



DEALING WITH
NEIGHBOUR
NUISANCE/
HARASSMENT &
ANTI-SOCIAL
BEHAVIOUR

A GUIDE TO OUR POLICY FOR REPORTING AND DEALING WITH THESE ISSUES

Anti-social behaviour and harassment are serious issues that you may have to face at some time. The behaviour can range from serious violence, racial harassment and drug-related activity, to more everyday incidents like noise and rubbish being dumped.

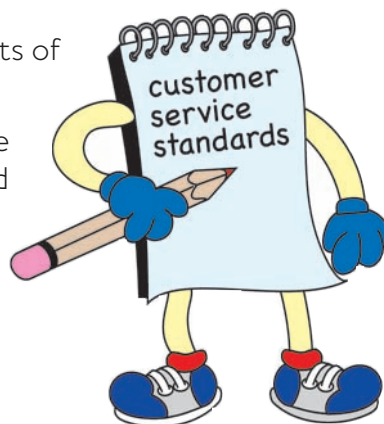
WILL TAKE YOUR PROBLEMS SERIOUSLY

We will enforce the tenancy conditions and deal with anti-social behaviour and harassment promptly and effectively. Occasionally this can seem to take a long time because of the legal process; we will keep you informed of progress.

SLH have a dedicated Community Safety Team that will work with other agencies to support you and to ensure your safety if you experience anti-social behaviour, neighbourhood nuisance or harassment.

Our customer service standards state:

- We will acknowledge all cases of ASB and log them onto our ASB database, within 24 working hours of receiving the initial report.
- We will respond to all reports of racial harassment within 24 working hours of receiving the initial report.
- We will respond to all reports of neighbour nuisance complaints where there is a risk of violence and/or damage to the property within 24 working hours.
- We will respond to all other reports of nuisance within 5 working days.
- We will, with the consent of the complaint, interview the alleged perpetrator within 7 working days.



- We will ensure that victims and witnesses and other interested agencies, such as police, social services and schools are kept informed about the progress of ASB action plans on a regular and timely basis.
- We will publicise details of all successful ASBO's injunctions and evictions as a result of ASB action taken.
- We will issue all ASB complainants a satisfaction survey to provide feedback on our performance.

This leaflet outlines how we will deal with the issues you bring to our attention.

LETTING US KNOW

You can tell us about incidents of anti social behaviour or harassment by telephone, email, in person at our offices, in person to a member of staff at your home or in writing. Or you can ask someone else, such as a relative or councillor to contact us on your behalf. We will write to you to confirm that we are looking into the matter.

LOOKING INTO YOUR COMPLAINT

If the problem is a straight forward one, we may be able to sort it out easily. For example if you report a rubbish-filled garden, we will go round to check and take action. But most cases aren't so simple and we will need to talk to you before we start an investigation. In serious cases we will try to see you within 24 hours. When we see you, at a venue of your choice, we will ask you about what has been happening and try to get a full picture of the events distressing you.



DEALING WITH YOUR COMPLAINT

At the end of our first meeting with you, we will agree a plan that describes what you should do and what we will do to get the problems sorted out. It's called an action plan and we'll give you a copy to keep. This action plan will be updated if the problem is not sorted out quickly.

Once we have spoken to you, we will probably need to interview the person you are making the allegations about. You can ask us not to do this, but it could make it difficult to take further action.

TALKING IT THROUGH

If the case does not involve threats violence or serious harassment, the plan might start with a suggestion that you talk things through with the other person. There is always a better chance of solving a dispute if you try to see each other's point of view. If the other person is unreasonable, just walk away. Don't get involved in an argument.



MEDITATION

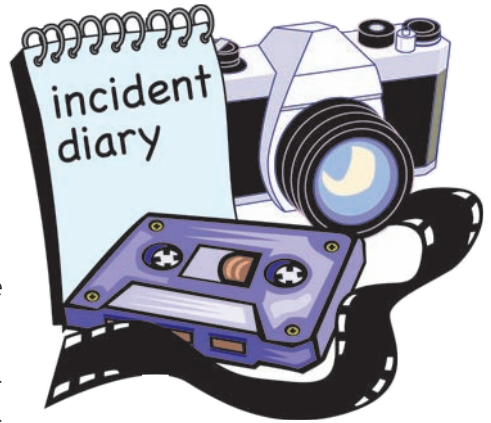
If you feel uneasy about approaching a neighbour on your own, we can set up a meeting for you. We can be there to help you talk through the problems together. Or a meditation service may be able to help you find a solution – they are experts at helping people to sort out disputes. Ask your Neighbourhood Officer about this service.

