

Strengthening

COMMUNITIES TO CREATE
SAFER NEIGHBOURHOODS



TRAFFORD HOUSING TRUST

Summary of anti-social behaviour policy and procedure



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રીતમાં મદદ માટે એક જ ટેલિફોન નંબર: 0161 968 0050

कया बाल-पील करने में सहायता चाहिये? एक ही नम्बर 0161 968 0050,

किसी भी भाषा, किसी भी प्रकार में लेने के लिये, कृपया सम्पर्क करें।

ਕੀ ਗੱਲ-ਬਾਤ ਕਰਨ ਵਿਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ? ਇਕੋ ਨੰਬਰ 0161 968 0050.

ਕਿਸੇ ਵੀ ਭਾਸ਼ਾ, ਕਿਸੇ ਵੀ ਤਰੀਕੇ ਵਿਚ ਲੈਣ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਪੁੱਛੋ।

0161 968 0050 کوئی بھی زبان یا شکل میں۔ براہ کرم پوچھیں۔

بات چیت میں مدد چاہیے؟ ایک ہی نمبر

Introduction

A newly created housing company that manages 10,000 affordable homes across Trafford, we're passionate about making a real difference to the lives of our tenants at the heart of the neighbourhoods we serve. Open, honest, caring and innovative, we believe in supporting the development of safe and strong communities.

Which is why as a responsible landlord, we recognise that anti-social behaviour can ruin the quality of life of individuals and families. And if left unchallenged, it can ruin whole communities.


In order to provide a quality service, we must be effective in dealing with problems of anti-social behaviour. This leaflet provides a summary of our policy relating to nuisance and anti-social behaviour (ASB) as well as a brief overview of how we aim to deal with these problems.

Dedicated to promoting a safe and secure environment where **all** residents can live peacefully in the community, we'll work with a number of relevant agencies as a member of the Safer Trafford Partnership to achieve this objective.

In mixed tenure areas, we may take action against **any** person who commits anti-social behaviour that interferes with our housing management function.

Definition of nuisance and anti-social behaviour

Any behaviour can be deemed anti-social, depending on such factors as:

- Where the behaviour takes place
 - The context in which it takes place
 - The location and the tolerance of the community
 - The expectations about the quality of life in the area
- 

We recognise that this can cover a wide range of behaviour from noise nuisance to serious harassment. Examples of anti-social behaviour are outlined within our Tenancy Agreement & Anti-Social Behaviour Policy and may include, but are not limited to:

- Using abusive or insulting words or behaviour (including foul or offensive language)
- Intimidation
- Racial harassment/harassment
- Using or threatening to use violence
- Domestic violence
- Drug dealing
- Alcohol and substance abuse
- Intimidation caused by youths gathering in public places
- Serious noise nuisance
- Damaging property or threatening to damage another person's home or possessions
- Graffiti
- Litter
- Dog fouling
- Nuisance vehicles
- Fly tipping



Our approach

We're committed to preventing anti-social behaviour and acting positively to deal with any complaints received. To achieve this, our main objectives are to:

- Ensure all incidents of anti-social behaviour are accurately reported, recorded and monitored
- Take seriously any complaints of anti-social behaviour
- Investigate complaints at the earliest opportunity following their receipt
- Support all victims of anti-social behaviour
- Wherever possible, seek to resolve disputes and incidents of anti-social behaviour by engaging with the perpetrator to recognise the impact of their behaviour and obtain undertakings to improve their behaviour
- Use all available legal powers where it's appropriate to do so including injunctions, anti-social behaviour orders, possession and eviction proceedings
- To ensure all staff are trained to be able to deal with anti-social behaviour complaints


Tenant responsibilities

Our Tenancy Agreement includes obligations for tenants not to commit any act that causes a nuisance, annoyance, disturbance, alarm or distress to any person.

All tenants are advised that they are responsible for their own behaviour, together with persons residing with them or visiting their home.

Where a tenant, members of their family or visitors fail to comply with the tenancy agreement it may result in legal action being taken.

