

anti-social behaviour policy

The following document provides you with a brief summary of our Anti-social Behaviour Policy and sets out the level of service you can expect from believe housing.

We are committed to reducing anti-social behaviour (ASB) and ensuring that our customers feel safe in their homes and communities. We will use the tools and powers available to take appropriate action against those living in or visiting our properties who commit ASB or hate crime in the locality of their home, whether it is caused by them, their visitors or their family/household members. To help us with this, our Neighbourhoods and Safer Neighbourhoods Teams work in partnership with various agencies to prevent and manage anti-social behaviour in the most effective way. The following information clearly explains what you can expect from us; and what we can expect from you.

anti-social behaviour

believe housing

- Raise awareness of how to report ASB and what we or other agencies can do to prevent and address anti-social behaviour.
- Listen to you and understand the impact the issues you are experiencing are having on you.
- Provide you with options to help you decide how you would like us to take your report forward, and to keep in touch with you regularly throughout our investigations.
- Offer support where required and signpost to specialist support, with your consent, where appropriate.
- Manage your expectations and keep you informed about the progress of your case.
- Treat all reports as confidential, unless we have permission to share information, if there is an immediate risk to you or to others, or if there are safeguarding concerns.
- Provide feedback on the community safety work we do in your neighbourhood.
- Work in partnership with other agencies to prevent and tackle anti-social behaviour.
- Take a problem-solving approach to each case by using a wide range of tools and powers to resolve problems.
- Provide a variety of ways in which you can contact us to discuss any ASB issues you are experiencing.
- Signpost you to the most appropriate partner agency to investigate your concerns, if it is not us.

customers

- Be considerate towards your neighbours.
- Try to resolve neighbour disputes between yourselves (where possible and safe to do so).
- Don't commit or allow visitors or family/household members to commit ASB or hate crime.
- Do not make false or malicious complaints against your neighbours.
- Understand that not everything reported to us will be classed as ASB, and there are some reports which we will be unable to progress with if they are not a breach of our tenancy agreement.
- Understand that each case is different, and we must investigate any reports made to establish if there has been a breach of tenancy and to consider the most appropriate course of action.
- If you are experiencing ASB in your home or the local community, please report it straight away to us (and to other relevant partner agencies, if appropriate) so that we can investigate at the earliest opportunity.

Anti-social behaviour will be classified and responded to as follows:

<p>One day priority – initial contact with the complainant to be made within one working day</p>	<ul style="list-style-type: none"> • Hate crime • Domestic abuse • Threats of violence • Intimidation/harassment • Verbal abuse 	<ul style="list-style-type: none"> • Criminal behaviour • Drugs/alcohol • Dangerous dogs • Noise* • Serious youth disorder*
<p>Five-day priority – initial contact with the complainant to be made within five working days</p>	<ul style="list-style-type: none"> • Vehicle nuisance • Noise* • Minor youth disorder* • Animal nuisance 	<ul style="list-style-type: none"> • Litter/fly tipping • Garden nuisance • Misuse of communal areas • Vandalism

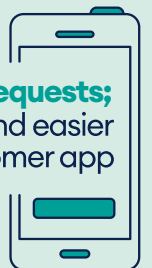
*In cases of noise or youth disorder, reports will be assessed and allocated a response time depending upon the nature, frequency and severity of the nuisance being reported.



how to contact believe housing

- App: [click here to download](#)
- Call: **0300 1311 999**
- Email: hello@believehousing.co.uk
- Visit: www.believehousing.co.uk

repairs, rent and requests;
they're all quicker and easier
with our customer app



You can view our anti-social behaviour policy on our website at: www.believehousing.co.uk/policies