

Antisocial behaviour



Your responsibilities

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

Your tenancy agreement says you **‘must not behave in a manner which causes or is likely or capable of causing harassment, alarm and distress to others’**.

We will take action against anyone who breaks their tenancy or leasehold agreement. For a copy of your tenancy or leasehold agreement, contact our customer service team on 020 8709 4300.

We can take a range of action to prevent antisocial behaviour. This can include legal action, arranging support, mediation, working with the police and other agencies, and using acceptable behaviour contracts.

We can also take action against people who are not our residents. People who live in homes they own can be prosecuted if they act in an antisocial way.

We are committed to tackling antisocial behaviour.

What we will do

We will:

- investigate all complaints and take them seriously;
- respond to complaints within one working day;
- interview you within:
 - one working day for an emergency (for example, physical violence); or
 - five working days for matters which are not emergencies;
- within five working days of your interview, try to interview the person responsible for the antisocial behaviour;
- use appropriate legal or other measures to tackle people who continue to act in an antisocial way;
- discuss timescales with you and agree how to deal with the situation;
- keep a written record of any action we take, and send appropriate information to you and the person responsible for the antisocial behaviour;
- review your case every month for at least three months; and
- write to you at the end of a case and ask how satisfied you were with our response.

We will also:

- try to settle disputes between neighbours;
- work with the police and other agencies to stop antisocial behaviour;
- support victims and witnesses of antisocial behaviour;
- work with residents to create safer communities;
- deal with complaints within the timescales laid down in our antisocial behaviour policy and procedure;
- support projects to educate local people about antisocial behaviour; and
- keep you up to date with our progress in dealing with your complaint.

Action you can take

Speak to the person causing the problem. Sometimes people don't realise that their actions are upsetting other people, 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 an argument – walk away.



Stages of dealing with antisocial behaviour

Stage 1 – Mediation

We can help by talking through the problems with you and the person responsible for the antisocial behaviour. We can also refer the case to an independent mediation service.

Stage 2 – Gathering evidence

If the complaint can't be settled through a discussion, we will need to gather evidence that the antisocial behaviour has taken place.

Stage 3 – Taking further action

If the evidence confirms that someone has behaved antisocially, we will take appropriate action.

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

What is antisocial behaviour?

We define antisocial behaviour as behaviour that causes harassment, alarm or distress to one or more people, or damage to property.

Examples include:

- noise nuisance;
- verbal abuse, harassment, intimidation and threatening behaviour;
- hate-related incidents (based on a person's race, sexuality, religion and so on);
- disputes between neighbours;
- nuisance caused by pets and animals, including fouling in public areas;
- alcohol, drugs, substance abuse and drug-dealing;
- domestic abuse and violence;
- physical violence (other than that which is recorded as domestic violence);
- graffiti and vandalism;
- litter, rubbish and fly-tipping (illegally dumping rubbish);
- garden nuisance (for example, overgrown lawns);
- misusing shared areas and public spaces (for example, groups of youths standing around in shared hallways and public spaces);
- prostitution, sexual acts and kerb-crawling; and
- other criminal behaviour or crime not described above.

Legal action

We will take legal action if the antisocial behaviour continues after we have taken appropriate action to prevent it, or if you are at risk.

We also use acceptable behaviour contracts (ABCs). The agreements are voluntary and are used when a person promises to stop acting in an antisocial way. ABCs cannot be enforced by law but can be used as evidence in court.

Witness support

We will support both you and any witnesses.

We will also give evidence in court and help witnesses to give evidence if they need us to.

What happens next?

We will write to you to acknowledge your report of antisocial behaviour and keep you up to date with our progress. We will do everything we can to prevent further incidents from happening.

How to report antisocial behaviour

- Phone us on 020 8709 4300 or visit our office at 409-403 Mile End Road, London, E3 4PB.

- Contact your local authority's antisocial behaviour unit.

Tower Hamlets: Freephone 0800 917 5918 (24 hours)

Newham: 0800 731 3300 (24 hours)

Hackney: 020 8356 3030 (8am to 8pm Monday to Friday and 9am to 1pm on Saturdays)

- **Contact the police. If you think you are at risk or if you need help immediately, dial 999.**
- If you need further advice, please call us on 020 8709 4300.

More information

Tower Hamlets Mediation Service
Phone 020 7702 8305 or visit www.thms.org.uk.

Victim Support
Phone the national helpline on 0845 30 30 900 or visit www.victimsupport.org. (Tower Hamlets office – phone 020 8981 8421 or email vsupport@talk21.com)

If you would like a copy of our antisocial behaviour policy and procedure, please ask our customer service team.

You can ask for this leaflet in large print, on audio tape or in another language. Please contact us on 020 8709 4300.

আপনি এই লিফলেটটি বড় ছাপায়, অডিও টেপে বা অন্য যে কোন ভাষায় পেতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

Waxaad dalban kartaa warqaddan oo ku daabacan farta waawayn, iyadoo ku duuban cod ama ku tarjuman luqadaha beesha. Fadlan nagala soo xidhiidh telefoonka ah 020 8709 4300. [Somali]

Możesz poprosić o tę ulotkę drukowaną dużą czcionką, w postaci zapisu audio lub w innym z języków społeczności. Skontaktuj się z nami pod numerem telefonu 020 8709 4300. [Polish]

Quý vị có thể xin tờ rơi (tờ thông tin) này bằng khổ chữ lớn, bằng ghi âm hoặc tiếng nói khác trong cộng đồng. Xin vui lòng liên lạc với chúng tôi, điện thoại số 020 8709 4300. [Vietnamese]

你可要求這份單張的大字印刷本、錄音或其他社區語言的版本，請致電 020 8709 4300 與我們聯絡。 [Chinese]

آپ یہ کتابچہ بڑے حروف، آڈیو یا کسی دوسری کمیونٹی زبان میں طلب کر سکتے ہیں۔ براہ مہربانی ہم سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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INVESTOR IN PEOPLE



North River Alliance

Gateway Housing Association

409-413 Mile End Road, London, E3 4PB

Residents: 020 8709 4300

General enquiries: 020 8909 4409

Fax: 020 8709 4400

Email: enquiries@gatewayhousing.org.uk

www.gatewayhousing.org.uk

This leaflet gives you information on the services we will provide to you.
The leaflet does not affect your rights as set out in your tenancy agreement.
Thank you to all the residents who helped to produce this leaflet.

