


Anti-social behaviour and nuisance

March 2019

A photograph of a row of modern, three-story brick houses under a blue sky with scattered clouds. The houses have white window frames and doors, and some have small awnings over the entrances. A red vertical line is on the left side of the page.

If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.

01

Anti-social behaviour

This booklet is intended to help with instances of anti-social behaviour (ASB) which you may experience. It is not intended to replace contact with the Police.

If you need immediate assistance, are at risk of harm, or are witnessing a crime, please contact the Police on **999** (Emergencies only) or **101** (Non-emergencies).

You can read One Vision Housing's *Anti-Social Behaviour, Domestic Abuse and Harassment Policy* at ovh.org.uk



02

What is meant by ASB?

The Anti-Social Behaviour, Crime & Policing Act 2014 defines ASB as:

- 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 their occupation of residential premises, or
- Conduct capable of causing housing-related nuisance or annoyance to any person

Examples of this may include:

- Playing loud music
- Violent behaviour towards neighbours
- Criminal damage like graffiti or vandalism

***Note:** Reports of drug use, cultivation or dealing will be passed to the police as 'intelligence'. If a conviction is obtained, One Vision Housing (OVH) will then consider legal action against the tenant.*

Some types of behaviour are not classed as ASB.

These may be things like:

- Children playing
- One-off incidents of noise/music, such as a children's party, or New Year celebration
- General disputes/disagreements
- Household noise
- Comments on social media - customers will be directed to the complaints procedure of the social media provider

What are your responsibilities as a resident?

You are responsible for ensuring that anyone living in your home or visiting does not behave irresponsibly. **Below are a list of dos and don'ts that you must follow:**

Dos

- Check the volume of your radio, TV or music to ensure that it is not too high
- Avoid doing anything which would cause interference or annoyance for neighbours, such as shouting, swearing and late night parties
- Avoid slamming doors at unreasonable times
- Park your vehicle responsibly
- Keep rubbish in bins provided by the local authority and only put them out on the day of collection

Don'ts

- Don't allow your dog to bark or whine for long periods of time or foul in communal areas
- Don't allow your children or visitors to cause annoyance to people living nearby
- Don't play ball games next to someone else's property
- Don't allow your garden to become overgrown or full of rubbish

03

Our approach to ASB

Our aim is to help you resolve issues of ASB which are affecting you and which may make it difficult for you to live in your home, or your neighbourhood.

It isn't our aim to 'punish' people but rather to change behaviour that may be having a negative impact on other people. However, we do realise that some types of ASB, or criminal activity have such a serious impact on neighbours or the local community, that legal action is necessary to protect our customers.

Therefore the way in which we respond to reports of ASB will differ depending on the specifics of each case.

Prevention

We aim to prevent ASB from happening in the first place. This starts by setting out to all new customers our expectations in terms of considerate neighbourly behaviour. We work closely with the Police to address potential issues, and we have improved many communities through additional security, environmental measures and CCTV.

If you want to discuss the safety and security of a particular area, please contact your Neighbourhood Services Officer using the telephone number on the back page of this booklet.

Rehabilitation

In most cases, we will aim to work with offenders to encourage them to change their behaviour. This will often involve partnering with other agencies or signposting to services which can offer tailored support.

Our aim is to:

- Try to break the cycle of ASB
- Avoid further incidents
- Help the individual to keep their tenancy
- Obtain the right support for the individual
- Help individuals improve their behaviour
- Create safer communities

Who can use OVH's Community Safety Service?

OVH's Community Safety Service is supported by the rent payments that we receive from customers who live in our social and affordable rent properties. These tenants, and anyone named on their tenancy agreement as a member of their household can use this service.

Customers who live in our market rental or shared ownership properties are not automatically entitled to access this service. We can however still provide advice and depending on the type of nuisance being reported, we may still take action.

04

What should you do if you experience ASB?

You will need to decide if you want the help of OVH to deal with the problem that is affecting you.

