



Anti-Social Behaviour



Better Homes • Stronger Communities

Taking positive action against Anti-Social Behaviour

North Lincolnshire Homes believes that everyone should feel safe and secure, and be able to enjoy living in their home without experiencing the anti-social behaviour of others.

We expect our residents and their visitors to be good neighbours who act reasonably and considerately, and respect the different values and lifestyles of others. Where our residents fail to respect these values, we will take action to enforce the terms of their Tenancy Agreement, using civil and criminal legal measures and/or tenancy support interventions as appropriate.

We treat every report of anti-social behaviour seriously and intervene at an early stage to prevent problems escalating. We also work in partnership with others to develop initiatives to prevent anti-social behaviour, share information and respond jointly to issues.



What is anti-social behaviour?

Anti-social behaviour (ASB) is behaviour that is likely to cause harassment, alarm or distress to others.

Examples of ASB include:

- Aggressive and threatening language and behaviour.
- Actual violence against people or property.
- People being harassed or attacked on the grounds of race, age, gender, disability, sexual orientation, religion, belief or nationality.
- Graffiti and vandalism.
- Use of property or locality to use or sell drugs or for other illegal activities (e.g. storing stolen goods, burglary, prostitution, under-age drinking).
- Noise nuisance (e.g. loud parties; shouting; banging; excessive volume from televisions, radios and Hi-Fis).

Section four of your Tenancy Agreement has clear clauses that give the "do's" and "don'ts" about the behaviour of tenants, their visitors and anyone else living in the property.



How do I report ASB?

You can contact us by visiting our Customer Centre, by telephoning us on **01724 279900** or through our website at www.nlhomes.org.uk. We will discuss your problem with you and tell you what we can do to help.

Any information you give us will be treated confidentially. We will not reveal your identity to anybody without your permission.

In an emergency or if a criminal act has taken place, you should report it to the police immediately.

What happens next?

We treat all reports of ASB very seriously. We will:

- Acknowledge your report, provide you with the name of the person dealing with your case and start our investigation within five working days.
- Agree an action plan for dealing with your case with you.
- Keep you informed of progress throughout the investigation.
- Do everything we can to help.

What action will be taken?

Before taking legal action we will try various options to resolve the problem and/or change the behaviour of the perpetrator, including:

- Visits or appointments with the Housing Officer/ASB Officer.
- Warning letters.
- Working with other agencies (e.g. Police, North Lincolnshire Council, Fire Service, Probation Service).
- Mediation.
- Acceptable Behaviour Contracts.
- Tenancy support.

For more serious cases or if we cannot resolve the problem by these means we can take legal action including:

- Anti-Social Behaviour Orders (ASBOs)
- Demotion Orders
- Injunctions (ASBIs) (including the power of arrest and/or exclusion zone)
- Eviction Orders

Legal action will generally be used as a last resort if other action hasn't worked, however it will be utilised more quickly for serious cases of ASB.





Help and support

We know that reporting and giving evidence about anti-social behaviour can be stressful and distressing. We can help by putting you in touch with victim support services. Depending on the situation, we may also improve your home security, involve professional witnesses or move you to another home on a temporary or permanent basis. We will agree with you what help and support we will provide in your case.

We can also provide support for perpetrators to help them change their behaviour and comply with their tenancy agreement.

Further information

We will provide you with a full copy of our policy upon request.

Visit us online
www.nlhomes.org.uk



Since 2008 we have been part of the Government's Respect Campaign, which promotes multi agency work to focus on and combat anti-social behaviour on our streets. As a result of our work to meet the Respect Standard we have recently reviewed our policies and procedures and set out a new ASB Strategy to ensure we actively work to prevent and deal with ASB while providing support to victims.

Useful contacts

North Lincolnshire Homes Contact Centre

Tel: 01724 279900

Humberside Police (non emergency)

Tel: 0845 6060222

Victim Support

Tel: 01724 871324

North Lincolnshire Safer Neighbourhoods

Tel: 01724 275327

**North Lincolnshire Council
Neighbourhood Response Team**

Tel: 01724 297000

Humberside Fire & Rescue (non emergency)

Tel: 01724 295900



No English?

For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的消息，請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆزانی تەلەفۆن بۆ ژماره 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 (Urdu) اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

**For information in large print, audio or other formats
please call 01724 279900**

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