

Anti-Social Behaviour

Diversity statement

This leaflet is also available in other formats, including large font, audio and other community languages. If you would like to receive one of these formats, please contact BGVPHA on 020 8709 4300.

এই লিফলেট বাংলাতেও পাওয়া যাচ্ছে। একটি কপির জন্য ০২০ ৮৭০৯ ৪৩০০ নম্বরে ফোন করুন অথবা আপনার স্থানীয় অফিস থেকে একটি নিয়ে নিন। [Bengali]

Warqaddan waxaad ku helaysaa iyadoo ku turjuman afaf (luqado) kalo duwan. Haddii aad jeceshahay inaad ku hesho afkaaga, fadlan lasoo xidhiidh BGVPHA oo laga helo 0208 709 4300. [Somali]

Ce prospectus est aussi disponible en d'autres langues. Si vous desiréz avoir une copie dans votre langue, contactez BGVPHA sur 020 8709 4300. [French]

Ta ulotka jest także dostępna w innych językach, używanych w gminie. Jeżeli chcesz otrzymać tę ulotkę w swoim języku, skontaktuj się z BGVPHA pod numerem 020 8709 4300. [Polish]

Tờ thông tin này có sẵn bằng các ngôn ngữ cộng đồng khác nhau. Nếu quý vị muốn nhận một bản bằng ngôn ngữ của quý vị, xin vui lòng liên lạc BGVPHA, dđiện thoại số 020 8709 4300. [Vietnamese]

我们还提供其他语言版本的说明书，如果您需要汉语版，请致电 020 8709 4300 联系乔·兰伯特。 [Chinese]

یہ کتابچہ کیونٹی کی دوسری زبانوں میں بھی دستیاب ہے۔ اگر آپ اپنی زبان میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی جو لمبرٹ سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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INVESTOR IN PEOPLE



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Please note that the contents of this document do not affect your rights as stated in the terms of your tenancy. This leaflet provides you with information on the services we will deliver to you.

BGVPHA wishes to thank all the residents who contributed to the production of this document.



You have the right to live the way you want, providing it doesn't affect other people. This means being tolerant; accepting and respecting other's needs and choices.

ANTI-SOCIAL BEHAVIOUR

BGVPHA defines Anti-Social Behaviour (ASB) as 'behaviour that causes harassment, alarm, distress or damage to property to one or more people not of the same household'.

Examples include:

- Noise nuisance;
- Verbal abuse, harassment, intimidation and/or threatening behaviour;
- Hate related incidents (based on race, sexual orientation, religion etc)
- Neighbour disputes;
- Pets and animal nuisance, including the fouling of public areas;
- Alcohol, drugs, substance abuse and drug dealing;
- Domestic abuse/violence;
- Physical violence (other than recorded as domestic violence);
- Graffiti and vandalism;
- Litter, rubbish and fly tipping;
- Garden nuisance;
- Misuse of communal areas and public space e.g. loitering;
- Prostitution, sexual acts and kerb crawling;
- Other criminal behaviour or crime not described above.

YOUR RESPONSIBILITIES

As a BGVPHA resident, you are responsible for your own behaviour and the behaviour of children and adults who live with or visit you.

Your Tenancy Agreement states you **'must not behave in a manner which causes or is likely or capable of causing harassment, alarm and distress to others'**.

BGVPHA will take action against anyone breaking their Tenancy Agreement.

For a copy of your Tenancy Agreement, contact your Housing Officer.

BGVPHA can use Anti Social Behaviour Orders (ASBOs) and Injunctions against anyone acting anti-socially, wherever they live. **Owner occupiers** can be prosecuted if they act in an anti-social way.

BGVPHA is committed to fighting anti-social behaviour.

ACTION BGVPHA WILL TAKE

We will:

- Investigate all complaints and take them seriously;
- Respond to complaints within 24 hours;
- Interview you within
 - 24 hours for an emergency (eg. Physical violence)
 - 5 working days for non-emergencies
- Interview the perpetrator within 5 working days of your interview
- Use appropriate legal measures to tackle people who persistently act in an anti-social manner;
- Discuss timescales with you and agree how best to deal with the situation;
- Record in writing details of actions we take, sending copies to you and the perpetrator;
- Review your case monthly for 3 months.
- Write to you at the end of a case and ask how satisfied you were with BGVPHA's response.

We will also:

- Try to resolve disputes between neighbours;
- Work with the police and other agencies to stop anti-social behaviour;
- Support victims and witnesses;
- Work with residents to create safer communities;
- Deal with complaints within the timescales laid down in our anti-social behaviour policy and procedure;
- Support projects to educate local people about anti-social behaviour;
- Keep complainants up to date about progress.

ACTION YOU CAN TAKE

Speak to the person causing the problem – Sometimes people don't realize that their actions upset others, so explain that their behaviour is upsetting you.

- Stay calm;
- Think through what you want to say beforehand;
- Explain why their behaviour is upsetting you;
- Listen to their point of view - they may have a valid point;
- Don't lose your temper or shout;
- Try to reach an agreement you are both happy with;
- Don't get involved in arguments - walk away.

STAGES OF DEALING WITH ANTI-SOCIAL BEHAVIOUR

Stage 1 - Mediation

We can help by talking through the problems with you and the perpetrator. We can also refer the case to an independent mediation service.

Stage 2 - Gathering evidence

If the complaint can't be resolve through discussion, we will need to gather evidence of anti-social behaviour.

Stage 3 - Taking further action

If the evidence confirms harassment has occurred, we will take appropriate action.

LEGAL ACTION

BGVPHA will take legal action if the harassment continues after we have issued a warning or if you are at risk.

We also use Acceptable Behaviour Agreements. The agreements are voluntary and are used when a person promises to stop acting in an anti-social manner. They are not legally enforceable but can be used as evidence in court.

WITNESS SUPPORT

BGVPHA will support both you and any witnesses.

BGVPHA will also give evidence in court, if necessary. BGVPHA supports witnesses to give evidence when needed.

WHAT HAPPENS NEXT?

We will write to you to acknowledge reports of harassment and keep you informed of progress. We will do all we can to prevent further incidents.

HOW TO REPORT ANTI-SOCIAL BEHAVIOUR

- Phone your Housing Officer, or visit your local housing office or surgery.
- Contact Tower Hamlets Anti-Social Behaviour Unit on **freephone 0800 917 5918**, 24 hours a day.
- Contact Tower Hamlets Police on 020 7515 1212. If you are in fear of your life or require immediate assistance **dial 999**.
- If you don't live in Tower Hamlets, call BGVPHA for further advice on who to contact.

FURTHER INFORMATION

- **Tower Hamlet Mediation Service: 020 7702 8305**
www.thms.org.uk
- **Victim Support: National helpline - 0845 30 30 900**
or www.victimsupport.org;
(Tower Hamlets office - 020 8981 8421 or vsupport@talk21.com)
- **A copy of BGVPHA's Anti-Social Behaviour statement is available from BGVPHA on request.**