

## What happens once I have reported anti-social behaviour?

Once you have registered your complaint there is a range of things that might happen which include:

- A representative from your landlord will contact you to discuss your complaint in more detail.
- You may be asked to keep a diary of events.
- Other residents may be approached to provide information to substantiate the complaint.
- The assistance of other agencies such as the Police or the Council may be sought.
- There may be a process of mediation between you and your neighbour.
- The person being complained about will be contacted and where appropriate, may be issued with a formal warning.
- In more serious cases, legal action may be instigated against the perpetrator of the anti-social behaviour.

In all cases, the action that is taken depends on the issue itself and the strength of evidence to support the need for action.

Should an RSL take legal action to evict a tenant because of anti social behaviour, they will need to make a case for the Court to consider and it will be on the strength of the evidence provided, that the Court will make a decision whether or not to grant the RSL a Possession Order

In seeking potential remedies to anti-social behaviour, the agencies involved will encourage residents to resolve problems within the community first but will continue to pursue legal remedies should resolution not be achieved.

## Confidentiality

The various agencies that may become involved in tackling a problem of anti-social behaviour will where required, share information between them selves and the police in an effort to provide a long-term solution to problems. There is an information sharing protocol to enable information to be shared.

Where possible, the person investigating the complaint will protect you from victimisation.

## Further information

Copies of each of the Registered Social Landlord's anti-social behaviour policy will be made available to you on request, their contact details are listed below:

Cottsway Housing Association  
Tel: 01993 890000

Sovereignvale  
Tel: 0845 6000341

Oxford Citizens Housing Association  
Tel: 01865 773000

Charter Community Housing (*formerly Sanctuary-Shaftesbury Housing Association*)  
Tel: 0845 0092500

A2Dominion  
Tel: 0800 4320077

Soha Housing Ltd  
Tel: 01235 515900

Home Group  
Tel: 01189 777 600

We are happy to provide this information in other formats. Please contact us if this is required.



WEST OXFORDSHIRE  
DISTRICT COUNCIL

[www.westoxon.gov.uk](http://www.westoxon.gov.uk)

# Anti Social Behaviour - How tenants of Registered Social Landlords can make a complaint



*This leaflet gives some basic information about how Registered Social Landlords with housing stock in the District deal with complaints about anti-social behaviour.*

## What is Anti-social Behaviour?

*It is behaviour by an individual or group that results in or is likely to result in;*

- *another party feeling personally threatened.*
- *creates a public nuisance; or*
- *has a detrimental impact upon the environment; or*
- *has a detrimental effect upon the quality of life of an individual or the community as a whole.*

Anti-social behaviour includes a wide range of problems and includes behaviour that is capable of causing nuisance or annoyance to individuals or the wider community and can include:

- Rubbish lying around, abandoned cars etc.
- Vandalism, graffiti and other deliberate damage to property
- People being drunk and rowdy
- Problems associated with people dealing or using drugs
- Noisy neighbours and loud parties
- Behaviour that creates alarm and fear
- Hate crime, such as racist or homophobic abuse
- Harassment and intimidating behaviour

## What is the Role of the Council?

Two Police employees are based at the Council to tackle persistent anti-social behaviour that affects the local community. They work in liaison with Registered Social Landlords, Councils and the Police to tackle the more serious cases of anti-social behaviour. Their work includes the drawing up of Acceptable Behaviour contracts (ABC's) and Anti Social Behaviour Orders (ASBO's). You can contact Community Safety on 01993 861632.

The Council's Environmental Health Department can deal specifically with problems of noise nuisance. You can contact them on 01993 861060.

## What is the role of the Registered Social Landlord?

To provide a quality service to tenants and residents in a community, each landlord recognises that quick and effective intervention in neighbour nuisance and anti-social behaviour cases can stop problems from escalating and improve relations between tenants and landlords.

They have specific policies and procedures to deal with anti-social behaviour and will:

- Quickly and formally, respond to complaints of anti-social behaviour.
- Provide help and assistance wherever possible to aid the resolution of the complaint.
- Make use of all possible avenues including the use of mediation and community action in the settlement of disputes.
- Take swift and decisive actions against perpetrators of anti-social behaviour as appropriate.
- Support victims of such behaviour.
- Exercise tolerance and pursue remedies to anti-social behaviour in a fair and consistent manner.

## Should you try to resolve the matter yourself?

Consider whether you can resolve the situation yourself by speaking to the person that is giving you cause to complain. They may not be aware they are causing a nuisance so you may be able to settle the matter straight away without having to do anything else.

There maybe a 'Conflict of Lifestyles' where you may interpret that the situation warrants further action, but this may not be the case.

Mediation is often used in such situations and is helpful in enabling people to understand how their behaviour affects others even if it may not be anti-social behaviour or behaviour where further action can be taken.

Bear in mind that you may make the situation worse by reporting the matter without speaking to them first, particularly if they are your neighbour.

If you are angry, wait until you feel calm. If you lose your temper, it may make the situation worse.

## Who should you report anti-social behaviour to?

If you are experiencing anti-social behaviour, you should report this to your own landlord in the first instance. However, in the case of criminal activity or in an emergency out of normal office hours, you should contact the Police.