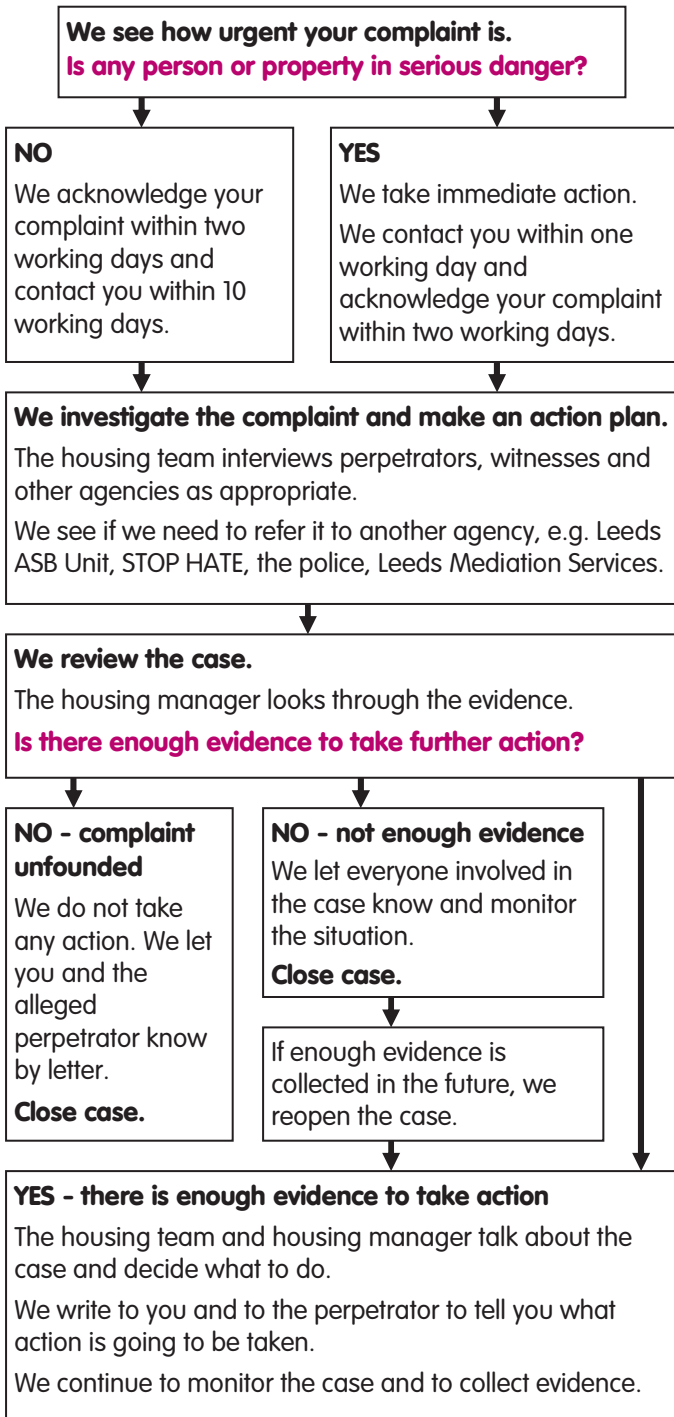


What we do when you report ASB



Problems understanding?

If you need any of our information **translating**, or if you need an **interpreter**, please contact us.

 **(0113) 200 7700**

We can also provide this information in **large print** or on **CD** if you need us to.

Unhappy with our service?

If you feel that we have not kept to the standards that we promised in this leaflet, let us know so we can try to put it right.

If you want to make a complaint, you can do so in the following ways.

- Call our Complaints Manager on **(0113) 200 7704**.
- Write to the Complaints Manager at the address below.
- Email us at ***uha@unityha.co.uk***.

There is more information about making a complaint in our leaflet *Complaints and Compliments* - please ask us for a copy, or look on our website.

