

Anti-Social Behaviour

We believe that all our residents have the right to feel safe and secure in their own home and in their community. We acknowledge that ASB not only affects the lives of individuals, but it can also have a detrimental effect on the communities in which we live and work. We take any report or incidence of anti-social behaviour (ASB) seriously, and take a proactive approach both to prevention and to finding a positive solution where incidences do occur. The following leaflet outlines what we consider to be ASB, what we expect from you, and how we will act in response to reports of ASB.

What is ASB?

Anti-social behaviour (ASB) is any aggressive, intimidating or destructive activity by an individual or group that disrupts, damages or destroys someone's quality of life. Anti-social behaviour can include:

- **Violence or threats of violence** by a resident, their family or visitors
- **Domestic violence** committed by a resident, their family member or visitors where it affects other members of the community
- **Harassment and intimidatory behaviour** including racial, homophobic and hate crime
- **Convictions of serious offences** committed in the locality against a neighbour, the landlord or an employee of the landlord
- **Substance misuse** – activity associated with the usage of illegal and legal substances or the supply, dealing and disposal of illegal substances in the property or in the locality
- **Use of weapons** – behaviour involving firearms, air weapons, replica guns and anything made, intended or adapted for use as a weapon
- **Immoral activity** – sex working in or near the locality of the property
- **Gathering of large groups** – problems caused by large groups of people gathering on our estates resulting in the harassment of residents, either by direct anti-social/criminal behaviour or indirectly by creating a threatening and intimidating atmosphere
- **Inappropriate use of motor vehicles** – chaotic or illegal driving by residents, visitors or members of the community
- **Environmental ASB** such as excessive noise, graffiti, fly tipping, litter, fly posting, high hedges, overgrown gardens and animals that are causing a nuisance to others
- **Noise nuisance** – noise that is above lifestyle noise and that unreasonably interferes with a resident's normal use and enjoyment of their home, garden or neighbourhood.



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Our approach to ASB

We believe that well-managed schemes and homes provide a better quality of life and act as a deterrent to anti-social behaviour and crime. We aim to work together with you to manage our homes and schemes, with a focus on preventing ASB and resolving problems positively and quickly. Our aim is always to try and find a positive outcome for all. We will focus on changing behaviours and finding positive solutions rather than legal action, although we will use all legal remedies open to us if our attempts to resolve matters has failed.

We aim to:

- Take a holistic and risk-based approach to preventing and tackling ASB which places emphasis on prevention and changing negative behaviours
- Ensure that all residents can easily report ASB, are kept informed about the status of their case and are appropriately signposted to other agencies as appropriate
- Ensure PCHA communicates clearly in an open, transparent and non-judgemental way
- Engage and empower residents to understand their rights and responsibilities
- Promote a responsible attitude by residents towards their home and community
- Ensure PCHA builds strong relationships with external agencies to find positive ways of dealing with ASB.

Enforcement

If all reasonable attempts to intervene have not provided a positive solution, legal action may take place. We may use a range of legal remedies. Eviction is the last resort but will be only pursued where there is sufficient evidence **and** there is a substantial impact on victims and/or the community.



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What we expect from you:

Within our communities we have a diverse range of people and therefore we ask you to be patient and accepting towards your neighbours. We encourage all our residents to take pride in where they live and have a responsible attitude towards their home and community. We expect you to:

- Be polite and treat each other with respect
- Get to know your neighbours
- Consider the impact on others of your behaviour and that of your family and visitors
- Be tolerant of other people's differences / different lifestyles
- Talk to your neighbours if there are any problems when they take place – don't let them build up!
- Try to find a positive solution and allow reasonable time for neighbours to change their behaviour before involving PCHA or other third parties. **We will not get involved in neighbour disputes until you have personally taken steps to resolve the issue first.**
- If the issue is ongoing or cannot be resolved, please contact us and we will discuss your options with you.



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What do I do if I am being affected by ASB?

If your own steps to resolve the issue have not been effective, please contact us to discuss the way forward. We will risk assess each incident and investigate further if necessary. We won't get involved in:

- Neighbourhood disputes where you have taken no steps to solve the problem first
- One-off social events e.g. parties (unless there is evidence of serious nuisance occurring)
- Parking issues on local authority adopted roads
- Differences in lifestyles such as cooking smells, noise of children playing in their own home, or everyday noises.

What do I do in an emergency?

If a serious crime is taking place in your home or community or you are concerned for your own or someone else's safety, **call the Police on 999.**

**In case of
Emergency
dial 999**

For further advice or information:

Contact us on **020 8659 3055** or email **housing@pcha.co.uk**.

