

//

We believe that everyone has the right to live the way they want in safety, as long as it doesn't ruin other people's quality of life. This means being tolerant and respecting the needs and choices of others.

//

If you feel we have not met the standards set out in this leaflet, or if you are dissatisfied with any aspect of our service, please let us know. We take your feedback very seriously.

Other contacts for help and assistance

The Housing Ombudsman Service

81 Aldwych, London WC2B 4HN

Tel: 020 7421 3800

Lo-Call: 0845 7125 973

Minicom: 020 7404 7092

Fax: 020 7831 1942

Email: info@housing-ombudsman.org.uk

Local Organisations:

Citizens Advice Bureau

General contact

Tel: 0344 411 1444

South Hams

The Cottage, Follaton House, Plymouth Road
Totnes TQ9 5NE

Tel: 01803 862392

Teignbridge

36-38 Market Walk, Newton Abbot
Devon TQ12 2RX

Exeter

Dix's Field, Exeter EX1 1QA

Plymouth

2nd floor, Cobourg House, 32 Mayflower Street
Plymouth PL1 1QX



SOUTH DEVON RURAL
HOUSING ASSOCIATION LIMITED

South Devon Rural Housing Association Ltd
Registered Office: South Devon House
Babbage Road, Totnes TQ9 5JA

Tel: 01803 863550

E-mail: info@southdevonrural.com

Web site: www.southdevonrural.co.uk

We are open from 9.00 am to 5.00pm
Monday – Friday

An Exempt Charity. South Devon Rural Housing Association Limited is a registered society under the Cooperative and Community Benefit Societies Act 2014 and The Homes and Communities Agency No. LH0920.



Anti Social Behaviour



SOUTH DEVON RURAL
HOUSING ASSOCIATION LIMITED

We want to make our homes and neighbourhoods safe and peaceful places to live, and we will work with residents and other agencies to:

- prevent anti-social behaviour
- respond to complaints of anti-social behaviour quickly, efficiently and with sensitivity
- intervene at the earliest stages
- take the necessary action to stop any behaviour which is considered unacceptable
- enforce behaviours on tenancy and lease conditions
- support those making a complaint and take action against the perpetrator

What is anti-social behaviour?

Anti-social behaviour (ASB), as well as nuisance behaviour, can range from annoying things like playing music too loudly or allowing a dog to bark, to serious criminal activity such as domestic abuse, vandalism, drug dealing and hate crime.

What happens if you make an ASB complaint?

We will:

- deal with your complaint as quickly as possible
- acknowledge your complaint and give you a named person to deal with your report
- discuss with you what the complaint is about and who is involved
- explain our procedures and develop some action points
- keep you informed of progress until your complaint is closed
- seek your permission before contacting the alleged perpetrator
- aim to resolve the situation without taking enforcement action
- start legal proceedings if all early intervention tools have been exhausted and the ASB persists
- work with other agencies, for example environmental health and the police to try and resolve the problem
- take a victim-centred approach and do our best to offer support throughout the process

What action can you take?

You can try:

- tolerance - if this is the first time you've experienced a nuisance problem with your neighbour, show a little tolerance
- talking - if the problem continues try talking to your neighbour. Explain what the problem is. They may not have realised they were causing you any disturbance

What type of enforcement action can we take?

There are a number of options available to us:

- mediation: this brings both parties together in the presence of an independent, professional mediator to help discuss and resolve a dispute
- verbal or written warnings: we will warn tenants that their actions are unacceptable and to continue would lead to legal action
- Acceptable Behaviour Contract (ABC) or Acceptable Behaviour Agreement (ABA): used to stop ASB caused by young people
- Criminal Behaviour Order (CBO) can be used to protect the community when a perpetrator is released from prison or receives a suspended sentence
- an injunction: a court order which makes a tenant comply with their tenancy conditions. If breached it could result in a prison sentence
- demotion: a court order which can convert a 'assured tenancy' into a 'demoted assured tenancy'. This has fewer rights. If ASB continues, the tenant could be evicted
- possession proceedings: if it is proven that the tenant has broken the conditions of their tenancy we may evict them

What information is available?

We have a range of policies, procedures, guidance notes and leaflets to help you.

Where to find more information

If you would like more information about the items mentioned in this leaflet, including domestic abuse, contact us on **01803 863550** or email: **info@southdevonrural.com** or visit our website at **www.southdevonrural.co.uk**

Incidents of anti-social behaviour will be dealt with by your housing officer.

Don't suffer in silence, come and talk to us or report incidents by:

- writing to us
- telephoning us at any time on **01803 863550**
- emailing us on **info@southdevonrural.com**
- speaking to any member of staff
- visiting our offices

