

# Helping create peaceful neighbourhoods

*We know that living peacefully in your home is really important to you. As it is important to us too. Many of our staff members live locally, and so your community is very often ours too. This means being tolerant and accepting and respecting the needs and choices of others.*



**You can report  
anti-social behaviour  
by contacting us on  
01626 322722, by reporting on  
[www.teignhousing.co.uk](http://www.teignhousing.co.uk), the  
tenant portal and by visiting in  
person to the office.**

**It is important that you report any criminal  
behaviour to the Police on 999 or 101.**

## Timescales

We take any complaints of anti-social behaviour very seriously and have clear timescales so we can respond to your concerns.

When you make a complaint we put it in a category. This helps ensure any risk of crime is handled urgently and those most at risk get the attention they need to ensure they are safe.

Category	Type of behaviour reported	When we will contact you
<b>A</b>	Actual or threatened violence against people or property Domestic abuse Sexual abuse Graffiti (if related to a hate crime) Hate crime	Within one working day
<b>B</b>	Drug and alcohol related nuisance Pet and animal nuisance Shouting Swearing Harassment Verbal abuse Any other illegal activity in the locality of the home	Within three working days
<b>C</b>	Graffiti Vehicle nuisance Noise nuisance	Within five working days

## Where we don't have the powers to help

We always do our best to try and work with you to resolve problems that we have a responsibility. However, we are realistic about what we can and can't deal with.

The table above details what we consider to be anti-social behaviour. Our housing team cannot intervene in all neighbour disputes and as a resident and member of your community we do expect you to play an active role in resolving disputes where it is safe for you to do so.

Although we know the below can cause worry to some customers, the below is not counted as anti-social behaviour. So, we do not ordinarily help with:

- People going about their normal daily activities e.g. children playing
- Complaints which are not a breach of the terms of tenancy, for example, unsubstantiated complaints of people staring, parking disputes (on non-Teign Housing land), complaints related to family a breakdown in family dynamics
- Actions which amount to people not being pleasant, considerate to each other or simply not getting on but are not sufficiently serious to justify our involvement for example people parking inconsiderately, not taking part in community activities, not speaking with other neighbours
- Complaints about people having lifestyles that others consider offensive, for example issues about differences in parenting, who they socialise with, how they dress, and what they do in their own homes - unless the behaviour is a breach of tenancy
- Complaints about disputes between two or more parties that have their origins in social media.

We only have limited resources and our time is normally focussed on behaviour which is a breach of a tenancy with us. This is where we have responsibility and can take action.

## Noise nuisance

Noise nuisance is one of the main reasons customers make an ASB complaint. We know in particular it can be an issue for people living in flats. To help us focus on significant, repeat incidents, please:

- Firstly try speaking calmly to your neighbour or write a polite note to explain the problem. Sometimes they may not be aware that their behaviour is causing an issue to someone else. Sound does travel between properties, but it does not necessarily mean that they are causing a nuisance.
- If the behaviour continues or increases and you think it is malicious or more than just noise travelling between flats, you will be asked to complete diary sheets. This gives us an overview of the nuisance and allows us to work with the person causing the nuisance to stop.



## What happens after I've made a complaint?

*The outcome of the complaint varies, but in general:*

- Usually the most effective person to resolve low level nuisance will be those complaining about it – often the source of the complaint will not be aware they are causing a disturbance.
- As a landlord we will always try our very best to work with those that are both the victim of and those causing nuisance to try and resolve the problem.
- When appropriate we will talk to other agencies including the Police and Local Council to make sure that we can work together to resolve complaints effectively.
- Formal enforcement action (including possession proceedings) is always considered as a last resort. We will need the support of those impacted by anti-social behaviour to be prepared to support any court hearing by continuing to keep a record of incidents and supporting us as a witness as necessary.



