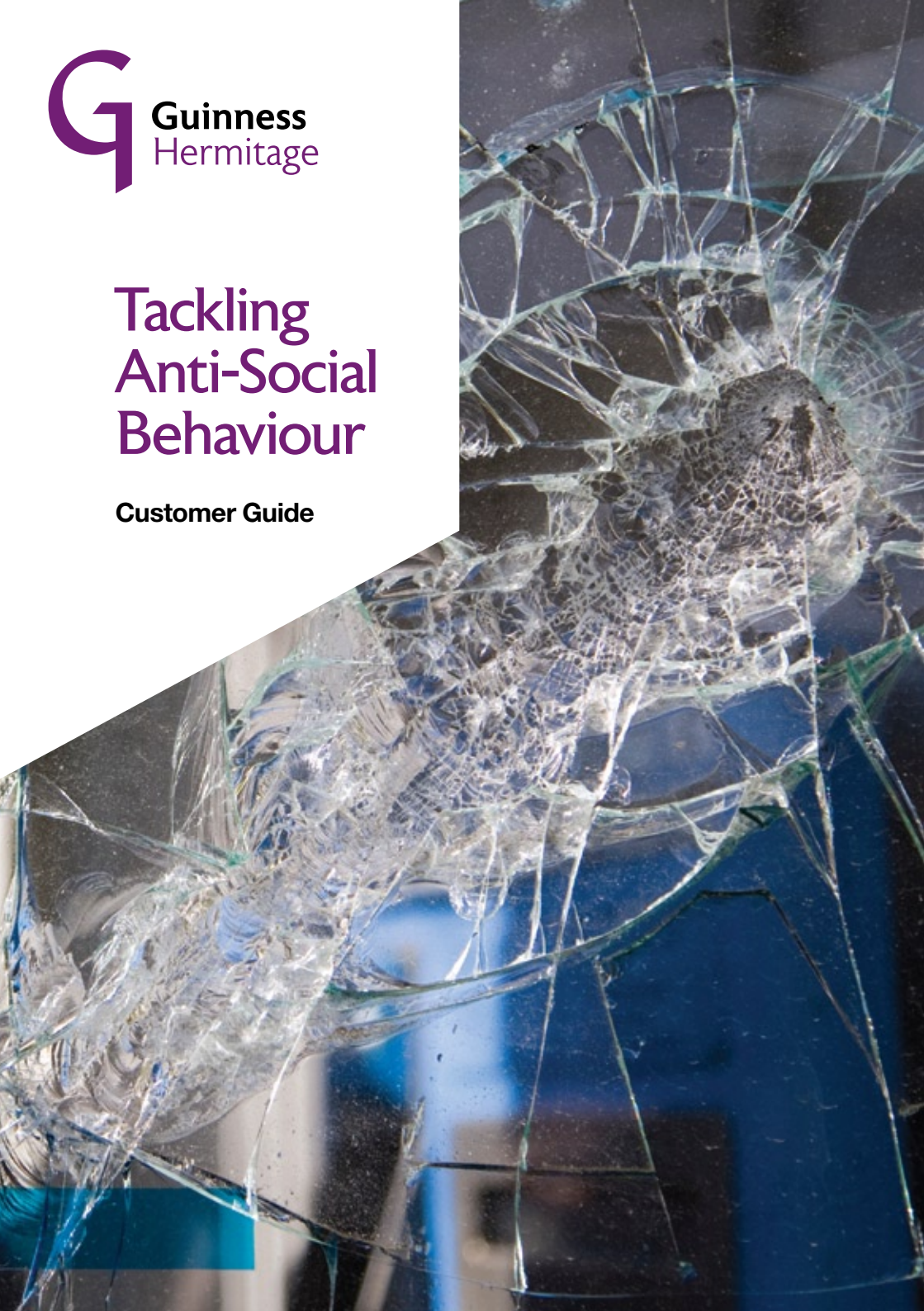




Tackling Anti-Social Behaviour

Customer Guide



Safe as houses. Our residents have the right to live in safe, peaceful and clean environments - that's why Guinness Hermitage takes a 'zero tolerance' approach to anti-social behaviour (ASB) and we are committed to preventing it whenever we can.

What is ASB?

- ASB is defined as 'any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life'.
- It ranges from low-level nuisance such as inconsiderate car parking and noisy music right through to more intimidating behaviour such as harassment, criminal acts, and domestic violence.

