



Winchester
City Council

ANTI-SOCIAL BEHAVIOUR

A Tenants Guide to Neighbour
Nuisance and Anti-social Behaviour



Winchester City Council is fully committed to preventing, challenging and eradicating where possible all kinds of anti-social behaviour, ranging from noise nuisance and neighbour disputes to discrimination and harassment.

We take all reports of anti-social behaviour very seriously and aim to ensure all residents, their friends, families and visitors, are able to enjoy their homes and the locality in which they live.

What is anti-social behaviour?

Anti-social behaviour is defined as 'behaviour which is capable of causing a nuisance or disturbance to any person' (Anti-Social Behaviour Act, 2003).

Anti-social behaviour includes:

- Graffiti and vandalism
- Damage to property
- Using a property for an unlawful purpose, e.g. drug usage
- Intimidation or harassment
- Foul and abusive language
- Violence and/or threats of violence.

As a tenant you are responsible for your own behaviour and the behaviour of every person living in or visiting your property.



Our Service Standards

- We will investigate all complaints of anti-social behaviour in line with our Service Standards
- If the matter is urgent and requires a high priority response, i.e. there is a serious risk of harm to property or person, the Housing Officer will arrange to see you in 1 working day
- If the complaint requires a standard response i.e. alleged or misuse of drug/alcohol, noise nuisance, verbal abuse and criminal damage an appointment will be arranged within 5 working days and for non-urgent matters i.e. untidy gardens, dumping rubbish and furniture, vehicle repairs, the Housing Officer will see you within 10 working days.

How do you report anti-social behaviour?

If you are experiencing anti-social behaviour from a neighbour it is advisable to speak to them about the problems you are experiencing. However if this approach has failed or you feel unable to do this you should contact your Housing Officer immediately. This can be done in person, over the phone, by email or in writing. Your Housing Officer will talk to you about the situation and will make an appointment to see you in order to take full written details about the nature of the complaint and who might be causing the problem.

A TENANTS GUIDE TO NEIGHBOUR NUISANCE AND ANTI-SOCIAL BEHAVIOUR

Investigating complaints

When the Housing Officer visits you they will obtain as much information as possible and will issue you with incident diaries.

You will be asked to complete the diaries to keep a clear record of events including information on dates, times and places.

The Housing Officer will advise you of any action they will be taking and will arrange to contact you again in person in 4 weeks time and/or upon receipt of the incident diaries.

The Housing Officer will also visit the person causing the problem to make them aware of the complaint and explain what types of behaviour are not acceptable. This will give them an opportunity to explain the situation.

Our Service Standards

The Housing Officer will collate all the evidence and make a formal assessment of the case. Where possible non-legal remedies will always be used to try and remedy the problem. Action could include:

- A referral to the Winchester Assessment Service
- Tenancy support and increased security measures
- Warning letters
- Assistance from other agencies such as Hampshire Police
- Home visits to reinforce any warnings
- Acceptable Behaviour Contracts.

Your Housing Officer will keep in touch with you on a regular basis to update you on the progress of the case. If the case is closed we will contact you to explain why and we will ask you to complete a satisfaction questionnaire. We value your comments and they help us to review and develop our service.

Legal action

If the problems persist there may be no other option but to consider taking further legal action. This could include:

- An application to the Court for an Injunction to compel a person to behave in a specified way and/or stay away from a specified person and/or place
- An application to the Court for an Anti-Social Behaviour Order to place restrictions on a person's behaviour and/or prohibit them from entering a certain area
- Service of a Notice of Seeking Possession for breach of tenancy. This is a formal notice before starting legal action. Where there are serious breaches of tenancy possession proceedings can be applied for immediately and the tenant could eventually lose their home. The Court would have to establish that the anti-social behaviour had taken place and that it would be reasonable to evict the persons responsible.

Our commitment to you

Winchester City Council Housing Services have signed up to the Government's Respect Standard for Housing Management. By doing so we have made a public commitment to deliver good services to help stop anti-social behaviour and create a culture of respect. If you are experiencing any type of anti-social behaviour please contact us.

For more information on Anti-Social Behaviour you can refer to your Tenant's Handbook or the Nuisance and Neighbour Disputes Policy and Procedure available at:

www.winchester.gov.uk

Contact Us

For more information please contact the Council on:

Phone:

01962 840 222

Email:

housing@winchester.gov.uk

Web:

winchester.gov.uk

Winchester City Council, City Offices, Colebrook Street, Winchester, SO23 9LJ

Why not like us on Facebook for regular updates and events!

www.facebook.com/WinchesterTenants



Useful phone numbers

Police	999
Anti Social Behaviour	101
Adult Services	01962 869 313
Domestic Crisis Helpline	0800 2000 247

Alternative formats

If you have any particular needs which affect how you are able to use or be involved in our services or how you would like to receive information for example translation, interpreters, Braille, audio tape, large print, sign language - please contact the Customer Service Centre either by:

Phone

01962 840 222

Email

customerservice@winchester.gov.uk