

# Anti Social Behaviour

– How HomeZone can help...



committed to combating  
anti-social behaviour

# How HomeZone can help...

**A summary of our policy and procedures for dealing with anti-social behaviour.**

**HomeZone takes a serious view of residents who cause anti-social behaviour. We will take action to protect victims and tackle the perpetrator(s).**

## **What is anti-social behaviour?**

Anti-social behaviour includes nuisance and harassment. It is any behaviour which harms the quality of life of residents in an area, causing distress or alarm including threats, drug dealing, theft and vandalism.

Harassment is the deliberate interference with the peace, comfort or safety of any person.

Nuisance includes persistent noise, disturbance or abusive behaviour, which causes distress to neighbours or others in the local vicinity.

## **What can you do?**

Residents should always try to find their own solutions to minor problems

Where this is not possible, we may need you to keep an accurate log of what has happened, where and when. Your Housing Officer will advise you on how to complete the log sheets, and when to send them in to us. This information is vital if further action is to be taken.

You should inform us on a regular basis of any developments or improvements to behaviour.

In more serious cases you may be asked to provide evidence by completing witness statements, attending court and giving evidence. We will support you through this process.

## What will we do?

- raise awareness with all new tenants
- arrange to see complainants within 5 working days or more quickly for more serious complaints
- where necessary, take appropriate action to try and resolve difficulties
- provide an action plan with which the complainant agrees
- keep in regular contact with complainants
- provide victims with support
- contact other relevant agencies to help resolve issues

## What action can we take?

HomeZone has a number of methods to use to deal with anti-social behaviour. These need to be appropriate to the type of complaint and can include:

- liaison with both parties to resolve issues amicably
- visiting the perpetrator
- involving other agencies such as Police, Environmental Health and Social Services
- refer complaints that we are unable to deal with to other agencies who may be able to help
- arrange for mediation
- issuing acceptable behaviour contracts and parenting contracts
- take legal action
- seek injunctions
- work with Police and Local Authority to apply for anti-social behaviour orders

## **Please be realistic**

- We will not be able to solve every dispute you may have, for example, where there may be a clash of lifestyles. You should be prepared to compromise and accept differences.
- If we do take legal action, this can sometimes be a lengthy process and we might not be successful. We might need you to attend court as a witness but we will support you through this process.

We are committed to combating anti- social behaviour – for further information or advice please contact HomeZone on: **01543 420800**.

**To report an incident out of hours please ring 01543 420920**

HomeZone Living  
5 Stowe Road  
Lichfield  
WS13 6WA

Repair Freephone 0800 317101  
Tel 01543 420800  
(8am - 6pm, Monday to Friday)  
Minicom 01543 420878  
Fax 01543 417248

Email  
[customerservices@homezonehousing.org.uk](mailto:customerservices@homezonehousing.org.uk)

Office open for visitors  
8.00am - 6.00pm, Monday to Friday

Homezone Housing Limited is a registered social  
landlord and an exempt charity.  
Housing Corporation No. LH4122.  
Industrial & Provident Society registered No. 28306R  
Member of the National Housing Federation.  
Member of the Housing Ombudsman Service.



CUSTOMER SERVICE EXCELLENCE

If you are a customer of Bromford Support,  
please speak to the Bromford colleague who  
is working with you for more information.



This leaflet is available in  
large print, audio and other  
formats and languages.  
Please ask for details.

[www.bromfordgroup.co.uk](http://www.bromfordgroup.co.uk)

Produced by Bromford Group Communications team 01902 393640  
e: [communicationsteam@bromford.co.uk](mailto:communicationsteam@bromford.co.uk) 3431HL0708

**Bromford**  
Group 