How we work to prevent ASB

- Supporting community safety programmes.
- Promoting neighbourhood wardens.
- Funding local environmental improvement programmes.
- Making your homes as secure as possible.
- Introducing Starter Tenancies, which are 'trial' tenancies for set periods over which time we can make sure that residents are behaving in accordance with their tenancy agreement.

How you can help minimise the risks of crime

There are a number of things you can do to feel safer and more secure in your home, for example:

- Join or set up a Neighbourhood Watch Scheme on your street or estate.
- Report suspicious characters to the Police by calling Crimestoppers on 0800 555 111.
- Don't leave valuables where they can be seen from outside.

If you are going on holiday, be sure to:

- Cancel milk and paper deliveries until your return.
- Ask a trusted neighbour to keep an eye on your house, perhaps drawing your curtains and blinds.
- Use a time switch to make lights come on at certain times whilst you are away.

Dealing with anti-social behaviour. Guinness Hermitage has a procedure to deal with incidents of anti-social behaviour (see pages 4 and 5). However, we encourage our residents to try to solve the problem at an early stage by talking to each other. We also:

- Refer residents to a mediation service so that they can discuss their problems through an independent person.
- Issue Acceptable Behaviour Contracts and formal warnings to people who cause anti-social behaviour.
- Provide parenting classes to help tackle nuisance behaviour by younger people.
- Provide activities for children to help them be a positive part of their local community.

When all else fails we will take legal action, and people who persist in causing anti-social behaviour could lose their homes.

If you are experiencing anti-social behaviour there is no need to suffer in silence. Our staff are trained to help and support you. We take reports of anti-social behaviour very seriously and we will take the appropriate action against those causing it.

However, anti-social behaviour problems can't be solved overnight. We work closely with residents and other bodies such as Environmental Health and the Police and we rely on you to help provide the evidence we need to take action.

The environment in which we live is important to us all. We have a real commitment to maintaining the physical appearance of our neighbourhoods and we promise to deal quickly with things such as graffiti, vandalism, untidy gardens, fly-tipping and damage to property.



Working together. Reporting anti-social behaviour to Guinness Hermitage, and the stages involved in dealing with it.

Stage 1

All reports of anti-social behaviour are logged when you contact us and then assigned to an investigating officer. If you prefer to stay anonymous we are able to keep details for information only but will not be able to investigate the complaint.

- We will acknowledge all reports of anti-social behaviour in writing within one working day and confirm who will be dealing with your case.

Stage 2

Stage 2 is when the anti-social behaviour case is fully investigated to enable us to gain an accurate picture of the situation and determine a plan to resolve the problem.

- If you are the victim of a serious incident such as domestic abuse a hate-related incident or physical violence, we will contact you and aim to meet with you within 24 hours, either in your home or at another location, to discuss your report.
- For all other reports, we will contact or telephone you within five working days of receiving your report.
- We will confirm what has been agreed at the visit or interview.

Stage 3

This is when we monitor and work with you to resolve the case.

- In most cases, diary sheets are needed for you to record incidents you have witnessed. When issued, we will explain what they are and show you how to complete them.
- We will acknowledge receipt of diary sheets within five working days.
- Where an action plan is appropriate, we will agree this jointly with you before taking any action.
- We will agree with you when and how often we will contact you.
- We will provide support to victims and witnesses of anti-social behaviour and we will work with our external partners to provide additional support where necessary.

Stage 4

We will review your case regularly and contact you before closing it.

What you can expect from us

- We are committed to safeguarding your rights regarding confidentiality and privacy. There may be situations where the Partnership has a duty to disclose information for the purpose of crime prevention, and in these instances, it will be done under the provisions of the Crime and Disorder Act 1998.
- We will treat all customers fairly, courteously and with respect.
- We will provide assistance for those who need it, including interpretation, Braille, audio tapes etc.
- You have the right to see personal information that we hold about you.

Don't suffer in silence. Report anti-social behaviour to Guinness Hermitage.

You can report anti-social behaviour by:

- Visiting any Guinness Hermitage office.
- Writing to us.
- Telephoning us.
- Emailing us.
- Speaking to any Guinness Hermitage staff member.
- Contacting the Safer Neighbourhood Team (SNT) for your local area.
- Calling Crimestoppers, 0800 555 111. If it is an emergency dial 999.

All our main office contact details are printed opposite, or you can go to your local office.

