

The background of the central section is a photograph of shattered glass fragments and a wire mesh fence. The glass is broken into several large, jagged pieces, with sharp edges and a dark, reflective surface. The wire mesh is a grid pattern, and the overall scene is dimly lit, with a soft, hazy light source in the background, creating a somber and distressed atmosphere.

TOGETHER  
WE CAN STOP  
ANTI-SOCIAL  
BEHAVIOUR



## YOU AND YOUR NEIGHBOURS

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We expect all residents to show consideration and respect for their neighbours. It is a breach of your Tenancy Agreement to behave in a way that causes nuisance or annoyance to others.

## WHAT IS ANTI-SOCIAL BEHAVIOUR?

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Anti social behaviour is usually a pattern of behaviour and it can include serious violence, racial and other forms of harassment, drug related activity to everyday incidents like noise nuisance

Examples include verbal abuse, assault, vandalism, threatening behaviour, loud music, vehicle related nuisance, excessive dog barking, pet fouling, theft, drug dealing, damage to Arhag property and rubbish dumping.

## WHAT IS NOT ANTI-SOCIAL BEHAVIOUR?

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A one off incident would not usually be classed as anti-social behaviour, unless it relates to violence or threats of violence.

Behaviour which results from different lifestyles or which would not be considered unreasonable by most people is not anti-social behaviour.

It is important to be tolerant of other people's lifestyle. In a large, multicultural city like London it is important that neighbours make an effort to get on. If you are experiencing a dispute with your neighbour, we can offer mediation to help you to resolve it.

## IF YOU ARE SUFFERING FROM ANTI-SOCIAL BEHAVIOUR

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- ▶ We can offer you confidential advice over the phone, at our offices, or in your home.
- ▶ If necessary we will interview you within 24 hours in emergency cases and within 3-5 working days in non-urgent cases.
- ▶ We will provide interpretation facilities if required.
- ▶ We will advise you on the options to resolve the issue which may include speaking to your neighbour or offering you mediation.
- ▶ We will remove offensive graffiti within 24 hours of it being reported.
- ▶ We will keep you informed of the progress of your case.
- ▶ We will work with other agencies such as the police to help resolve a problem, with your authorisation.
- ▶ Where appropriate, we will consider additional security measures.
- ▶ Where appropriate we will consider legal action against those who continue to act in anti-social manner. This can include injunctions, antisocial behaviour orders, possession orders and possession proceedings.
- ▶ We will also support any criminal prosecutions recommended by the police.

## WHAT ABOUT FAMILY MEMBERS AND VISITORS?

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You are responsible for the behaviour of your family, other visitors and pets. If they cause serious nuisance or harassment in or around your property, Arhag or another authority will take action against you.



## DEALING WITH PROBLEMS YOURSELF

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### TALKING TO YOUR NEIGHBOUR

First of all, you should speak to whoever is causing the problem. They may not be aware that they are disturbing you and it may be possible to reach a compromise. In some cases this may not be appropriate. For example, it may be unwise to approach someone who has previously threatened you.

Before approaching your neighbour you should think about what you are going to say;

- Be clear about what the problem is and how it affects you.
- Think about what the outcome is likely to be and stay calm and friendly. Being aggressive will not help.
- Listen to your neighbour and think about things from their viewpoint.
- Try not to bring up incidents from the past especially if they are not relevant to the present dispute. Try instead to look to the future and how you want things to change.
- If your neighbour is unreasonable – leave the discussion.

Unless the ASB is serious, we would expect you to try mediation. We offer a free mediation service and an independent mediation organisation will meet with you and your neighbour and help you to agree a solution to the problems that you are experiencing.

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## LETTING US KNOW

You can tell us about incidents of anti social behaviour by telephone, in person, or in writing. You can also ask someone else, such as a relative, or councillor to contact us on your behalf. We will write to confirm that we are investigating your complaint or we will offer to refer you to a mediation organization that can help to resolve your problem.

## IF YOU ARE SUFFERING FROM ANTI-SOCIAL BEHAVIOUR

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When you report anti-social behaviour we will carry out a risk assessment and identify immediate actions that need to be taken to make sure you are safe.

At the end of our first meeting, we will agree a plan with you that describes what you should do and what we would do to resolve the problem. It is called an action plan and we will ask you to sign it and give you a copy to keep. This action plan will be updated and revised regularly.

- Once we have spoken to you we will probably need to interview the person you are making allegations about. You can ask us not to do this, but we might not be able to take any further action.

## GATHERING INFORMATION

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Where the ASB is serious or where the above steps haven't worked, we would expect you to assist us with gathering evidence. We may ask you to keep a diary of events or, in some cases, we may ask you to come to Court and give first hand evidence about what you have experienced.



## TAKING ACTION

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Where we have collected sufficient evidence to confirm the allegations, we will take action.

In very serious cases we will instigate immediate legal action. We will also provide support for you if you are in serious danger, such as a personal alarm or more security for your home.

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

Please remember you can also contact the police or take action independently.

## WHAT WE WON'T DO

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We will not;

We will not usually agree to move you, unless you are in serious danger and even then we would usually refer you to the Local Council's Homeless Person's unit

- We won't get involved in personal arguments or non-housing matters.
- Commence legal action through the court unless we have solid proof of anti-social behaviour and/or witnesses are prepared to testify.



## VIOLENCE AGAINST STAFF

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Please ensure you treat our staff with the same respect you expect from them. Our staff are entitled to work without fear of abuse or harassment. We will not tolerate acts of violence, threats of violence or harassment towards our staff and will take action against any person involved in such behaviour. We will also involve the police if the behaviour is a criminal offence.

## ARHAG'S APPROACH TO ASB

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Arhag has an anti-social behaviour policy which is available on request or can be accessed at [www.arhag.co.uk](http://www.arhag.co.uk)



This document is available in other languages or other formats on request.

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও টেপ আকারেও অনুরোধ পাওয়া যায়

Bengali

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

Turkish

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

Somali

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ብምስማዕ (ድምጺ) መንገዲ እንተድኣ ኣተትኩም።**

Tigrinya

#### Contact details:

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