GATHERING EVIDENCE

We can't take action against someone simply because another person has complained about them – we need evidence. The most important evidence is the incident diary that we will give you to write down the incidents you see or hear. Your Neighbourhood Officer will be able to advise you about filling it in.

We may need to collect other evidence like photographs, video or tape recordings of the incidents as they happen.

We may also need to speak to other people who have witnessed the incidents. It could be difficult to take the problem further without these other witnesses.



TAKING ACTION

When we have collected evidence we will decide if the other person has a case to answer. If we feel there is a case, we will take action.

In very serious cases – where you or another person are in danger – we'll go straight to legal action. We will also provide support for you if you are in serious danger by discussing your personal and/or more security for your home.

In other situations we will take a more step-by-step approach to try to get perpetrators to change their behaviour. If this fails, we will consider taking legal action against them.

LEGAL REMEDIES

SLH will take legal action only when absolutely necessary and/or where other attempts to resolve the situation have failed.

We will make use of all available legal remedies fully embracing the powers set out in the following:

- Environmental Protection Act 1990
- Noise Act 1996
- Housing Act 1996
- Protection from Harassment Act 1997
- Crime and Disorder Act 1998, as amended 2002
- Human Rights Act 1998
- Anti-Social Behaviour Act 2003

Using the above legislation if necessary to obtain the following:

- Injunctions (against tenants and non-tenants over 18 years of age)
- Anti-Social Behaviour Orders
- Acceptable Behaviour Contracts
- Demotion of Tenancies
- Possession Proceedings

OTHER ACTION

Please remember we will help all we can but sometimes the Police and other organisations may be able to help more.

If you would like a full copy on Policies and Procedures on Neighbour Nuisance, Harassment, and Anti-Social behaviour please telephone The Community Safety Team on 0151 285 5600.

The following agencies can give you advice on issues linked to nuisance.

USEFUL TELEPHONE NUMBERS

■ SLH Repairs Freephone	0800 0731760
■ Community Safety Team	0151 285 5632
■ Speke Police Neighbourhood Team	0151 777 5230
■ Garston Police Station	0151 777 1130
■ Allerton Police Station	0151 777 5130
■ Emergency Services	999
■ Crimestoppers	0800 555 111
■ Victim Support	0151 281 1000
■ Domestic Violence Helpline	0151 486 3999
■ Citizen Advice Bureau (Speke)	0151 486 8545
■ Citizen Advice Bureau (Garston)	0151 427 5337





RNID typetalk

Text phone users dial 18001 0151 285 5600

If you want a translation please contact 0151 285 5600.

Nese e doni te perkthyer, lutemi kontaktoni 0151 285 5600. (Albanian)

إذا لديك الرغبة في الترجمة الرجاء الاتصال على الرقم 0151 285 5600 (Arabic)

আপনি যদি এই চিঠির বাংলা অনুবাদ চান তাহলে অনুগ্রহ করে এই টেলিফোন 0151 285 5600 নম্বরে যোগাযোগ করুন। (Bengali)

若是你想索取一份中文譯本，請致電 0151 285 5600 查詢。 (Chinese)

Si vous voulez une traduction, veuillez appeier le 0151 285 5600. (French)

यदि आपको इसका हिन्दी में अनुवाद चाहिए तो कृपया इस नम्बर 0151 285 5600 पर संपर्क करें। (Hindi)

180012855600 نەگەر ئەم کاسەزەت بە وەرگێڕاوی دەوێت ئەوا تکایە پەیوەندی بکە بە ژمارە تەلەفۆنی (Kurdish)

Se necessitar de uma tradução é favor telefonar para o número 0151 285 5600. (Portuguese)

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਾ ਤਰਜਮਾ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 285 5600 ਤੇ ਸੰਪਰਕ ਕਰੋ (Punjabi)

Si desea una traducción solicítela al 0151 285 5600. (Spanish)

اگر آپ کو اسکا ترجمہ درکار ہے تو فون نمبر 0151 285 5600 پر رابطہ قائم کریں۔ (Urdu)



LargeText



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Mon-Fri 9am-5pm
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