Sometimes the best course of action is to calmly and politely discuss the issue with the person causing the problem, to see if an agreement can be reached. You can do this in person or by letter. We understand that sometimes this isn't possible, or that you may be worried about how the person will react.

If you want to talk through the issue before you decide on the best course of action, we can arrange for you to speak to a trained officer who will give you advice in relation to your complaint.

If there is an on-going issue, such as loud music, it is helpful to keep a record of the times and dates that you have been disturbed.

If legal action is necessary, you would need to provide specific details and having these records will help you to remember.



If you are experiencing noise nuisance, you can download the free 'Noise App'.

thenoiseapp.com

We can help you to keep these records as follows:

- You can report ASB to us via My Account online at **ovh.org.uk/my-account** or you can call us on **0300 365 1111**. Both of these services operate 24 hours a day, 365 days a year, and our staff are trained to log these reports
- You can also email us at **enquiries@ovh.org.uk**
- Some customers find it easier to use a Dictaphone that they can talk into - if you would like to use one of our Dictaphones, please let your Neighbourhood Services Officer know





05

Reporting ASB to us

You can contact us through My Account, by email, letter, telephone or in person at our office. Our contact details can be found on the back page of this leaflet.

We aim to make contact with you within one working day following a report of ASB. Where appropriate, you will be offered an appointment with your Neighbourhood Services Officer or Community Safety Officer.

When we contact you, we may need to ask you quite a few different questions. This is so that we can fully understand what has happened, and to identify any risks that we may need to help you manage. This is particularly the case where there has been domestic abuse, or hate-related harassment.

What if the person I am complaining about is not an OVH Tenant?

If the person you are complaining about is not a tenant of OVH, we may still be able to help you to resolve the issues you are experiencing. This may include actions such as arranging mediation for you and your neighbour or in serious cases where you are at risk of harm, we may obtain a civil injunction to prohibit your neighbour from behaving in this way.

06

What happens when you report ASB?

Your complaint will be confidential.

Any information supplied to us is in confidence and will not be passed to the alleged perpetrator, unless you have given us your consent or this is ordered by the court.

Information may be shared with partner agencies where appropriate and allowed by the legislation (specifically the Data Protection Act 1998 and the Crime and Disorder Act 1998 as amended) or where it is necessary to protect the interests of the public.

Dispute Resolution

Many issues that arise between neighbours can be resolved through communication, and in some cases, having an informal discussion can resolve the issue without it escalating.

Where customers do not feel able to do this, or where they are worried about how their neighbour may respond, we will offer both parties mediation. This is where a trained mediator will speak to all the parties and work to broker an agreement through negotiation and compromise. We may also refer your case to a Community Justice Panel (sometimes also referred to as Neighbourhood Panels). In most cases, legal action will be a last resort after dispute resolution has been attempted.

Investigation of ASB

In order to investigate what you have told us, we will usually need to interview the alleged perpetrator. This is so they are aware that someone feels affected by their behaviour, and to give them an opportunity to respond.

We may also need to interview any witnesses, or speak to other agencies who are involved, such as the Police, or the local authority.

We may ask you to submit evidence, such as recordings, incident diaries, photographs or statements. This will help us to understand the problem, and discuss with you what the options are to resolve the issue.



What are the options for tackling ASB?

This will depend upon the type of behaviour that is being reported, how often it happens, what the risk is to others, what evidence there is and who is being affected.

The vast majority of disputes between neighbours are resolved quickly but some are more complex.

Actions which may be taken by One Vision Housing include:

- Verbal warning
- Written warning
- Yellow and red card notice
- Mediation
- Restorative practice
- Acceptable behaviour agreements
- Parenting agreements

In some cases, it may be that legal action against the perpetrator becomes necessary.

This may include:

- Injunction
- Possession order
- Demotion order

We may also involve the police or the local authority who have additional authorities that can be used to stop anti-social behaviour.

