

Dealing with Anti-Social Behaviour

At Hilldale Housing Association, we want all our residents to be able to live safely, peacefully and happily.

That's why we take anti-social behaviour very seriously and we want you to report it, so we can work with you and take action where necessary.

We aim to make it easy for you to report ASB, so this information sheet summarises our ASB policy and explains how you can report any nuisance, what we need from you and what we'll do about it.

What is anti-social behaviour (ASB)?

ASB is any action by other people that causes you to feel harassed, alarmed or distressed, including:

Excessive noise nuisance

Threatening behaviour and intimidation

Vandalism and property damage

Verbal abuse

Substance misuse, such as drugs

Continuous arguments or disputes



What Hilldale tenants agree to

When you sign a Hilldale Housing Association tenancy agreement, you sign up to a number of responsibilities, including:

- ✓ Being respectful of others living in the neighbourhood
- ✓ Keeping our homes safe and secure
- ✓ Keeping noise to an acceptable level
- ✓ Working with us to try to resolve any conflict

We know sometimes people don't keep to this agreement, so if you feel you're suffering from ASB in your neighbourhood, please don't sit in silence; get in touch and tell us about it.



How to report ASB

Please tell us about any ASB you feel you're suffering from, so we can work with you to investigate and take action, where necessary.

We have a zero tolerance stance towards hate crime and domestic abuse.

You can tell us about ASB:

-  Online at hilldale.org.uk/my-home/report-anti-social-behaviour
-  By contacting your housing officer
-  Through telling your care provider
-  By calling us on 01257 367374
-  Via email at hello@hilldale.org.uk

How we tackle ASB

When ASB is reported to us, we immediately carry out an assessment to understand the risks to our tenant(s) and staff.

We may need to ask you to help us by giving us evidence of the ASB, such as taking time to keep a diary of the nuisance.

We take a considered approach and if action is needed, we will always act quickly and be balanced and appropriate in how we respond, to ensure issues are dealt with before they get any worse.

There is a full range of tools and legal powers we can use, including:

- > Verbal warnings
- > Written warnings
- > Acceptable Behaviour Contracts (ABCs), which are written agreements that can be used in court if the situation does not stop or gets worse
- > Legal injunctions, which order the individual(s) to stop the nuisance acts
- > Consider eviction proceedings against the tenant(s) that are causing the nuisance problems

We report any criminal behaviour to the Police, who are responsible for dealing with criminal activity, which may be part of the problem.

Frequently asked questions



Q: How confidential are my reports?

A: Please be reassured that everything you tell us is treated confidentially. If The police are involved and we take legal action, we will, in some cases, have to disclose an individual's details, but we will always discuss this.

Q: What evidence will I need to provide?

A: We may ask you to complete diary sheets and witness statements. We will also ask for any other supporting evidence you may have.

Q: How long will an investigation take?

A: Every case is different, but we will aim to give you updates every ten working days.

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