Our contact details

Unity Housing Association
113-117 Chapeltown Road
Leeds LS7 3HY

 **(0113) 200 7700**

Email: ***uha@unityha.co.uk***

Web: ***www.unityha.co.uk***



**Anti-social
behaviour**



**What to do if
someone is making
your life a misery**

**Leaflet 04
Version 2 - Sept 2009**

Anti-social behaviour (ASB)

We want all of our tenants and their families to enjoy living in their Unity home, in neighbourhoods that are pleasant places to live.

Unfortunately, sometimes people are not good neighbours. If they act in a way that causes distress or fear to other people, we call this anti-social behaviour (ASB for short).

ASB can include the following kinds of things.

- Noise nuisance - loud music or shouting
- Dogs barking or fouling
- Dumping rubbish or littering
- Swearing or other offensive language
- Racist abuse
- Vandalism, graffiti or damage
- Threatening behaviour

All Unity tenants have signed a tenancy agreement that obliges them to treat their neighbours with respect and not to cause a nuisance to anyone else. This applies to their families and visitors too.

How to report ASB

You can phone, email or write to us. We will see how serious it is and decide what to do (see *'What we do when you report ASB'* overleaf).

If you think that you might be in danger, don't call us first - call the police on **0845 606 0606** or dial **999**.

Dealing with common problems

Noise: Have a word with your neighbour first. If that doesn't work, contact us. We need hard evidence to take any legal action, but luckily the council's noise nuisance team can help you get it. Contact them on **(0113) 222 4406** or at env.health@leeds.gov.uk.

Children's behaviour: You need to talk to the children or their parent. If that doesn't work, your housing officer can try talking or writing to them.

We can refer the parent for support if they are finding it difficult to cope, or ask the young person to sign an *Acceptable Behaviour Contract*. We can only take legal action if the behaviour is extreme.

Drug dealing or other crime: This can be the most distressing kind of ASB, and we need a lot of evidence to take legal action.

- Keep a nuisance diary - ask us for some.
- Always call the police on **0845 606 0606**.
- Call *Crimestoppers* anonymously on **0800 555 111**. It's completely confidential.

Hate crime: This is discriminatory crime committed against you because of your race, colour, country of origin, religious belief, sexuality or disability. Report it to us or call the 24-hour **STOP HATE** helpline.



STOP HATE CRIME
0800 138 1625
24 HOUR HELP LINE

Frequently asked questions

Q: *I don't feel happy telling my neighbour about a problem. Can Unity do it for me?*

A: We know it's not easy, but we expect you to try to talk to them first. Try to be polite and stick to the facts.

Q: *The police hardly ever come when I call them - what's the point of phoning?*

A: You might not see any action, but they log all your calls. Sometimes they use your information to do undercover work. We have an information-sharing agreement with them, so we can use your calls as evidence (anonymously) if we take court action.

Talking to your neighbours

If you have a problem with a neighbour, their children or their visitors, we expect you to talk to them first. We know it's not easy, but these tips should help.

- Try not to talk to them when you're angry.
- Be polite and friendly, but firm.
- Keep it short and keep to the facts.
- Make a specific request, e.g. "I'd like you to keep your music down after 8 o'clock."

What Unity can do

If you want us to take legal action, you must be prepared to collect evidence, give statements and appear in court if necessary. Most people worry about doing this, so let us know if you need some support.

- **Housing officer:** They can phone, write to or visit the person who is causing the problem.
- **Mediation:** We can arrange for a trained mediator to help you and the other person reach agreement.
- **Support:** Where someone is causing ASB because they have problems themselves (e.g. mental health), we can refer them on to a support worker.
- **Acceptable Behaviour Contract:** This is a signed agreement between a resident and Unity. It makes it clear what behaviour is expected from them and what will happen if they break the agreement.
- **Injunction:** This is a legal document to stop someone who is over 18 from doing certain things, e.g. harassing people. We have used injunctions for things like keeping drug dealers off an estate.
- **Terminate a starter tenancy:** Some new tenants are on 'starter' tenancies for the first year at their home. If they cause serious problems, we can give them two months notice to leave.
- **Apply for possession:** We can apply to court to evict a Unity tenant. This is a last resort, and is only successful in serious cases with lots of evidence.