If at any time there is a risk of danger to you, you must call the emergency services immediately. If the problem is criminal including violence, threats of violence, intimidation, harassment, vandalism, dangerous driving, graffiti spraying, etc, you must report this to the Police immediately as a crime, and ask for a crime number. If the problem is fly-tipping you should contact your local council.

How you can be a good neighbour

Sometimes it may be difficult to avoid disturbing your neighbours, but you can prevent it causing problems between you and your neighbour if you show consideration.

- Give your neighbours advance warning if you are planning a party or gathering and don't have them too regularly.
- Try and keep the noise down, especially between the hours of 11pm and 7am.
- Don't dump rubbish or unwanted articles in gardens, yards, alleyways or on the street. It could be a health hazard.
- Limit any building work or noisy housework to reasonable hours during the day to cause the least disturbance.
- Be responsible for the behaviour of your children and any visitors to your home.

Talk to us. If you would like any help or advice about anything contained within this leaflet please contact your local office below:

Guinness Hermitage
33 East Street
Havant
Hampshire PO9 1AA

Tel: 023 9279 4500

Guinness Hermitage
Ground Floor
Hillfields House
Matford Court
Sigford Road
Exeter EX2 8NL

Tel: 01392 822900

Guinness Hermitage
Building C
Estune Business Park
Wild Country Lane
Long Ashton
Bristol BS41 9AF

Tel: 01275 395744
or 01275 395741 (administration team); or alternatively you can contact your Housing Officer.

Guinness Hermitage
Envoy House
61 Longbridge Road
Plymouth PL6 8LU

Tel: 0845 603 7836

Guinness Hermitage
Unit 5, Woodstock Court
Marlborough Business Park
Salisbury Road
Marlborough
Wiltshire SN8 4AE

Tel: 0845 603 3894

Guinness Hermitage
Boyd Court
Bracknell RG42 1PY

Tel: 0845 602 2585
for Basingstoke, Berkshire and Oxfordshire.



CD



Cassette

Large
printDifferent
languages

Translation services. This document is also available in other languages, large print, in Braille and on audio format on request.

Arabic

هذا المستند متوفر بلغات أخرى، وبطباعة كبيرة، وبطريقة برايل للمكفوفين، وبتنسيق صوتي وذلك عند الطلب من مكتب المحلي.

Bengali

আপনার স্থানীয় অফিস থেকে অনুরোধ করলে এই ডকুমেন্টটি অন্য ভাষায়, বড় প্রিন্টে, ব্রেইলিতে এবং অডিও ফরম্যাটে পাওয়া যাবে।

French

Ce document est disponible dans d'autres langues, en gros caractères, en Braille et en format audio sur demande auprès de votre bureau local.

Polish

Na życzenie, niniejszy dokument dostępny jest w lokalnym biurze w innych językach, wydrukowany dużą czcionką, pisany językiem Brajla lub w wersji dźwiękowej.

Portuguese

Este documento encontra-se disponível em outros idiomas, em letras aumentadas, em Braille e em formato áudio no seu gabinete local.

Punjabi

ਤੁਹਾਡੇ ਸਥਾਨਕ ਆਫਿਸ ਦੁਆਰਾ ਬੇਨਤੀ ਕੀਤੇ ਜਾਣ 'ਤੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ ਅਤੇ ਸੁਣੇ ਜਾ ਸਕਣ ਵਾਲੇ ਰੂਪਾਂਤਰ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

Somali

Dokumentigaan waxaa lagu heli karaa luqado kale, daabacad far waa-weyn, farta indhoolaha Braille iyo hab la dhegaysan karo markii aad ka soo codsato xafiiska xaafaddaada.

Tamil

தங்கள் உள்ளூர் அலுவலகத்தின் வேண்டுகோளுக்கிணங்க, மற்ற மொழிகளிலும், பெரிய அச்சு, பிரெய்ல் மற்றும் ஒலி வடிவங்களில், இந்த ஆவணம் கிடைக்கிறது.

Urdu

یہ دستاویز دیگر زبانوں، بڑی چھپائی، بریل اور صوتی شکل میں اپنے مقامی دفتر سے درخواست کر کے حاصل کی جاسکتی ہے۔



Mixed Sources

Product group from well-managed
forests, controlled sources and
recycled wood or fiber
www.fsc.org Cert no. SGS-COC-006445
© 1996 Forest Stewardship Council