Enforcement

We will:

- Provide a proportionate response in light of the nature and seriousness of the incidents and the evidence available
- Encourage neighbours to communicate and develop their own resolutions to disputes

- Adopt an objective approach to interviewing and be clear about the options available
- Place emphasis on early intervention and alternative dispute resolutions
- Assess the options for working in partnership with other agencies
- Provide advice to customers on obtaining evidence to support their complaint
- Continue to explore emerging technology to make reporting and collating evidence of ASB easier for customers

Preparing for court

If your case goes to court, you will have a named officer who will support you through this process. They will be with you on the day, and can arrange for transport and refreshments.

They will talk to you before the hearing so that you know what to expect, and you will get an opportunity to speak to the solicitor who is handling the case.

After the court hearing

After the court hearing, if the judge has granted an order, then we will explain what this means and what happens next.

If you need any further support, then this will be arranged for you. We will keep in touch with you regularly after the court hearing to make sure that the situation has been resolved, and to discuss next steps if it hasn't.

07

Not happy with the action being taken?

If you are not satisfied with how your ASB complaint is being handled, you should contact the relevant Neighbourhood Services Team Leader for your area who will discuss your case with you.

If you are still not happy with the outcome, you can make a complaint. Please refer to the *Complaints, Appeals and Feedback* booklet which can be found on our website.

In some circumstances, you may be able to request a multi-agency review of your case by invoking the Community Trigger.

For further information, please contact your local council:

Sefton
0151 934 4910

Liverpool
0151 233 3001

Wirral
0151 606 2020

Cheshire West and Chester
0300 123 8123

Cheshire East
0300 123 5030

West Lancashire
0169 557 7177

08

Service standards

We will:

- Contact you within one working day following a report of ASB
- Offer you a face-to-face appointment with your Neighbourhood Services Officer or Community Safety Officer within five days
- Develop an 'Action Plan' with you setting out how we can help you to resolve the issues you are experiencing
- Assess the risk to you by asking you questions about what has happened and how it has affected you - we will use this information to help you manage any risks

We promise to keep your details confidential where possible, although in some cases it may be apparent to the alleged perpetrator of who has made the complaint. For example, if you are complaining of loud music and you live in the only adjoining property.

There are some things that we as a landlord have a duty to report, for example where a child or vulnerable person may require safeguarding. If we have to disclose information to a third party, we will always attempt to tell you first.

How we monitor our services


We aim to continuously improve our ASB services. **We will assess our standards by:**

- Collecting information on how we are performing and comparing it against top performing organisations across the country
- Reporting ASB performance on the website and to our board
- Asking victims of ASB to complete a satisfaction survey so that feedback helps us to improve
- Reviewing our policy regularly
- Developing services with your feedback
- Reviewing complaints to understand if there are any patterns that we can learn from



Get in touch

 ovh.org.uk/my-account
Make payments, report (and book) repairs and view accounts online with My Account

 ovh.org.uk

 0300 365 1111 (24hr)

 enquiries@ovh.org.uk

 [@ovhousing](https://twitter.com/ovhousing)

 facebook.com/ovhousing

Customer Access Centre
 Coral Drive, Bootle,
 Merseyside L20 3UG
Open: Mon to Fri, 9am to 5pm

OVH Head Office
 Atlantic House,
 Dunnings Bridge Road, Bootle,
 Merseyside L30 4TH
Open: Mon to Fri, 8.30am to 5pm



One Vision Housing is part of The Sovini Group

*The information inside is correct at time of print.
 For the most up to date information please visit our website.*



If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.

Chinese

如果您需要幫助了解本文檔中的信息，請致電 **0300 365 1111** 與我們聯繫。

Lithuanian

Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel **0300 365 1111**.

Polish

Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem **0300 365 1111**.

Portuguese

Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do **0300 365 1111**.

Russian

Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону **0300 365 1111**.

Turkish

Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın **0300 365 1111**.