

# Tackling Anti Social Behaviour

## What is anti social behaviour?

Anti social behaviour can cover a wide range of behaviour it is anything that causes or is likely to cause harassment, alarm or distress to any person.

It can take many forms including the following:

- Damaging property
- Verbal abuse and insults
- Intimidation, using or threatening violence
- Racial or other hate crime
- Nuisance from pets such as dogs barking
- Domestic violence
- Dumping rubbish / untidy gardens

## Our expectations

We expect all tenants and residents will conduct themselves in a responsible, respectful and neighbourly manner. You are responsible for your children and any visitors to your home and they should conduct themselves in the same manner.

## Ways you can report ASB

There are a number of ways in which you can do this including:

- Through our online service, My North Star
- In person at the office
- By telephone 03000 11 00 11 (local rate number)
- By email [info@northstarhg.co.uk](mailto:info@northstarhg.co.uk)
- By letter
- Direct to you Housing Officer/Support Worker



If there is a problem out of hours you can email us and we will get back to you as soon as possible. Alternatively if the problem is urgent you can contact the Police on 101.

**You should always dial 999 when there is an immediate danger or you witness a crime taking place.**

## Our promises to you

North Star is committed to providing you with excellent services that are relevant and meet your needs. We will work with our partners, tenants and communities to address anti social behaviour and ensure our residents are able to enjoy peace, quiet and security in their home.

We can send you a copy of our ASB Policy upon request or by visiting our web site [www.northstarhg.co.uk](http://www.northstarhg.co.uk).

We aim to provide the best service we can and in doing so will:

- Be polite and listen to what you have to tell us
- Treat you fairly and as individual
- Respect you confidentiality
- Ensure a dedicated Housing Officer deals with your case
- Agree an action plan with you including timescales and also what actions you will need to take to provide us with detailed evidence

**We will respond in the following timescales using the most appropriate method:**

**Category 1** – Serious (serious breaches of tenancy generally these cases are of a criminal nature including race or other hate crime, threats of violence, or domestic violence and drug related crimes ) contact the complainant within 1 working day and arrange to interview you within 2 working days.

**Category 2** – Minor (all other tenancy breaches i.e. noise nuisance, untidy gardens, parking issues children playing football or other games) contact the complainant within 3 working days and interview you within 5 working days.

**Maintaining Contact** - we will keep in regular contact with the victim and will contact every 7 days whilst the case remains open.

**Closing Cases** - If there has been no new reported incidents within 20 days the case will be closed – you will be notified in writing of our intention to close the case.

## What will we do next?

We will try to resolve the complaint by discussing the issues with the people involved. We hope that most complaints can be resolved without taking further action however we will use an appropriate legal remedy should that be necessary to deal with the anti social behaviour.

When investigating neighbour disputes, we hope these can be settled by mutual agreement however if not, an independent mediation may be used to resolve differences.

## What can we do?

We can use the following options (depending on the case) to tackle anti social behaviour:

- Home visits
- Warning letters
- Crime Prevention Injunction
- Community Protection Notice
- Possession proceedings

We will work with our partners to invoke some of the other legal remedies available to deal with dealing with anti social behaviour they include:

- Criminal Behaviour Orders
- Community Protection Orders (public spaces)
- Directions Order
- Community Protection Order (closure)

## Working with our partners

We acknowledge that we cannot always deal and tackle anti social behaviour on our own and work with a number of partners to address anti social behaviour in the communities we work.

Our main partners are:

- Local Authorities – Anti Social Behaviour & Environmental Health
- Police
- Victim Support
- Other Housing Providers
- Fire and Rescue Services
- Residents/Community Groups
- Social Services
- Mental Health teams
- Vulnerable Persons Units

## What about support for victims and witnesses?

We understand it can be difficult to come forward with information so we provide help and support for victims and witnesses of anti social behaviour.

We will guide and support you through the process and make referrals to specialist agencies, where appropriate.

## Customer satisfaction

We will carry out a satisfaction survey with you when the case is closed to find out how you felt we dealt with your case. This may help us to improve our services in the future.

If however you are happy or unhappy about the service or would like to share your comments you can complete a Compliments, Complaints or Comments form on [www.northstarhg.co.uk](http://www.northstarhg.co.uk) or by contacting 03000 11 00 11.

## Local support services

Victim Support	0845 3030 900
Mens Advice Line	0808 801 0327
MESMNC North East	0191 233 1333
NSCPP	0207 825 2775
Social Care Direct	08458 50 50 10
Police (non-emergency)	0345 60 60 365



Endeavour House, St. Mark's Court, Thornaby,  
Stockton-on-Tees, TS17 6QN

For more information, contact

Customer Services on: **03000 11 00 11**  
or email [info@northstarhg.co.uk](mailto:info@northstarhg.co.uk)