



Anti Social Behaviour

OUR SUMMARY STATEMENT OF PROCEDURE

Beechdale Community Housing Association

Beechdale is directly controlled by its tenants

Anti Social Behaviour

WHAT IS ANTI SOCIAL BEHAVIOUR?

Behaviour that causes nuisance, alarm or distress to any other person and/or using a BCHA home for unlawful purposes for example drug dealing.

EXAMPLES OF ANTI SOCIAL BEHAVIOUR

Listed below are some types of anti social behaviour:

- Noise Nuisance
- Verbal abuse
- Vandalism
- Drug use or misuse
- Damage to property
- Unlawful use of a BCHA home
- Intimidation and harassment
- Nuisance from running a business
- Nuisance from uncontrolled pets
- Nuisance from vehicles
- Misuse of communal areas
- Non maintenance of gardens
- Dumping or rubbish/fly tipping
- Violence towards people or property
- Aggressive and threatening language and behaviour

Our Approach

BCHA'S APPROACH TO DEALING WITH ANTI SOCIAL BEHAVIOUR COMPLAINTS

BCHA takes complaints of anti social behaviour very seriously and will always aim to deal with them promptly. BCHA will make clear to our tenants, applicants and residents that anti social behaviour will not be tolerated:

- BCHA will work with other organisations in Walsall to find the best ways to prevent and deal with anti social behaviour
- BCHA will always try to deal with complaints without having to use the law. However if the anti social behaviour does not stop BCHA will take legal action which may include eviction proceedings
- BCHA will offer advice and support to complainants and witnesses
- We will always try to be fair to all parties when dealing with complaints
- We will always try to deal with complaints in confidence.

We need your help

BCHA is a small organisation and will require the co-operation and support of Beechdale residents and other agencies to bring about the most effective solutions to complaints.

COMPLAINING ABOUT ANTI SOCIAL BEHAVIOUR

You can report Anti Social behaviour to us in a number of ways details are listed below.

BCHA
Chilton House
Stephenson Avenue
Beechdale
Walsall
WS2 7EU

Tel: 01922 648252

Fax: 01922 610545

Email: info@beechdaleha.org.uk

or even visit us at our local office.

How BCHA will deal with your Anti Social Behaviour complaint

You will be seen by BCHA staff to discuss your complaint within 1 working day for serious cases of ASB for example violence. You will be seen by BCHA within 5 working days for less serious ASB cases, for example noise nuisance.

We will agree a plan with you to try to resolve the problem

- In some cases you may be advised to speak with the person concerned. We will give you some tips on how to do this
- In other cases, with your agreement, BCHA will contact the person allegedly causing the problem and may ask that they modify their behaviour
- We will try to deal with your complaint in confidence
- BCHA may suggest mediation to try to resolve problems between neighbours
- BCHA may involve other agencies to help resolve problems, for example Environmental Health Department to deal with noise; youth offending team or the police, to attempt to resolve the problem.
- Acceptable Behaviour Contracts or Parenting contracts may be drawn up in an attempt to prevent further anti social behaviour.

Normal investigations should take 10 days. If it looks as though it may take longer we will contact you and keep you updated.

Anti Social Behaviour

Further Action

If the problem is not resolved BCHA will consider further action depending on the seriousness of your complaint.

For BCHA to take legal action we will need good evidence for the court.

You may be needed to give Court evidence.
BCHA will give you support if this happens.

Examples of legal action which may be considered by BCHA

- Application for an Anti Social Behaviour Order
- Injunctions with or without the power of arrest
- Demotion of Tenancy
- Possession Proceedings.

Customer Satisfaction

We will ask you how you rated our service to deal with your complaint. We will welcome your views and use them to improve our service.

Anti Social Behaviour

Complaints About BCHA

BCHA has a complaints procedure for you to use if you are unhappy about the way we have dealt with your complaint. You can ask for a complaints form or ask to see the Housing Manager

Reporting To Tenants

We will report to our tenants on how well we deal with complaints of anti social behaviour and on successful court cases in our regular newsletters.

A FULL COPY OF OUR ANTI SOCIAL BEHAVIOUR POLICY AND PROCEDURE IS AVAILABLE AT BCHA OFFICE

If you require any help in understanding this information or you need an interpreter to read it to you please ask someone to contact BCHA on your behalf.

If you would like this information in

LARGE PRINT

or audio tape, please contact BCHA on

01922 648252



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