

A guide to dealing with anti social behaviour



☎ 0300 777 2600
🌐 www.goldinghomes.org.uk

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Golding Homes ASB Guide

We believe that everyone has a right to enjoy living in their property free from harassment, nuisance, annoyance and anti-social behaviour (ASB).



The Anti-Social Behaviour and Crime Act 2014 defines ASB as the following:-

- conduct that has caused, or is likely to cause, harassment, alarm or distress to any person
- conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- conduct capable of causing housing-related nuisance or annoyance to any person.

What **is** anti-social behaviour?

It comes in many forms and anyone can be a victim regardless of age, race or gender.

Anti-social behaviour can include low-level, persistent nuisance to serious criminal incidents.

Examples include:

- Drug dealing
- Violence and threats of violence and intimidation or harassment
- Racial and homophobic harassment and abuse
- Criminal damage and graffiti
- Alcohol related nuisance
- Street drinking and begging
- Verbal abuse to neighbours, Golding Homes' staff and contractors
- Leaving rubbish in communal areas
- Pet noise and dog fouling
- Fly tipping
- Noise nuisance

🔍 Case study

A woman visitor to one of our tenants was a constant problem and we received many reports of anti-social behaviour, including reports of drug abuse, homophobic abuse, harassment, noise nuisance and begging. We applied for and were granted an injunction banning the woman from the area. Unfortunately she breached the injunction and was sent to prison for 14 days. She later breached the injunction again and was sent to prison for 28 days. She is now keeping away from the property.



What **is not** anti-social behaviour?

Some activities cause annoyance, often because of a difference in people's lifestyles.

Behaviour that would not normally be considered to be ASB includes:

- Young people gathering socially – unless they are being intimidating to individuals
- Children playing in the street or communal areas
- DIY and repairing - unless late at night
- Being unable to park outside your own home
- Civil disputes between neighbours e.g. shared driveways.



What should be done when the problems start?

If you feel you are being subjected to anti-social behaviour then if you can, speak to the person involved to see if you can resolve the matter.

Try not to shout or lose your temper as this can make the situation worse and could lead to action being taken against you. Think about how you would like to be approached if someone had a problem with something that you were doing. Individuals have the right to their chosen lifestyle as long as this does not spoil the quality of life for others.

If you feel you cannot speak to the person, or if the problem continues, then please report it to us.

The sooner you report ASB to us the easier it is for us to gather evidence to support your allegation, e.g. CCTV footage.



We take allegations of ASB very seriously. Anyone affected by someone living in a Golding Homes property should contact us.

Reporting anti-social behaviour

You can report ASB in a number of ways:

- **Call us on:**
0300 777 2600
- **Email us:**
enquiries@goldinghomes.org.uk
- **Report it online from our website:**
www.goldinghomes.org.uk
- **Visit us:**
 - ♥ Head Office, Whatman House,
St Leonards Road, Maidstone ME16 0LS
 - ♥ Shepway Area Housing Office,
1 Northumberland Court,
Northumberland Road, Maidstone
ME15 7LW

Our offices are open Monday to Friday 8am - 6pm.

A Neighbourhood Advisor will contact you to discuss the problem and ask you more details. They will advise you whether any action can be taken and if so, what it might be. This action will then be agreed with you and put into an action plan.



Recording anti-social behaviour

You will be asked to keep a diary of incidents so that we can assess the frequency and severity of the problem. Diary sheets are important records made at the time the incident takes place. In very severe cases where County Court action may become necessary your diary may be produced as evidence.

Diary sheets should include:

- The start and end times of the incident
- As much detail as possible, including the names of those involved
- What was said (especially bad language and threats if there are any)
- Who else witnessed the incident.

Any criminal behaviour should be reported to the Police. Ask for a serial or crime number and enter that on your diary sheet.

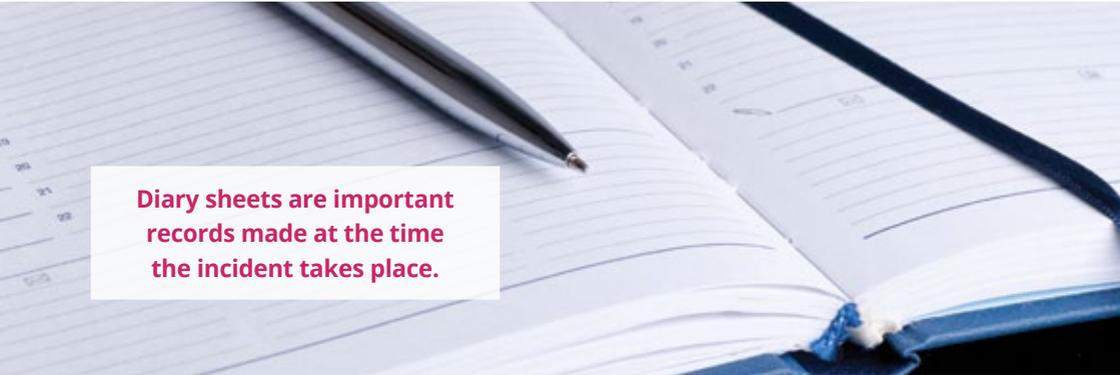
Completed diary sheets can be handed into the housing office at Shepway or posted to:

📍 *Golding Homes, Whatman House, St Leonards Road, Maidstone ME16 0LS*

Alternatively your Neighbourhood Adviser can collect them from you and can also discuss the incidents at the same time. You can ask for a photocopy for your own records, which will then be posted back to you.

🔍 Case study

We had reports that a tenant was allowing their visitors to intimidate people living in the surrounding properties, by being abusive and threatening as well as burning rubbish and blocking access to peoples' drives. We investigated and started possession proceedings. At the trial many neighbours gave evidence about their experiences and outright possession was granted. The family were evicted 4 weeks later.



Diary sheets are important records made at the time the incident takes place.



What will **Golding Homes** do to stop anti-social behaviour?

We treat all reports of anti-social behaviour very seriously and will use the appropriate action to resolve it sensitively. We will do our best to keep you informed of the action we are taking but we cannot reveal confidential information.

We can refer disputes to Maidstone Mediation to resolve if both parties agree.

Our actions may include warnings and visits to the perpetrator. We will offer support to help them keep to the terms of their tenancy agreement, which may include a voluntary written agreement. Sometimes these actions are often all that is needed to stop the problems.

We will not reveal the details of where the information has come from without your permission.

If the problem continues, we will consider legal action against the perpetrator. This may mean taking out an injunction to prevent them from causing further nuisance, or taking eviction action if the offender is a tenant.

We will ask you and other witnesses to be prepared to attend court and give evidence based on the incidents recorded in the diary sheets.

A court will need to be satisfied that it is 'reasonable and proportionate' to make a court order on a person's home. The court may make a Possession Order that could lead to eviction.



Who can I talk to about the anti-social behaviour in my area?

Your **Neighbourhood Advisor** will be able to discuss the incidents and likely outcomes.

You can also contact your local **Police Community Support Officer** if there is a criminal aspect to the behaviour. Visit www.kent.police.uk.

If you live in a sheltered scheme, you can talk to your **Support Coordinator**.

Helpful numbers for information, support and advice

Police

999 (emergency)

101 (non emergencies)

Crimestoppers

0800 555 111

Victim Support

08450 30 30 900

Women's Aid

0808 2000 247

Maidstone Mediation

01622 692843

For more information please contact us:

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Contact us

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