



Anti-Social Behaviour



www.k-h-t.org



0151 290 7000

If you have difficulty reading this document we can provide it
in other formats and languages.

Contact us on **0151 290 7000** for more information.

Anti-Social Behaviour

What is anti-social behaviour?

At KHT we define anti-social behaviour as:

Acting in a manner that causes or is likely to cause harassment, alarm or distress. (Crime and Disorder Act 1998)

'Anti-social behaviour' can mean a wide range of selfish and unacceptable behaviour that can ruin communities and make people's lives a misery. Our tenancy agreements forbid such behaviour. Anti-social activities can include:

- * noise nuisance from music, shouting or DIY
- * verbal abuse or harassment
- * vandalism, litter, graffiti and damage to property
- * violence or threats of violence
- * keeping your home or garden in poor condition
- * criminal behaviour, including drug dealing
- * nuisance from pets, including barking and fouling
- * hate crime, including racism and homophobia

We are committed to tackling anti-social behaviour, and will, with partner agencies such as Knowsley Council and Merseyside Police, ensure that the alleged perpetrators are punished.

How you can report anti-social behaviour

You can report anti-social behaviour in the following ways:

- * Phone, email or visit your local office.
- * Phone KHT's Contact Centre on 0151 290 2000.
- * Ask someone else, such as a family member or friend, to report the incident for you.
- * Ask an outside agency that is involved, such as the police, to report the incident for you.
- * Report the incident to the Knowsley Anti-Social Behaviour Unit on 0151 443 2000 – they will tell us about it when they know you are our resident.

How we will respond to your complaint

After receiving your complaint we will contact you within one working day to establish the full details.

We will interview you at a place you choose – in your home, in a private room at the housing office, or somewhere different.

We will ask for details of what has happened. Then we will agree an action plan with you, and name the member of staff who will be dealing with your case. Very serious cases may go straight to our Tenancy Enforcement Unit for immediate legal action.

We may ask you to keep incident diaries where there has been a series of events. These diaries build up a picture of what has been going on, which we may use in any legal action we take.

If the person you are complaining about is not a KHT resident, we will, with your permission, contact the relevant landlord, the police, or Knowsley Anti-Social Behaviour Unit to investigate the complaint.

What actions can we take?

You don't need to give us your name, and we will keep details of your complaint strictly confidential. We will let you know what is going on throughout the case, and we will speak to you before taking any action.

The first step in our investigation is to interview the alleged perpetrator. The person may immediately identify you as the complainant – if so, we will let you know so that you can choose whether to carry on with the complaint.

How we deal with anti-social behaviour depends how bad it is, and whether the people involved have already had any warnings about it.

Non-legal remedies

In a case of low-level nuisance, or where it has occurred for the first time, we may consider:

- * written warnings, or warnings issued jointly with the police, about breach of tenancy
- * acceptable behaviour contracts
- * signed agreements and undertakings to stop the behaviour
- * mediation
- * parenting contracts

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Legal remedies

Where anti-social behaviour is very serious, or previous warnings have been ignored, we may refer the case to our Tenancy Enforcement Unit, who will start legal actions. These can include:

- * anti-social behaviour injunctions with powers of arrest
- * anti-social behaviour orders
- * demoted tenancies (a less secure form of tenancy with fewer rights)
- * suspended possession orders (orders to take back a property, which take effect if the problem happens again)
- * parenting orders
- * possession orders resulting in eviction

Supporting you

Anti-social behaviour can cause people to suffer physically and emotionally, and we will provide as much support as we can.

This support will include keeping you fully informed about how we are tackling the problem, and remaining in regular contact. Where appropriate we may refer you to other agencies, such as Victim Support, who can give specialist advice.

In certain cases, for example if the harassment has involved damage to your home, we may be able to assist with security measures to make you safer. These measures can include CCTV, security lighting, fire-proof letterboxes, or alarms/lifelines.

Remember...

We are here to help, so please contact us for advice, support and action if you experience anti-social behaviour.

Incident diary

Incident description

Incident time:

Incident date:

Incident description

Incident time:

Incident date:

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Incident time:

Incident date:

Phone numbers to help you

Repairs: 0500 96 96 94

General enquiries: 0151 290 7000

You can have this leaflet in large print, Braille, audiotape, CD or other languages. Please contact 0151 290 7000 for more information.

Poniższy tekst dostępny jest w wersji dla osób słabowidzących, pisany alfabetem Braille'a, oraz w wersji audio. Prosimy o kontakt pod numerem 0151 290 7000 w celu otrzymania dodatkowych informacji.

這份單張提供有大字印刷體，盲文，錄音帶光碟或其語言，有關詳情請致電 0151 290 7000

വലിയ പ്രിൻ്റിലും ബ്രെയ്ലിലും ഓഡിയോ ടേപ്പ് സിഡിയിലും അല്ലെങ്കിൽ മറ്റു ഭാഷകളിലും ലഭ്യമാണ് ഈ ലീഫ്ലെറ്റ്. കൂടുതൽ വിവരങ്ങൾക്ക് ദയവായി 0151 290 7000-ൽ ബന്ധപ്പെടുക.

Bu bro_ürün büyük harfli ve bray alfabesinde basımı, ses kaseti ve CD ya da di_er dillerde basımı vardır. Ayrıntılı bilgi için, lütfen 0151 290 7000 no.lu telefonu arayınız.

