



# Anti-Social Behaviour Helpsheet

Anchor Hanover believe that all our customers are entitled to live a life free of anti-social behaviour from others. We do however recognise that anti-social behaviour may occur and that this can seriously affect the quality of a person’s life.

Similarly, we also recognise the need to protect our colleagues from these behaviours, along with visitors to our locations and contractors doing work on our behalf

## What is Anti-Social Behaviour?

Anti-social behaviour (ASB) is usually defined as “behaviour which causes or is likely to cause harassment, alarm or distress to others”. Some examples of things we consider ASB and some which are not are listed in the table below. This list is by no means exhaustive and we will consider each issue on its individual merits using the information you provide.

What may constitute Anti-Social Behaviour	What is acceptable within communal living
Persistent noise and rowdy behaviour	People talking at normal volume in their home
Animals not kept under control	Flushing toilet noise
Using the home for illegal activity	Electrical goods noise (washing machine, hairdryer, tumble dryer, radio and TV at normal listening levels)
Intimidation or verbal abuse	Food smells
Physical attacks on other residents	Cats straying into communal garden areas
Vandalism, graffiti and damage to Anchor Hanover property	Noise of people walking around their home
Criminal behaviour	Family visiting neighbours homes
Domestic Violence and abuse	Dogs barking occasionally
Racial and cultural harassment	A one-off party
Vehicle related nuisance including abandonment	
Drug, alcohol and solvent abuse	
Inappropriate litter and rubbish disposal including dumping	
Dogs being allowed to bark for long periods of time	

## Our commitment

We are committed to promoting successful communities and neighbourhoods. We recognise that ASB can have a devastating effect on the lives of Anchor Hanover’s residents and the communities in which they live.

We take steps to prevent crime and ASB occurring at our locations and take a victim-centred approach where this does occur.

Where possible we take part in multi-agency partnerships to address ASB in a particular area such as the police and local safeguarding teams when responding to incidents involving vulnerable people, hate incidents and/or crimes.



### **Your commitment**

Residents have a big part to play in helping to tackle ASB. We do not tolerate nuisance or harassment and it is made clear in our tenancy, lease and contract agreements that this behaviour is unacceptable. We expect you and your visitors will be considerate neighbours and will not cause a nuisance or annoy other people.

### **Letting us know if you have a problem**

If you would like to make a report of ASB, please contact your location manager in the first instance.

If you do not have a location manager, then you can contact our Customer Relations team on 0800 731 2020.

### **What we will do**

Anchor Hanover will operate an effective case management and monitoring system to oversee ASB cases. Your location manager will investigate any reports of ASB with support from the Customer Relations team where necessary.

For all cases which are not immediately resolved it is likely that we will provide you with an incident diary. This will include advice and guidance on how you can help us investigate, monitor and resolve the case.

Where we find that there is a case to answer as a result of an investigation, Anchor Hanover will take action proportionate to the ASB.

These could include:

- Warning letters
- Action plans
- Acceptable behaviour contracts
- Notice Seeking Possession (Rented)
- Notice to Quit (Licences)
- Injunctions
- Possession proceedings (Rented)
- Criminal behaviour orders
- Dispersal orders
- Community protection notices
- Eviction (Rented)
- Forfeiture (Leasehold)

With leasehold properties, Anchor Hanover as the landlord or managing agent may be restricted on the actions we can take by the terms of the lease and it may be required that the affected leaseholder takes legal action. Anchor Hanover will provide support and advice to residents where it cannot take direct action.



### **Keeping you updated**

Anchor Hanover will keep in regular contact with you throughout the investigation process and any actions following this.

### **Neighbourly disputes**

Anchor Hanover will only engage its ASB procedure where it considers there to be ASB. Where neighbourly disputes do not involve ASB, residents are encouraged to resolve these between themselves where possible.

### **Further information**

We are happy to give further advice to our customers about how we manage ASB and would encourage you to discuss this matter with your location manager or call the Customer Relations team on 0800 731 2020.