## Anti-Social Behaviour – addressing the misconceptions

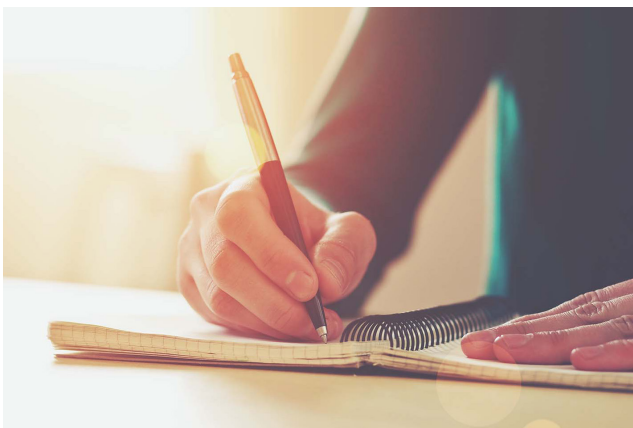
*We know that issues of anti-social behaviour can be difficult and confusing to manage. Here's some of the common things people ask of us.*

### **The trouble has been going on for ages, but I haven't reported it until now. Does that matter?**

- We understand that some people may feel very reluctant and nervous about bringing anti-social behaviour to our attention. Or that if they wait things may quieten down. We would suggest that sooner is better than later, we can start the process from the actual start of the incident and that way you don't feel frustrated by the time you have come to reporting it to us. It also may be that we can nip it in the bud at an early stage.
- It is also important to note that we can't take action on events that have occurred a number of months ago, as we have to demonstrate an on-going and persistent nuisance. So it's better to let us know closer to the event.

### **Isn't filling in diary sheets a waste of time?**

- Our Diary Sheets are vital for reporting and dealing with anti-social behaviour. They enable us to look for patterns that are occurring, and to see if it is persistent and consistent. These diary sheets help us to establish a suitable action plan for you. Sometimes you will be asked to keep a run of diary sheets from as little as 2/3 weeks or sometimes for a much longer period depending on the type of case it is. Every piece of evidence can help if a court case takes place.



### **This has been going on for ages and I feel nothing is being done. What's happening?**

- Unfortunately dealing with any ASB can be time consuming and lengthy process. There will be times throughout a case that you may feel that nothing is happening, or nothing is being done and you may be feeling frustrated with this. We can assure you this is not the case. Behind the scenes your dedicated Neighbourhood Services Advisor will be working on your case and may be having to liaise with multiple external agencies in the process.
- We will agree with you at the time of your action plan, regular contact, so that you don't feel ignored.
- Regrettably, if the perpetrator of the anti-social behaviour doesn't listen to our request for them to change their behaviours, then we have to continue to follow our ASB procedure and follow legal timescales. That is why we ask for continued diary sheets; to prove Persistent and Consistent display of on-going nuisance.

### **Can't you just 'evict' the perpetrator?**

- When we receive a complaint about ASB we will consider informal measures first. These may include such things as a verbal warning, warning letters, office interview, Acceptable Behaviour Contract (ABC) or mediation (with an external provider). Every avenue has to be explored and utilised before any application to court is made as otherwise the court will not be satisfied that we have attempted to resolve the issue before we apply to them. We work closely with many external agencies to try and attempt to find a resolution. Many of these routes work, and are a better solution than moving someone on without addressing the reasons behind their behaviour.
- Courts only expect legal remedies to be sought through the judicial system once we have exhausted every other option.

### **Can I be moved?**

- *It is rare for us to move someone because of ASB, except in exceptional mitigating circumstances and in conjunction with the police. Moving you doesn't resolve the problem for anyone living around you, or anyone who then might move in. So we look instead to work with the perpetrator to address their behaviour, and move them via legal means if they don't do so. Our starting point is that if you are the innocent party, you shouldn't have to face the inconvenience and cost of leaving your home. We will work with you to help and ensure you feel safe in your home. This can include advice and action from the Police too.*

### **Can I remain anonymous?**

- *We don't let someone know the source of complaint without your permission. However, if the case went to Court then you may be asked to be a witness and that would require disclosure.*

### **You're the landlord can't you evict them?**

- *We are a Landlord, not the law enforcement, so there are limits to what we can do.*

*If a crime is being committed, the police should be called on 999 or 101. Teign Housing has a close working relationship with our local policing team to ensure the safety of our communities.*

- *There are formal measures that we can implement if the behaviour means the person is breaking their tenancy agreement.*
- *Possession or eviction is always a last resort and needs to be ordered by the Court. Someone will only be evicted by a judge if we can demonstrate that EVERY other alternative has been tried to resolve the situation.*

A woman with blonde hair is sitting at a desk in an office, looking at a computer monitor. She is wearing a grey top and a blue and yellow striped scarf. The desk is cluttered with various items, including a water bottle, a mug, and some papers. In the background, other office workers and computer monitors are visible.

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