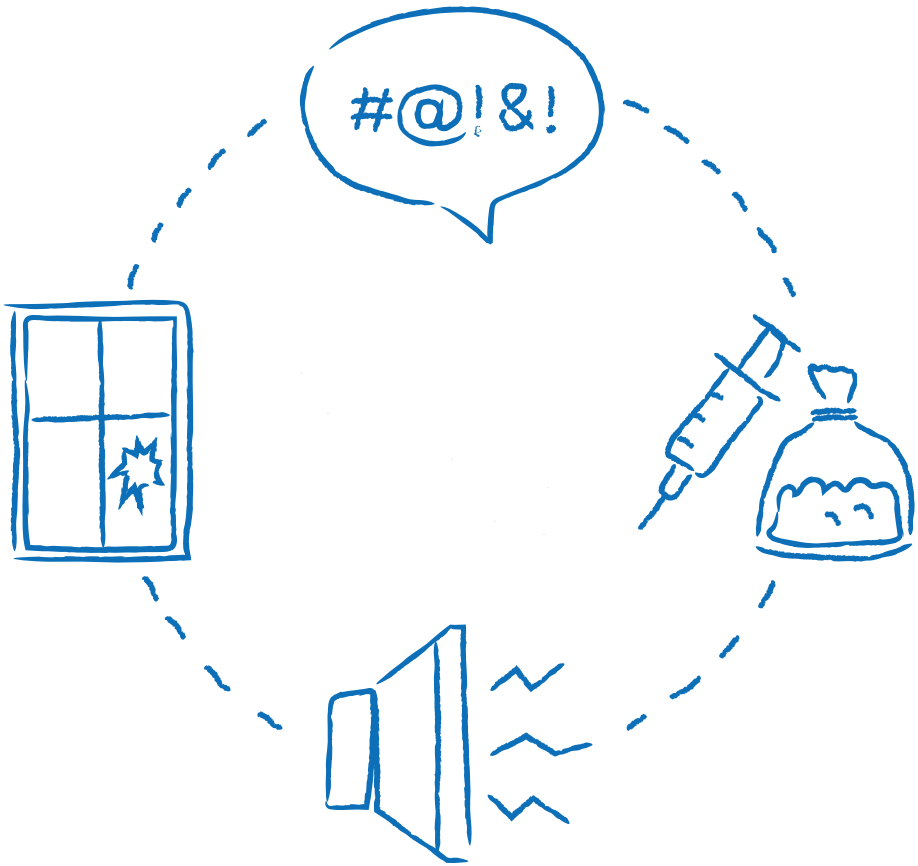


Anti-social behaviour (ASB)

Trafford Housing Trust



What should I do
if I am experiencing ASB?

For updated information please visit:
traffordhousingtrust.co.uk

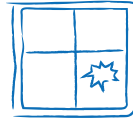
What is anti-social behaviour?

Anti-social behaviour (ASB) can cover a variety of issues ranging from a disagreement with your neighbour to serious criminal behaviour.

These are some of the most common examples of ASB:



Excessive noise
(especially late at night)



Vandalism



Threatening or swearing at neighbours



Assault or physical violence



Nuisance caused by animals



Criminal activity

Everyone should recognise that everyday noise and lifestyle differences are to be expected when people are living in close proximity to each other.

These are examples of things that wouldn't normally be considered to be ASB, unless they are excessive or happening regularly at unreasonable times.

- Washing Machines
- Vacuuming
- General household noise
- Doors closing
- Talking
- Cooking Smells
- DIY

What should I do if I am experiencing ASB?

If at any time you feel at risk of harm **call the police first (999 if it is an emergency or 101 otherwise)**.

Crime can also be reported anonymously via **Crimestoppers** on **0800 555 111**.

You should also contact the police if you witness a crime such as:

- Drug Dealing
- Threats
- Theft
- Assault



You can do this online using the following link;

www.gmp.police.uk

Reports to Crimestoppers enable the police to build a picture of suspected criminal activity and ASB and enable them to direct their resources appropriately.

Contacting Trafford Housing Trust

If you have contacted the police about a criminal matter or a threat, also let us know and we will work with the police to investigate the matter where appropriate.

