

8.

Anti-social behaviour, nuisance and harassment



This document is available in other languages, larger text and on audio cd or cassette.

This leaflet summarises our policies and procedures for addressing anti-social behaviour, nuisance and harassment. For more detail please contact us.

Our aims for dealing with anti social behaviour complaints are to:

- Treat all complaints seriously and fully investigate them
- Provide a swift response to serious complaints
- Take appropriate and proportionate corrective action using the full range of options at our disposal
- Work in partnership with other agencies
- Monitor the effectiveness of our policies

What is anti-social behaviour?

Anti-social behaviour is defined as: "...conduct including speech, which has caused or is likely to cause alarm or distress to one or more individuals who do not reside in the same household as the offender" (Crime and Disorder Act 1998); and

"...conduct capable of causing nuisance or annoyance to any person" (Anti-social Behaviour Act 2003)

Anti-social behaviour can include:

- Arson
- Using housing accommodation for illegal activity e.g. to sell drugs
- Physical assault
- Intimidation and harassment such as racial harassment
- Exploitation of vulnerable people
- Noise nuisance
- Your pet(s) fouling public areas
- Littering public areas
- Vandalism & graffiti
- Aggressive & threatening language and behaviour
- Neighbour nuisance
- Domestic violence

Our policy:

How we tackle anti-social behaviour

Renaissance recognises that it has a duty to you and other residents in the locality to deal with anti-social behaviour. Failure to act impacts not only on residents' lives but also on the quality of the housing and environment in Miles Platting.

We are responsible for ensuring that we act as a responsible managing agent and comply with our legal obligations as well as enforcing our own standards through the implementation of our anti-social behaviour policies.

As an employer, we also have a duty to protect and support staff. Dealing with anti-social behaviour can be difficult for staff as well as for the residents who are experiencing it. Our staff and contractors have the right to undertake their duties without fear of threats or intimidation. We will therefore take action, including using legal remedies, to enforce our duty of care.

As a managing agent, we make it clear to the tenants in Miles Platting that we will not tolerate anti-social behaviour or harassment in any form. We do this when granting new tenancies by explaining to the tenant what is expected of them in terms of behaviour and by stressing what the consequences can be for them if they breach the tenancy agreement.

We will work in partnership with other agencies such as the police, Manchester City Council and support agencies in order to address anti-social behaviour issues.

We are committed to providing a high standard of service to our customers. Included in this is a commitment to manage and effectively tackle incidents of nuisance, harassment and anti-social behaviour. We recognise that anti-social behaviour is a complex matter but it is of the highest priority that we deal with it in order to ensure our properties and localities remain well managed.

Your tenancy agreement conditions

Your tenancy agreement contains the following conditions to prevent anti-social behaviour, nuisance and harassment:

- Tenants must not cause a nuisance or annoyance to other persons in the neighbourhood or to any tenant, agent, employee or contractor of Renaissance.
- Tenants must not allow members of their household or visitors to cause a nuisance or annoyance to other persons in the neighbourhood or to any tenant, agent, employee or contractor of Renaissance.
- Tenants must not operate any business at the Premises that might cause a nuisance or annoyance

- Tenants must not use the property or any communal area for any illegal activity such as selling drugs
- If a tenant, member of their household, or a visitor is convicted for an arrestable offence, we can apply to the court for a possession order

We will take action against tenants who breach these conditions and ensure that staff are trained to deal with complaints effectively.

Our procedures: Your questions answered

Q How do I report an anti-social behaviour incident?

You should report incidents of anti-social behaviour to your local housing office in person, via the phone, letter or email. A member of our customer care staff will take the details of your report.

Q What happens when I report an anti-social behaviour incident?

We will probably need to interview you – this should be arranged within five working days or, if the case is an emergency, arrangements should be made to conduct the interview within one working day.

The purpose of the interview is to try to establish the facts with you, explain what can be done and agree an action plan.

At the end of the interview an Incident Diary booklet will be given to you to help build a picture of evidence about the anti-social behaviour.

Your community support officer will aim to interview the alleged perpetrator of the anti-social behaviour within five days of your original complaint. What the next steps are depends on the outcome of the interview.

An Action Plan will be developed within five working days of the report. We record information about allegations of anti-social behaviour on a computer database to help us monitor and progress our work in this area. If it is appropriate we will refer your complaint to the Manchester Mediation Service within eight days to try and achieve an amicable resolution.

Q How do you deal with racial harassment and other hate crime?

We investigate allegations of racial harassment and other hate crime in the same way we investigate other forms of anti-social behaviour, with the following differences:

- If you make a complaint of racial harassment or other hate crime we will arrange to meet you within 24 hours
- We will remove racist graffiti within 24 hours
- Staff must identify any support needs and work with you to ensure that appropriate support is provided
- All cases must be reported to the police

Q What support can you give me?

As a minimum, we will support you by dealing with your complaints promptly and by keeping in regular contact to give advice and support while the nuisance is on-going. If the nuisance is severe, we will seek the assistance of others to provide support, e.g. a local Tenants' Association or Victim Support.

