

Section 06 Your neighbourhood



We want you to feel safe, secure and happy in your home and neighbourhood. We know that most of our residents are thoughtful to their neighbours. As a resident you are responsible for the behaviour of anyone visiting you, or living with you.



As part of our strategy for tackling anti-social behaviour, we use starter tenancies for new tenants. If after 12 months you have kept to the terms of your starter tenancy, we will give you a full assured tenancy.

What is anti-social behaviour (ASB)?

Anti-social behaviour is unreasonable behaviour and harassment.

This can include:

- Noise - playing loud music; frequent parties, very loud television
- Untidy gardens
- Lifestyle clashes
- Verbal and physical abuse or intimidation
- Racial or sexual harassment
- Harassment based on someone's age
- Criminal behaviour
- Violence
- Hate crimes
- Domestic abuse.

We take anti-social behaviour very seriously. We have included rules in your Tenancy Agreement to help us tackle it.

What if I am experiencing anti-social behaviour from one of my neighbours?

- Contact us as soon as possible after the incident and tell us what happened. We have arrangements in place for reporting incidents within office hours and outside of office hours
- Record details of any further incidents, using the incident log we will give you
- Encourage any other witnesses to contact us.

Witness Protection and going to court

Sometimes we have to take legal action to help protect our communities. As a witness to anti-social behaviour, you can help us win this legal action. We understand and appreciate that being a witness or victim to anti-social behaviour can be traumatic. We will fully support you every step of the way through any court case, to achieve the best outcome for you and your community.

If you have any further questions or want to report an incident, please speak to your Housing Team.

What may happen if you cause anti-social behaviour?

We are committed to ensuring that our tenants can enjoy their homes in peace. We will take all incidents of harassment and anti-social behaviour against tenants seriously. We aim to resolve these without having to take legal action. However, if there is sufficient evidence and we have the power to do so, we will take legal action.

We will investigate reports of racial and homophobic harassment, harassment because of a disability and anti-social behaviour promptly and work closely with other agencies within our communities to reduce and resolve incidents.

You are at risk of losing your home if you break your tenancy conditions by causing ASB.



There are specific arrangements in place for ASB Disputes

How can I be a good neighbour?

- Try to keep the noise down in consideration for your neighbours
- Give your neighbours advance warning if you are planning a late-night party, and don't have parties too often
- Limit any building work or noisy housework to reasonable hours during the day to cause the least disturbance
- Be aware of household noise e.g. slamming doors
- Keep your garden clean, tidy and avoid large accumulations of rubbish
- Approach neighbours first, in a reasonable manner, if there is a problem with any behaviour of them, their children or visitors
- Be considerate when parking your vehicle and respect disabled parking
- Be considerate and respectful.

Take responsibility for:

- Car and house alarms
- The behaviour of visitors
- The behaviour of your children.



Our staff are here to support you

Our staff team may see you at difficult or stressful times e.g. when you are experiencing ASB or perhaps you are struggling financially or may have to take action against you for rent arrears or anti-social behaviour. We understand that at such times emotions can run high. However, we ask you to remember that we want to work with you to help you with difficulties you may be experiencing.

You must not threaten, intimidate, harass, cause alarm or distress or carry out any violent act to any of our employees or contractors. If you do you will be breaching your Tenancy Agreement and we may take an injunction out against you, bar you from our offices, go to court to demote your tenancy or obtain a possession order to evict you.

Harassment

Under the Tenancy Agreement, and in law, none of our tenants (or tenants of other landlords) must be offensive, abusive, intimidating, threatening etc because of someone's colour, race, religious belief, sexual orientation, culture, physical or mental disability. A racist incident is any incident which is perceived to be racist by the victim or any other person.

If you believe you are being harassed because of your race, colour, sexuality or disability you should contact us immediately. We will treat the situation seriously, respond by the next working day and do what we can to support you and to take action against the person or people responsible.

If you see any racist or offensive graffiti please tell us so that we can have it removed straight away.