If you are having problems with a neighbour, you should talk to them first and try to resolve the matter if you feel comfortable doing so. If that isn't possible, or you have tried and it hasn't worked you should contact us and there are several ways you can report ASB.



Sign up to **MyAccount** through our website **www.traffordhousingtrust.co.uk** and log the incident online.



Phone: 0300 777 7777

Email: customer@mytht.co.uk

Send us a letter: Trafford Housing Trust,
Sale Point, 126-150 Washway Road, Sale,
Manchester, M33 6AG

What happens once I have reported ASB?

If we are unable to tackle the issue you are telling us about we will either re-direct you to somebody who can assist or explain why we cannot act. One of our officers will contact you to talk to you about the issue in more detail. We will let you know if we consider the issue to be ASB and if it isn't we will provide advice on where you can get help if it is available.

If the issue is ASB we will open a "case" and agree a plan of action and carry out a risk assessment with you.

We will typically:

1. Interview any witnesses and contact agencies that are involved such as the police
2. Speak to the neighbours to see if they are experiencing similar problems
3. Agree how you would like to be contacted by us

We will typically ask you to:

1. Keep us updated of any new incidents
2. Stay in touch with us regularly
3. Record evidence (where possible) using a device such as a smart phone or tablet.

There are several types of action we can take depending on the type of report and having some additional information to support your allegation. Some examples are:

- A Verbal Warning
- An Advice Letter
- A Warning Letter
- Mediation
- Working with support agencies e.g. Police, Mental Health Service, Social Services

We also have some legal powers which we use when appropriate and we can talk to you about those in more detail if you are experiencing ASB and you contact us.

Please remember that some incidents of anti-social behaviour are extremely difficult to prove, and it may not always be possible to achieve a positive outcome.

For this reason, it is important that you report all incidents to us and tell us about any other people who may have seen or heard what happened.

Can I make an anonymous complaint of anti-social behaviour?

We will still investigate anonymous complaints, but it can be difficult for us to get more detail or provide you with feedback if we don't know who you are.

We promise to treat you with dignity and respect. Your report will remain confidential and your details will never be divulged unless we have agreed this with you.

We encourage anyone who is experiencing anti-social behaviour to contact us for advice and support. Please don't suffer in silence.

Your feedback

Your views really matter to us. They help us to do things better for our customers.

If you're not happy, or you have a suggestion about how we can provide a better service, please let us know.

After your case has closed we may get in touch to ask for your thoughts through a survey. We would appreciate any honest feedback you have. This will help us make improvements to the service.



Domestic abuse support

If you are experiencing domestic abuse and need support, you can report it to us confidentially by contacting the **Customer Hub** on **0300 777 7777**.

If you are in immediate danger call 999.

Thank you

We hope you've found this leaflet useful. If there is any additional information you would find beneficial please contact us by emailing **customer@mytth.co.uk** or by calling **0300 777 7777**.

Further information can also be found on our website **www.traffordhousingtrust.co.uk**.

Need help with communication?

One number **0300 777 7777**, any language, any format (such as large print or braille), please ask.

Potrzebujesz pomocy w komunikacji? Jeden numer: **0300 777 7777**, dowolny język, dowolny format, zapytaj.

مدد کی ضرورت ہے؟ ای ک نمبر **7777 777 0030** پر، کوئی بھی زبان، کوئی بھی فارمیٹ، بڑے، بلے کرم پوچھیں۔

هل أنت بحاجة للمساعدة في الاتصال؟ رقم واحد **0030 777 7777**، بأي لغة وأي تنسيق، من فضلك اسأل.

在语言方面需要帮助? 只需拨打 **0300 777 7777**, 不论何种语言、何种格式, 都能帮您搞定。

যোগাযোগের জন্য সহায়তা দরকার? যেকোনো ভাষায়, যেকোনো ফরম্যাটে সহায়তা পেতে **0300 777 7777** নম্বরে কল করুন।

Ma u baahan tahay caawimaad xagga isgaarsiinta ah? Hal lambar **0300 777 7777**, luqad kasta, qaab kasta, fadlan weydii.
