

9 FACT SHEET



Why we may not be able to help you with your report of antisocial behaviour

Sometimes it is not always possible for us to consider a complaint as antisocial behaviour or bring an existing case to a satisfactory conclusion. We will tell you if we are unable to help you, as it would be unfair to raise your expectations.

Examples of complaints that we are unable to consider as antisocial behaviour:

Anonymous complaints

We may be unable to pursue some anonymous complaints, as we may not have enough information or evidence to investigate it properly. We always encourage people to provide their details so we can investigate the claims and provide feedback on any action taken. Please be reassured your details will remain confidential.

Malicious reports

Complaints purely made because of someone's ethnic or national origin, sexuality, age, gender, religion or disability will not be tolerated. If you complain about someone on these grounds alone, we may take action against you for serious breach of your tenancy.

Differing lifestyles

Crying children, cooking smells, children playing and people doing DIY can be a nuisance but are not always a breach of tenancy. We would recommend that you talk to your neighbour, please refer to our fact sheet 'neighbourhood disputes'.

Young people

Young people have a right to meet their friends and this may often involve gathering in groups. Unless their behaviour is very rowdy or they are causing damage then it is unlikely that we can, or should deal with it.

Evidence

In order for us to do anything, evidence is essential. Completing an incident diary can be inconvenient but may be necessary, especially if more serious action is required.

Closing a case

We may have to close a case and take no further action. Examples of this include:

- lack of evidence or witnesses
- no breach of tenancy has been found
- counter allegations without independent witnesses
- behaviour has changed and no further complaints have been received
- incident diaries have not been returned within agreed timescale.

We will normally let you know if we close a case and explain the reasons why. When we close a case we will ask you how well we handled it and what improvements can be made for the future.

Longhurst & Havelok Homes is committed to equality and diversity and recognises diversity in all areas of our work. We seek to treat people with respect and deliver services that meet individual need.

This leaflet is also available in:



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