

Summary of Policies & Procedures Relating to Anti-Social Behaviour

We want you to be able to experience the quiet enjoyment of your homes and to feel secure within your communities.

Cymdeithas Tai Eryri is committed to tackling anti-social behaviour (ASB) and harassment in the communities in which we live and work. We understand that ASB has a negative impact which can affect people's wellbeing and lead to a decline in communities.

We will take positive and appropriate action to tackle ASB. We will use all tools available and appropriate to deal with cases of ASB caused by anyone living in or visiting our communities.

What is anti-social behaviour?

The Government defines anti-social behaviour as conduct which "is capable of causing nuisance or annoyance to any person; and (or) involves using, or threatening to use, housing accommodation owned or managed by a relevant landlord for an unlawful purpose" (Anti-Social Behaviour Act, 2003)

Cymdeithas Tai Eryri believes that ASB could include:

- noise nuisance
- intimidation or harassment
- hate behaviour which targets members of identified groups because of perceived differences (including race, sexual orientation, gender, age, religion and disability)
- aggressive and threatening language or behaviour
- actual violence against people and property
- ASB arising from substance misuse
- use of property for illegal purposes, including the supply of drugs

When we receive a nuisance complaint about someone, we will assess the impact of their particular behaviour on other people and the community as a whole to determine whether it is considered anti-social.

How Cymdeithas Tai Eryri aims to tackle anti-social behaviour

We will deal positively with incidents of anti-social behaviour and we will respond promptly when complaints are received. Our procedures also aim to prevent ASB and to offer support to complainants and to residents who may be considered vulnerable.

We aim to do this by:

- Ensuring that all of our tenants are aware of the obligations and responsibilities in their Tenancy Agreement
- Taking prompt, appropriate action when complaints are received, and ensuring that complaints are fully investigated and efficiently dealt with using all remedies available
- Working in partnership with other relevant agencies such as the police, local authority anti-social behaviour units, Social Services and Victim Support to enforce action against ASB and give support to affected tenants

What are my rights and responsibilities as a Cymdeithas Tai Eryri tenant?

Every tenant has a right to the 'quiet enjoyment' of their home and the right to go about their business without interference.

Every tenant has a responsibility to act reasonably towards anyone living in, visiting or working in their community, and to not interfere with the 'quiet enjoyment' of others.

Every tenant is responsible for the behaviour of anyone living with or visiting them, as stated in their Tenancy Agreement.

How can I report anti-social behaviour?

Contact a member of the Tenancy Team by:

- Telephoning 01286 881588 (Gwynedd) or 01248 750359 (Ynys Môn)
- Writing to or visiting our offices at Ty Silyn, Y Sgwâr, Penygroes, Gwynedd, LL54 6LY or 33-35 Stryd Fawr, Llangefni, Ynys Môn, LL77 7NA
- E-mailing us at enw@taieryri.co.uk

In an EMERGENCY, do not hesitate to call the police on 999

How will my complaint be dealt with?

Cymdeithas Tai Eryri will deal with all reports - including anonymous reports - seriously and in confidence. However, in certain circumstances, complainants may have to reveal their identity to enable us to take action.

Your complaint will be dealt with by the Estates Officer responsible for the area in which the ASB has taken place.

The Estates Officer will then discuss with you:

- the nature of the complaint
- the best course of action to take
- the support we can offer you

The Estates Officer will fully investigate your complaint. He or she will contact all people involved before deciding on the appropriate action to resolve the matter.

The Estates Officer will keep you informed of the progress and outcome of the investigation.

Should I contact the person whose behaviour is affecting me?

If you feel comfortable contacting the person responsible for the nuisance, we recommend that you do so.

Please ring and speak to your Estates Officer if you are worried about how to approach the person. The Officer will discuss and agree the best course of action with you.

What action will the Association take?

In most cases we will interview the person allegedly causing the nuisance and ask them to change their behaviour. They will also be told about the action we will take if they continue to breach their tenancy conditions.

In very serious cases, where someone may be at risk of harm, we may take immediate legal action to prevent further incidents.

What evidence is required?

To conduct the first investigation into a complaint, we do not need physical evidence. However, we cannot take legal action without evidence.

We may ask you to complete 'nuisance record sheets' to write down what you see and hear. These will remain confidential.

In more serious cases, you may have to give witness statements and attend a court hearing. In these circumstances, we will provide any support you need.

We will also consider using other agencies to gather the evidence where appropriate.

What if I'm not happy with the way my complaint is dealt with?

All complaints are treated equally and in confidence. However, if you are not satisfied with the way your complaint has been dealt with, you could discuss this informally with the Tenancy Manager. If you are still not satisfied with the response, you can use our formal Complaints Procedure.

Full details of the Complaints Procedure can be found on our leaflet entitled 'Complaints and Compensation'. This leaflet is given to tenants as part of their 'sign-up pack'. It is also available in our office reception and on our website at www.taieryri.co.uk

Can I request to view the Association's complete version of the Policy and Procedures relating to anti-social behaviour?

The documents can be made available for you to read at our offices or, alternatively, call us on 01286 881588 and we will post them to you.