



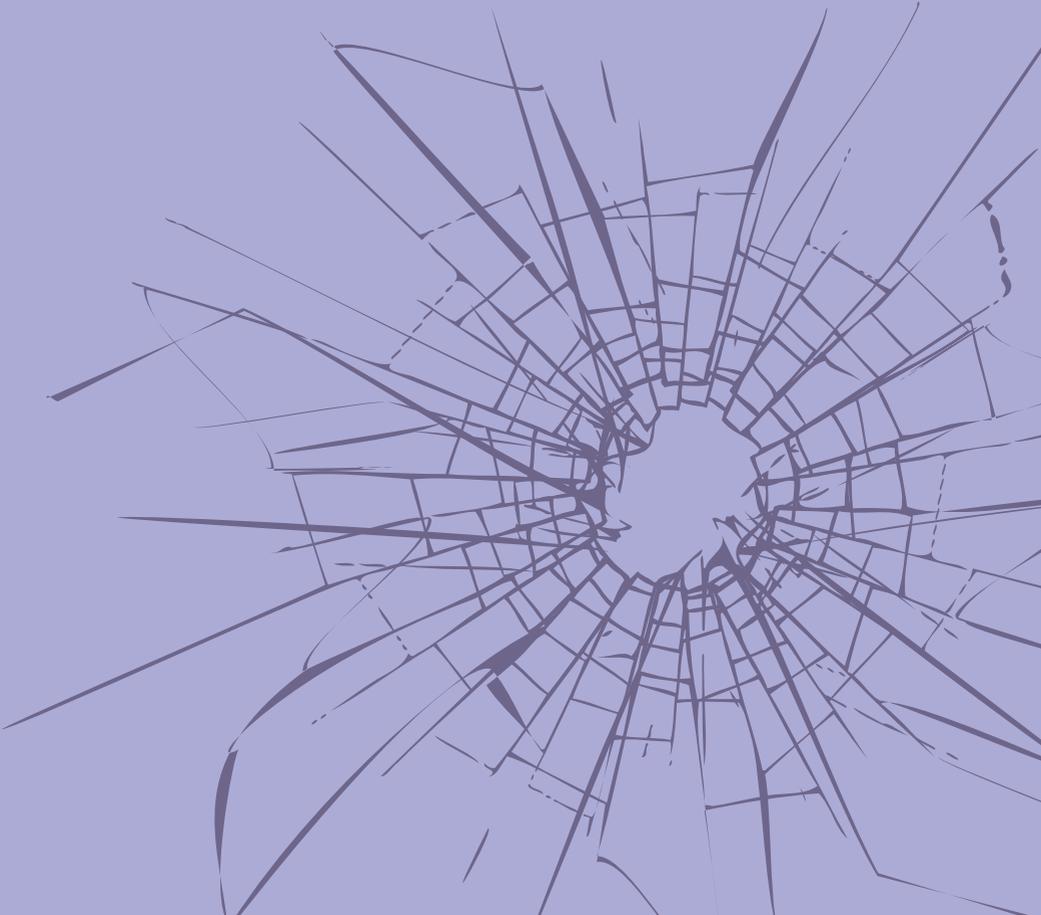
YorkHousing
Association

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Anti-Social Behaviour

What is YHA's policy?



What is YHA's policy on Anti-Social Behaviour?

York Housing Association (YHA) recognises that anti-social behaviour has a harmful impact on individuals and communities.

We are committed to enabling residents in the communities in which we work, to have the quiet enjoyment of their home with decent, safe and secure living conditions. Everyone has the right to live the way they want as long as it doesn't spoil the quality of life for others. This does mean being tolerant, accepting and respecting the needs and choices of other people.

YHA will challenge ASB reported to us and do everything that is reasonably possible in order to deliver a responsive and high quality service to all residents.

Any action taken to address anti-social behaviour will be appropriate and proportionate action in relation to the case. Both non legal remedies and/or legal proceedings may be considered to resolve ASB.

What is Anti-Social Behaviour?

YHA defines anti-social behaviour in accordance with the provisions of the Anti-Social Behaviour, Crime and Policing Act 2014 as being:

- (a)** Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- (b)** Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- (c)** Conduct capable of causing housing-related nuisance or annoyance to any person.

Anti-Social Behaviour (ASB) typically falls into one of the following categories:

- Noise
- Verbal abuse/ harassment/threatening behaviour/intimidation
- Hate related incident
- Vandalism and damage to property
- Pet and animal nuisance
- Nuisance from vehicles
- Alcohol related
- Domestic abuse
- Other physical violence
- Litter/rubbish/fly tipping
- Garden Nuisance
- Misuse of communal areas/ public space/loitering
- Prostitution/sexual acts/kerb crawling
- Other criminal behaviour/crime

How to report anti-social behaviour?

YHA understands that incidents of ASB can happen at any time and we aim to ensure we are approachable, responsible and accessible.

It is important that reporting incidents is as easy as possible. Anti-social behaviour (ASB) can be reported:

- In person to any member of staff
- By telephone
- In writing, by email or through social media
- Via a tenants/residents association, community group, community representative or Local Authority Community Safety Team
- Via a Councillor or MP
- We will accept anonymous complaints of ASB, even though it can be difficult to conduct a full investigation without knowing the identity of a complainant.

What you can expect from us:

■ Officers will arrange for the victim/reporter/information provider/complainant to speak to a member of staff, in private and in a safe environment.

■ Staff will be trained to deal with anti-social behaviour.

■ Where possible a member of staff who is the same sex or ethnic origin will discuss the issues if you feel more comfortable with this.

■ If required we will arrange for a professional interpreter or signer.

■ Officers will listen to you and give you time to explain your situation.

■ We will treat all information you give to us in confidence and will only pass on the information to other agencies if you give us your permission.

■ We will keep you informed of the investigation and explain the implications of any action taken. You must agree to any action that may be taken.

■ We will ensure any literature is translated into your first language wherever necessary.

■ Where we are unable to help, YHA will refer you to other agencies.

Wherever possible we will respect confidentiality. Information may be shared with other agencies for the purpose of preventing ASB or crime. For example, any information that is disclosed of a crime or issues relating to child protection matters must be referred to the relevant agency.

YHA will seek to support and sustain tenancies using early intervention methods. If the problem continues, we may take the following actions, in partnership with relevant agencies (this list is not exhaustive):

- Visits/warning letters.
- Acceptable Behaviour Agreements.
- Injunctions.
- Demotion orders.
- Possession Proceedings (a last resort).

What you can do to help

■ Talk to your neighbour. Many noise nuisance problems can be resolved just by talking politely and explaining why the behaviour is causing a problem to you. It is important to stay calm and stick to the facts.

■ Collect evidence. Evidence will be needed if further action is to be taken, therefore evidence can be completed by completing diary sheets and collecting names of other witnesses. The more information you can provide, the easier it is for us to help.

■ Contact other agencies. We work in partnership with a number of agencies to help resolve ASB cases. You can also help by contacting them to demonstrate how you are affected.

Closing cases

YHA have set timescales for resolving cases. Occasionally, due to factors such as delays in court proceedings, evidence gathering or other factors it may be necessary to extend those timescales.

In agreement with the victim, YHA will close cases when they have been resolved. Occasionally, there may be circumstances, when we close a case without the agreement of the victim. This is likely to be when YHA has explored all options and there may be nothing further to action.

If you remain unhappy with the service received, you can make a formal complaint through our complaints procedure.



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