



## Consultation on Draft Anti Social Behaviour Complaints Policy

May 2010

Linstone Housing Association is in the process of updating the policy which sets out how we will deal with problems of Anti Social Behaviour in our properties. This leaflet summarises our proposals and seeks your views on whether we have got it right !

### **What is Anti Social Behaviour ?**

Linstone believes Anti Social Behaviour (ASB) is acting in a way likely to cause alarm, distress, nuisance or annoyance to any person or damage to someone's property. It includes harassment of all types and can be both verbal and physical. It can be as serious as an actual violent assault or as minor as dog fouling.

### **What Does the Policy Aim to do ?**

We are committed to ensuring that residents within our estates achieve peaceful enjoyment of their homes and will therefore seek to employ every mechanism at our disposal to deal with problems of ASB.

Linstone believes that **prevention** is key in the management of ASB. We operate a range of strategies aimed at preventing ASB occurring in the first place. These include :-

- Asking about previous ASB on our housing application
- Seeking references for applicant's previous tenancies
- Accompanying an applicant to view the property they are being offered so that we can explain their responsibilities. This is further

stressed when they sign their tenancy agreement ( which includes a section on "Respect For Others")

- Only offering a 6 month tenancy with a support package if someone has previously been evicted for ASB
- Issuing a Tenant's Handbook which details what is considered unacceptable behaviour
- Visit every new tenant within 4 – 6 weeks to discuss how they are settling in and re-iterate the standards of behaviour expected
- Offering a Tenancy Sustainment Service to applicants / tenants who may need some level of support or assistance to maintain their tenancy
- Working in partnership with other agencies such as the Police , Renfrewshire Council ( Neighbourhood Wardens , Anti Social Team, Environmental Services , etc.)
- Providing an evening youth outreach and support service within our areas

### **What Happens When Prevention Doesn't Work ?**

Where prevention is either not possible, or measures fail, we promote early intervention to avoid escalation and prevent further occurrences. The Association aims to obtain a quick and effective solution which is both proactive and supportive.

ASB complaints can be made by any resident ( or someone acting on their behalf) and can be verbal or in writing. They can also be picked up via the observations of a staff member or through a 3<sup>rd</sup> party such as the Police.

Anyone reporting ASB will be given a reference number for their complaint , an indication of the processes and likely timescales, together with diary sheets to log any further incidents. They will also be given a range of contact numbers for other agencies who might be able to help e.g. the Police , Noise Enforcement Team , Renfrewshire ASB Helpline.

### **What are the Different Categories of ASB ?**

Linstone has 6 different categories of ASB and our policy details all the actions we will take and the timescales we will adhere to in managing each type of complaint . The table overleaf gives a description of what falls into each category and summarises the main target times for action.