There's an emphasis at the 'tenancy sign up stage' to discuss and clearly explain our approach to nuisance and anti-social behaviour. A summary copy of this document will be provided to each tenant.



Making an initial complaint

In all cases where there's violence or a threat of violence or criminal behaviour - a report should be made to the police without delay. A report should also be made to the local area housing team and ideally to the local area housing office, as it may be appropriate to work jointly with the police.

All complaints must be reported as soon as reasonably possible so that prompt action can be taken and early intervention can prevent situations from escalating.

We deal with complaints where:

- A resident or tenant suffers anti-social behaviour and that behaviour is caused by another tenant
- Any tenant suffers anti-social behaviour from any person

A complaint can be made:

- In writing
- By email
- In person
- By telephone
- Via a third party, such as a Councillor

The identity of a complainant will not be revealed to another party without their consent. Whilst complaints can be made anonymously, it may not be possible to tackle the problem as effectively. It will certainly restrict the amount of advice and support we can offer a victim.




How a complaint will be dealt with

- We'll complete any necessary forms with you and confirm the details of your complaint within 3 days
- We'll not disclose your identity without your consent
- We'll agree an action plan with you
- We'll agree what direct action you want us to take and what action is appropriate for the type of problem you are experiencing
- We may ask you to begin completing diary sheets in order to assist with information gathering
- We'll agree timescales to monitor and review your complaint. This helps us to assess the level of the problem and decide the best course of action to resolve the complaint

Action we can take

We'll work with perpetrators to identify and resolve unacceptable behaviour and discuss with them conciliation and mediation as a preferred approach.

Where mediation is inappropriate or refused, we'll consider other appropriate enforcement actions including:

- Warning Letters
 - Notices of Seeking Possession
 - Additional Tenancy Conditions
 - Acceptable Behaviour Contracts
 - Anti-Social Behaviour Orders
 - Undertakings
 - Injunctions
 - Demotion Orders
 - Possession Orders
 - Eviction
- 

Supporting complainants, victims and witnesses of anti-social behaviour

In supporting complainants, victims and witnesses of anti-social behaviour we'll:

- Make it clear that anti-social behaviour will not be tolerated
- Take all complaints of anti-social behaviour seriously whether made in person, in writing or by telephone
- Deal with people sympathetically
- Make reporting channels as simple as possible
- Ensure complaints are treated in total confidence where requested to do so
- Seek the person's permission before contacting others
- Keep people informed of the progress of a complaint
- Discuss and plan each stage of the complaint
- Where necessary complete risk assessments of the victims/witnesses home environment and protection measures (e.g. panic buttons, lock changes, etc)
- Use professional witnesses to gather evidence and support a case
- In extreme circumstances offer temporary accommodation/permanent moves for victims
- Work in partnership to support victims and witnesses
- Escort/accompany to court and provide transport where necessary
- Provide witness liaison officers and support at court
- Advise parties if we decide to close the case and the reasons for doing so
- Provide ongoing support measures following resolution of legal action or other measures



If you require further information regarding any aspect of this summary please contact your local Housing Office.

Altrincham Housing Office

28 Stamford New Road, Altrincham WA14 1EJ
0161 968 0320

Old Trafford Housing Office

Old Trafford Community Centre,
Shrewsbury Street, Old Trafford M16 9AX
0161 968 0203

Sale Housing Office

Marshall House, 2 Park Avenue, Sale M33 6HE
0161 968 0136

Stretford Housing Office

Unit U65-U66, Stretford Mall, Chester Road, Stretford M32 9BD
0161 968 0210

Urmston Housing Office

The Old Police Station, 4 Church Road, Urmston M41 9BU
0161 968 0266

A full copy of our Anti-Social Policy and Procedure is available by contacting any neighbourhood office or Trafford Housing Trust Head Office.



business for neighbourhoods



RESPECT Give respect Get respect



INVESTOR IN PEOPLE

Head Office:

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