If your health or safety is at risk, we will conduct a risk assessment and then take action on the results to ensure we protect you. This could include: fitting alarms with a direct link to the Police; informing the Police that the potential harmful threat exists; giving you a personal alarm; providing a mobile phone; fitting CCTV equipment; ensuring that any hate related vandalism and graffiti is dealt with as an emergency; and organising temporary rehousing.

If the case is to go to court, protective measures will also include using witness statements where permissible instead of the witness attending or the use of a professional witness.

Q What can Renaissance do about the problem?

Usually a case will be resolved by a combination of actions. Our procedures emphasise the need for good communication, multi agency working, record keeping and effective monitoring of cases.

There are a number of non-legal and legal remedies available to us, including:

- Non-legal remedies
 - Letters
 - Warning Interviews
 - Agreed Behaviour Plans
 - Acceptable Behaviour Contracts
 - Mediation

- Legal remedies
 - Section 21 Notices
 - Notice of Seeking Possession
 - Possession proceedings
 - Injunctions

We will discuss these issues with you in more detail.

Q Will you tell my nuisance neighbour that I have complained about them?

We will respect your wishes for confidentiality. If you want to remain anonymous your housing officer will explain to you how this will affect the investigation.

Q I don't know who is causing the nuisance, what can you do?

If the identity of the perpetrator is unknown, or witnesses are too fearful to come forward we will work to gather evidence and establish the identity of the perpetrators. This may involve working with the Police, contacting other residents, enlisting local Residents' Groups for help and support, using other local agencies and support services, using private witnesses or CCTV cameras.

Q How do you decide when to close my complaint of anti-social behaviour?

We monitor the progress of all anti-social behaviour investigations on our computer database. We will close a case if it has been satisfactorily resolved.

We will also consider closing a case if there have been no incidents or reports on a case for eight weeks. If we think that it is appropriate to close the case we will send you a letter advising you of our intention to close the case within seven days. If you then report that incidents are still occurring the case will remain open.

Q What happens when you close my complaint of anti-social behaviour?

On closing a case we will send you a letter advising you of this. A satisfaction survey form will be enclosed for you to complete and return to help us to monitor our performance.

Getting in touch

Lǎngüagê Liǎnè

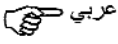
Varley Street Office: 0800 234 6826. Renaissance Consortium,
Varley Street, Miles Platting, Manchester M40 8EE



in partnership with:



MANCHESTER
CITY COUNCIL



عربي

ARABIC

حدد اللغة التي تتحدثها.
سوف نستدعي مترجماً على الهاتف لمعاونتنا.



کو ردی

KURDISH

پهتجه رابکیشه بۆ ئەو زمانه‌ی قسه‌ی پێده‌که‌یت.
ئێمه موته‌رجیمیک په‌یدا ده‌که‌ین تا به‌ ته‌له‌فۆن
هاوکاریمان بکات.



বাংলা

BENGALI

আপনার ভাষাটি অঙ্গুলি নির্দেশ করে দেখান।
আমাদেরকে সহায়তা করার জন্য টেলিফোনে
আমরা একজন দো-ভাষী বা ইন্টারপ্রেটার এর
ব্যবস্থা করব।



普通话 / 国语

MANDARIN

請指出您講的語言。
我們將請一位口譯員在電話上翻譯。



廣東話

CANTONESE

請指出您講的語言。
我們將請一位電話翻譯員
來幫助您。



ਪੰਜਾਬੀ

PUNJABI

ਆਪਣੀ ਭਾਸ਼ਾ ਵਲ ਝਿਸ਼ਾਰਾ ਕਰੋ।
ਅਸੀਂ ਦੁਬਾਜ਼ੀਏ ਨੂੰ ਕਰਾਂਗੇ ਕਿ ਉਹ ਟੈਲੀਫੋਨ
'ਤੇ ਸਾਡੀ ਮਦਦ ਕਰੇ।



فارسی

FARSI

زبانی را که صحبت میکنید نشان دهید.
برای کمک، مترجم تلفنی تهیه خواهیم کرد.



Soomaali

SOMALI

Farta ku tilmaam luqaddaada.
Waxaan telifoonka ku heli doonaa
turjibaan na caawiya



ગુજરાતી

GUJRATI

તમારી ભાષા તરફ આંગળીથી ઇશારો કરો.
આપણને મદદ કરવા માટે એક દુભાષિયાને અમે ટેલિફોન
પર બોલાવીશું.



اردو

URDU

اپنی زبان کی طرف اشارہ کیجیے۔
ہماری مدد کرنے کیلئے ہم ٹیلی فون پر کسی ترجمان (انٹریپرٹیر) کو بلائیں گے۔



हिन्दी

HINDI

आपकी भाषा की ओर इशारा करें।
हमें सहायता करने के लिए एक दुभाषिये को हम टेलीफोन
पर बुलाएंगें।



Tiếng Việt

VIETNAMESE

Hãy chỉ vào ngôn ngữ của quý vị.
Chúng tôi sẽ mời một thông dịch
viên qua điện thoại giúp chúng ta.