| Category  | Complaints falling within Category   | Response time to make contact with complainer | Make contact with other neighbours/ witnesses | Visit/ interview Perpetrator          | Liaise with other agencies | Case assessment / action | Close case where no complaints after: |
|---|--|---|---|---------------------------------------|----------------------------|--------------------------|---------------------------------------|
| <b>A -</b><br>Serious Anti Social Behaviour         | *Drug dealing, assault, *sex offences, harassment & violence towards neighbours  | 1<br>WORKING<br>DAY                           | 1<br>WORKING<br>DAY                           | 2<br>WORKING<br>DAYS (if appropriate) | 1<br>WORKING<br>DAY        | 2<br>WORKING<br>DAYS     | 12 WEEKS                              |
| <b>B -</b><br>Antisocial Behaviour                  | Frequent disturbances, excessive noise, nuisance as a result of alcohol or drug abuse and clashes of lifestyles.   | 3<br>WORKING<br>DAYS                          | 5<br>WORKING<br>DAYS                          | 5<br>WORKING<br>DAYS                  | 5<br>WORKING<br>DAYS       | 7<br>WORKING<br>DAYS     | 12 WEEKS                              |
| <b>C -</b><br>Nuisance Cases                        | Infrequent disturbances, running a business and vandalism.   | 3<br>WORKING<br>DAYS                          | 5<br>WORKING<br>DAYS                          | 5<br>WORKING<br>DAYS                  | 5<br>WORKING<br>DAYS       | 7<br>WORKING<br>DAYS     | 12 WEEKS                              |
| <b>D -</b> Basic breaches of the tenancy conditions | Which form part of the resident's tenancy agreement  | 3<br>WORKING<br>DAYS                          | 5<br>WORKING<br>DAYS                          | 5<br>WORKING<br>DAYS                  | 5<br>WORKING<br>DAYS       | 7<br>WORKING<br>DAYS     | 12 WEEKS                              |
| <b>P -</b> Private Tenant/Owner Occupier            | This will include any other household being complained about out with Council or RSL. When referred it should still be categorised as A, B or C (e.g. PA, PB or PC). | 3<br>WORKING<br>DAYS                          | 5<br>WORKING<br>DAYS                          | 5<br>WORKING<br>DAYS                  | 5<br>WORKING<br>DAYS       | 7<br>WORKING<br>DAYS     | 12 WEEKS                              |
| <b>Y -</b> Youth Disorder                           | Complaints of Youth Disorder which is not covered under previous categories as a neighbour dispute.  | 3<br>WORKING<br>DAYS                          | 5<br>WORKING<br>DAYS                          | 5<br>WORKING<br>DAYS                  | 5<br>WORKING<br>DAYS       | 7<br>WORKING<br>DAYS     | 12 WEEKS                              |

Linstone's processes for managing ASB complaints includes:-

- Visiting witnesses/ other neighbours
- Visiting the perpetrator
- Serving verbal , 1<sup>st</sup> written and 2<sup>nd</sup> written warnings ( if appropriate)
- Making referral for mediation (in all cases except Cat A ,D or Y)
- Monitoring situation and keeping in contact with complainer
- Referring onto ASiST ( Renfrewshire Council's Anti Social Investigation Team) for further more serious action where we are unable to resolve cases
- Support our partners in the use of effective remedies such as Acceptable Behaviour Contracts (ABCs)

- Ultimately we will take legal action against the perpetrators of ASB – including seeking Anti Social Behaviour Orders ( ASBOs) and eviction decrees

If you would like to see a full copy of our draft policy , please contact us at the address or telephone number below :-

Linstone Housing Association Ltd  
32 Burnbrae Avenue  
Linwood  
PA3 3DD

Telephone Number 01505 382383  
Fax Number 01505 382384

Alternatively you can email us on [general@linstone.co.uk](mailto:general@linstone.co.uk)

Attached is a small questionnaire which seeks your views on our proposals



## Your Response to Consultation on the Draft Anti Social Behaviour Complaints Policy

Your Name \_\_\_\_\_

Your Address \_\_\_\_\_

Your Telephone Number \_\_\_\_\_

Please tell us your views on the draft Anti social Behaviour Complaints Policy by answering the following questions with a tick ✓

1. Are you happy with Linstone's proposals for tackling Anti Social Behaviour ?                      Yes                       No

If no, please say why ?

2. Are there any other things the Association could do to help prevent ASB in your area ?    Yes                       No

If yes , please give details below

3. Do you agree with Linstone's different categories of ASB and the timescales for action ?                      Yes                       No

If no, please say why ?

4. Do you think there is anything else Linstone should do to manage ASB when it does occur in our estates ? Yes  No

If yes , please give details below

5. Is there anything else our partners should be doing to help with the problems of ASB in your area ? Yes  No

If yes , please give details below

6. Please let us know any other thoughts you might have on the draft policy

Thank you for taking the time to complete this form and letting us know your views.

Please return you form to us in the stamped addressed envelope enclosed by Friday 28<sup>th</sup> May 2010.

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