



## Antisocial behaviour

We aim to be responsive and understanding to all reports of antisocial behaviour. We will take action where appropriate and treat all parties involved in a fair way. We will achieve this by:

- using a balanced approach of preventative, supportive and enforcement measures
- working in partnership with other agencies and local communities.

### Being responsive

- We will make an initial assessment of any report of antisocial behaviour, or harassment within 5 working days.
- We will respond to emergencies, such as racial harassment or serious threats of violence within one working day.
- We will normally carry out our initial assessment by visiting you in your home, or a suitable venue of your choice, so we can gather information and explain our policies and procedures.

### Our staff will:

- Be understanding of your issues.
- Listen to your complaint and the incidents being reported.
- Take your complaint seriously.
- Encourage you to report incidents to us.
- Investigate your complaint, alongside any other agencies.
- Keep a record of all interviews and correspondence on file.
- Be knowledgeable on legal remedies.

### Taking action

- We will agree an action plan with you giving helpful advice on what we can do and recommend what you can do.
- We will give help and advice on completing diary sheets.
- We will not contact your neighbour without your permission.
- We will give all parties feedback on the outcome of our investigations and keep you informed of progress within agreed timescales.
- We will work with partner agencies, such as the local authority and the Police to tackle antisocial behaviour, including collecting, recording and exchanging information.
- We will use the full range of legal remedies available to us and explore ways of trying to prevent repeat behaviour with sole reliance on legal remedies, eg referrals to extra tenancy support and mediation services.
- We will support and make referrals to professional mediation services to help try and resolve neighbour disputes.
- We will take legal enforcement action where we can prove a serious breach of our tenancy contract.

## Giving evidence in court

- We will support witnesses who agree to give evidence in court.
- We will explain the procedure and what to expect from cross examination.
- We will familiarise witnesses with the courtroom layout if required.
- We will assign a member of staff not involved in the case to support witnesses on the day of the hearing.
- We will refer witnesses to victim support during or after the court case.

## Being fair

- We will be impartial whilst conducting investigations, listening to both parties and taking action based upon the evidence available to us.
- We operate a three stage clear warning system: **Yellow** - 28 days to put the breach of tenancy right, such as by stopping the antisocial behaviour. The next step is to issue an orange or red warning and suspend the tenant from Just Rewards. **Orange** - suspension from Just Rewards and 28 days to put the breach of tenancy right, such as by stopping the antisocial behaviour. The next step is to issue a red warning and legal action. **Red warning** - suspension from Just Rewards and starting legal action. Depending on the seriousness of the case and the evidence available, we may go straight to an orange or red warning.
- We will respect the anonymity of residents who report cases, although this may limit our ability to take action.
- We will tell you if we feel your complaint has no basis or cannot be pursued due to lack of evidence.
- We will report to our Board the number of antisocial behaviour complaints and how we deal with these.

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.

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