

What action can BHT take against the person causing ASB?

- 1. Warnings** – Depending on what has happened we often give the person(s) causing the problem a chance to stop before taking any further tenancy action.
- 2. Advice and support** – sometimes we offer advice and refer people to support services. This may be the person making the complaint or the person causing the ASB.
- 3. Mediation** – this can help resolve neighbour disputes and may be carried out by BHT staff or an outside mediator.
- 4. Legal action** –
 - Injunction** – these are court orders to make someone do something or stop doing something that is a breach of tenancy and/or causing nuisance or annoyance.



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به ترجمه نیاز دارید؟

ژباړه یې غواړئ؟

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To request a translation or large print version of this leaflet:
Please call **01323 340018**

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- Possession Order** – these are court orders made for breaking terms of the tenancy agreement or one of the 'grounds of possession' which are set down by law. If we are successful in getting a possession order this can eventually lead to eviction, but this is not always appropriate.

Injunctions and possession orders are granted by the county court and in most cases we have to present lots of evidence to prove that the anti-social behaviour is serious enough for a court order to be granted.

Any action BHT takes in response to antisocial behaviour by tenants can be a lengthy process. Your Housing Officer can discuss time frames with you. The police and local authority are able to take legal action such as **closure orders** and **noise abatement orders** and we will assist them with this wherever possible.

What else can I do?

Below are some other agencies that can give you advice and may be able to investigate the issue:

BRIGHTON

- 1. Environmental Health** – 01273 292929. A department within Brighton & Hove Council which investigates complaints of loud music, parties, domestic noise like DIY and barking dogs.
- 2. Safe in the City** – call the casework team reporting line on **01273 292735**. The line is staffed **Monday to Friday 9am – 5pm** with an answer machine service out of hours. For more information visit www.safeinthecity.info

EASTBOURNE

- 1. Eastbourne Borough Council** – 01323 410000. You can also report a noise problem on their website www.eastbourne.gov.uk. You can also download advice on various types of noise and what powers the council have to stop them.
- 2. Safe in East Sussex** – A partnership of a range of local agencies who are working together to reduce crime and ASB. Their website gives advice on how you can keep yourself safe – www.safeineastsussex.org.uk

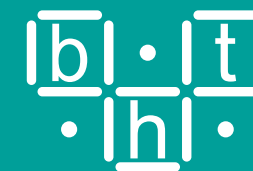
HASTINGS

- 1. Environmental Protection** – 01424 451079. Environmental Protection is a department within Hastings Borough Council and can investigate excessive noise, air pollution and environmental pollution.
- 2. Safe in East Sussex** – A partnership of a range of local agencies who are working together to reduce crime and ASB. Their website gives advice on how you can keep yourself safe – www.safeineastsussex.org.uk

Feedback

When we close the case we will ask you for feedback about how you felt we handled your report.

This is to help improve our service to you and other tenants.



Housing Services

Combating Homelessness • Creating Opportunities • Promoting Change



ANTI-SOCIAL BEHAVIOUR

This leaflet will explain what you can do if you experience **anti-social behaviour** from your neighbours.

info@bht.org.uk

01323 340018

What is Anti-Social Behaviour (ASB)?

ASB is defined as:



Behaviour by a person which causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as the person.

Antisocial Behaviour Act 2003 & Police Reform and Social Responsibility Act 2011.

Anyone can be a victim of ASB, regardless of age, race or gender.

Anti-social behaviour can include serious criminal incidents such as:

- drug dealing
- violence and threats of violence or intimidation
- racial and homophobic harassment and abuse
- criminal damage to property
- alcohol related nuisance
- verbal abuse to neighbours or BHT staff and contractors

Other examples of anti-social behaviour:

- graffiti
- fly tipping
- loud music, arguing and shouting
- groups of people being noisy
- pet noise and dog fouling

As a BHT tenant you must make sure that you, your household and any of your visitors do not cause nuisance or annoyance to your neighbours. Your tenancy agreement explains your responsibilities further.

What can I do when problems start?

Many incidents that aren't very serious can be easily resolved by discussing the effects of the behaviour with the person causing the nuisance.

A good neighbour should be reasonably tolerant and understanding of the different lifestyles and cultures of others. Not everything that disturbs you is anti-social behaviour.

Sometimes you may be able to hear day to day household noise or children playing. This kind of noise is not usually deliberate and it is unlikely that BHT or our partners would get involved.

You should never retaliate or fight back if your neighbour causes you nuisance.

How do I report ASB?

Any criminal behaviour should be reported to Sussex Police straight away, especially if you do not feel safe.

Call 999 if the problem is an emergency or call 101 for non-emergencies or crimes that have already happened. The police have powers to deal with anti-social behaviour such as verbal or physical assault, criminal damage, harassment, drug dealing and disorderly behaviour.

When you speak to the police ask for a serial or crime number, write it down and advise your Housing Officer.

If the problem is not so serious and it continues after you have spoken to your neighbour, please report it to BHT in one of the following ways:

- **call or email** your Housing Officer directly
- **by telephone** to BHT Housing Services – 01323 340018
- **by email** – info@bht.org.uk
- through **MyTenancy**
- in writing

What will BHT do when I report ASB?

We treat all reports of anti-social behaviour seriously and will use the appropriate action to resolve it sensitively.

We will keep you informed of any action that we are taking. However, we cannot reveal confidential information to you.

We will consider taking action where there is evidence of unacceptable behaviour either by people who live in our properties or their household members and guests. We will ask for your details and some questions about what has happened.

If it's a crime we will ask if you have reported it to the police and if you haven't, we'll ask you to report it.

You will be asked to keep a diary of incidents. We may also refer low level disputes to mediation

services for help in coming to an agreement.

We will investigate the ASB and will contact you again within 10 days at the most, or within 24 hours if it is a serious problem to let you know what action, if any, we can take to resolve the situation.

During our investigation we may interview other witnesses and speak to the Police or other agencies involved. We will keep you informed about any action we are taking and if we are not able to take any further action we will discuss this with you. In most cases we'll only continue to investigate incidents which are serious or repeated.

After we have taken any action we are able to, we will monitor the situation for another month to ensure there are no further incidents. If there are no more incidents, we will close the case and inform you of this.

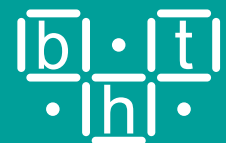
Sometimes there is not enough evidence to take any action and if this is so we will discuss this with you before closing the case.

What action can BHT take against the person causing ASB?

BHT has a responsibility, along with the police and the Local Authorities, to take action to stop anti-social behaviour.

Some of the actions we can take are listed overleaf. They will not all be suitable for every situation.

Your Housing Officer will explain which actions are relevant to your case when they discuss the anti-social behaviour with you.



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