



**silva**

## **Anti-social behaviour**

**Working together to deal with anti-social  
behaviour**



# Working together to deal with anti-social behaviour

At Silva Homes we want you to have quiet and peaceful enjoyment of your home and neighbourhood. We aim to promote a safe and secure environment for people to live in.

Sometimes, though, you may find that neighbours are causing a nuisance or there are people in the area whose behaviour you find unreasonable. Occasionally this behaviour may be serious or even criminal.

**This leaflet explains our approach to dealing with anti-social behaviour (or ASB) and what we can do to help.**

**We will work with local residents, the police and other organisations to ensure that, where possible, appropriate and timely action is taken.**

## What is anti-social behaviour?

Nuisance and anti-social behaviour covers a wide range of activities, including:

**Noise** - loud music, shouting, animals

**Harassment, abuse, bullying or intimidation** - racial, homophobic abuse and hate crime

**Criminal acts and damage** - vandalism, arson, damage to property, graffiti, assault

**Environmental** - animal fouling, fly tipping, abandoned vehicles, litter and dumping rubbish

**Alcohol, drugs or substance misuse and dealing**

**Animals** - uncontrolled dogs, unsuitable or dangerous pets

**Sexual** indecent exposure, sexual acts in public places

**General nuisance** - gangs, begging, vehicle repairs in the street.

## We aim to:

- Take early action trying to prevent problems where possible
- Work with community safety partners to prevent anti-social behaviour and to manage cases
- Provide support for victims and witnesses
- Use a wide range of tools including mediation and legal solutions.

## Your rights and responsibilities:

You have the right to live in your home and neighbourhood free from anti-social behaviour. We will investigate complaints and take appropriate action. We cannot guarantee that we will or can take legal action in every case.

## You are responsible for:

- Your behaviour
- The behaviour of anyone living with you
- The behaviour of anyone who comes to visit you
- Your pet's behaviour.

## Report noise nuisance

If you're suffering noise nuisance, download the free Noise App from the app store or google play.

Create your account, and select Silva Homes to investigate your noise nuisance reports.

To report a nuisance simply tap the icon, make a 30-second recording of the noise, complete a form and hit submit. Your report will be sent to us and we will investigate.

## What to do if you are experiencing ASB

Please consider the following actions:

- If you feel safe and comfortable doing so, talk to calmly discuss the issues. This often solves problems at an early stage
- Listen to the person, they may tell you about things that cause them annoyance
- If the problem continues, please contact us on freephone 0800 692 3000, by letter or via the website.

**If there is immediate risk of harm, or if a crime has been committed, please contact the police immediately.**



## Gather evidence

You should be prepared to work with us to help sort out issues. This may include keeping an incident diary. This is important as it will be very useful evidence later on if needed.

For some types of behaviour it might be necessary to involve the Environmental Health department. We can help you make a referral or you can contact them direct. Contact numbers are on the back of this leaflet.

## What we can do

We will:

- Give you the name of a staff member who will contact you within five working days
- Contact you within 24 hours in cases involving threats, actual violence or harassment
- Give you a diary to fill in as incidents occur to help gather evidence

- Repair damage and remove graffiti. We aim to remove or cover offensive graffiti within one working day
- Offer support, including practical help such as security measures
- Treat information that you give us in the strictest confidence
- Advise you of your rights and responsibilities
- Agree an action plan with you
- Carry out regular reviews with you and tell you when and why we close the case.

**At all stages, we will decide with you the action to be taken. We will not contact other agencies or people without your consent.**



## Steps that we may consider

We will discuss ways of resolving the problem with you. There are various options available depending on the evidence and seriousness of the case. We may consider some of the following:

**Interviews with those causing the nuisance** - often telling the person concerned that someone has complained and warning them about what might happen can be enough to calm things down

**Working with other agencies** - to solve the problem

**Referring you to a free and confidential mediation service** - they may be able to help you and your neighbour find a solution that you are both happy with

**Giving a written warning to someone** - explaining how they are breaching their tenancy agreement

**Making a referral** - to support agencies

**Drawing up an acceptable behaviour contact (ABC)** - this is a voluntary agreement between us and the person causing the problems to stop the behaviour



**Taking out court injunctions** - against the person causing the nuisance. For example, it can order someone to stop causing nuisance or entering certain areas. In certain circumstances, a person who breaches an injunction can be arrested

**Applying to the court for an order enabling us to evict the tenant causing the problem** - to take a case to court we need to have clear, written evidence about the behaviour.

## Things we won't investigate

There are some things that we won't treat as anti-social behaviour or investigate, including:

- Cats fouling
- Cigarette butts being dropped
- Children playing
- Cooking smells
- Parking disputes on roads and pavements
- One-off party or barbeque
- Living noise and differences of opinion

## Harassment

We take harassment very seriously. It is a particular type of anti-social behaviour that is directed at someone on the grounds of race, colour, religion, sexual orientation, disability, age, nationality, ethnic origin or any other identified factor.

We will not tolerate incidents of harassment against our customers or our staff. Where harassment occurs, we will work with the victims to find a solution to the problem. We will take quick, robust action and deal with offences firmly. Please contact us if you think you are being harassed. This is also a criminal matter and you should immediately report any incidents to the police.

# Get in touch

**01344 382800**

**0800 692 3000**

**[enquiries@silvahomes.co.uk](mailto:enquiries@silvahomes.co.uk)**

**[www.silvahomes.co.uk](http://www.silvahomes.co.uk)**

If you need this leaflet in another language or format please contact the freephone number above.

## Domestic violence or abuse

Domestic violence includes physical, sexual, emotional or financial abuse, as well as the threat of abuse. It can affect women or men and people in same sex relationships.

We work with the police and other agencies to give support and practical help to victims of domestic violence.

Please contact us for advice.

## Abuse of staff

We operate a zero tolerance approach to the abuse of our staff. This also applies outside normal office hours and to staff working in your home. In the same way, our staff and contractors should always act in an acceptable way towards you.

We will take appropriate legal action, including the possibility of eviction, if you abuse or assault our staff or contractors who are carrying out work on our behalf.

## Keeping your information safe

We will always ask for permission from you or witnesses before releasing information. If you do not give us permission, we will talk to you about the consequences of not giving out information.