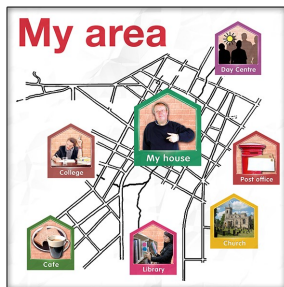
We have a policy to tackle **anti-social behaviour**.

This is a set of rules that we use to hopefully stop **anti-social behaviour**.



If the person is a Dimensions tenant we can give them an **acceptable behaviour contract**.

This means that the person who is doing **anti-social behaviour** agrees that they will not behave in a certain way.



Being a good neighbour

If the **anti-social behaviour** is to do with **neighbours** or in your local area we may work with other agencies such as the police, social services, your local council and other landlords.



If you are causing the problem and you are a Dimensions tenant we may give you a **good neighbour agreement**.

This means you agree to be a good **neighbour**.



We can speak to your **neighbours** because they might not realise they are upsetting you.

Or they might need to get help with a problem they are having.



Your **neighbour** might be ill or have a good reason for the way they live.

So we will work with both of you to try to understand and solve the problem.



It is really important to tell us what is happening and when it happens.

This is because that helps us to understand what the problem is and how big it is.



We can give you an **anti-social behaviour** diary that you or support staff can complete to record the type of **behaviour**.



Formal action

If we have tried to stop **anti-social behaviour** and this has not worked we might start **formal action**.

This means that your landlord might make decisions about whether you or another person can live in your home.



You have a **tenancy agreement**.

This explains what you can and cannot do in your home and if you live in a shared house it explains what you share with others.



Depending on how serious the **behaviour** is or if informal methods have not worked we can issue a verbal or written warning that tells the person to stop.



If the **anti-social behaviour** is very serious we can go to court for an **injunction**.

An **injunction** is a court order that can be used to stop anti-social behaviour.



If the **anti-social behaviour** is by one of our tenants and nothing has worked or in the case of a serious incident we may ask the tenant to leave.

If you have caused the **anti-social behaviour** we might ask you to leave.



Remember we want you to be happy and safe in your home so please tell us about any **anti-social behaviour** and keep a record of what is happening so we can help stop it.