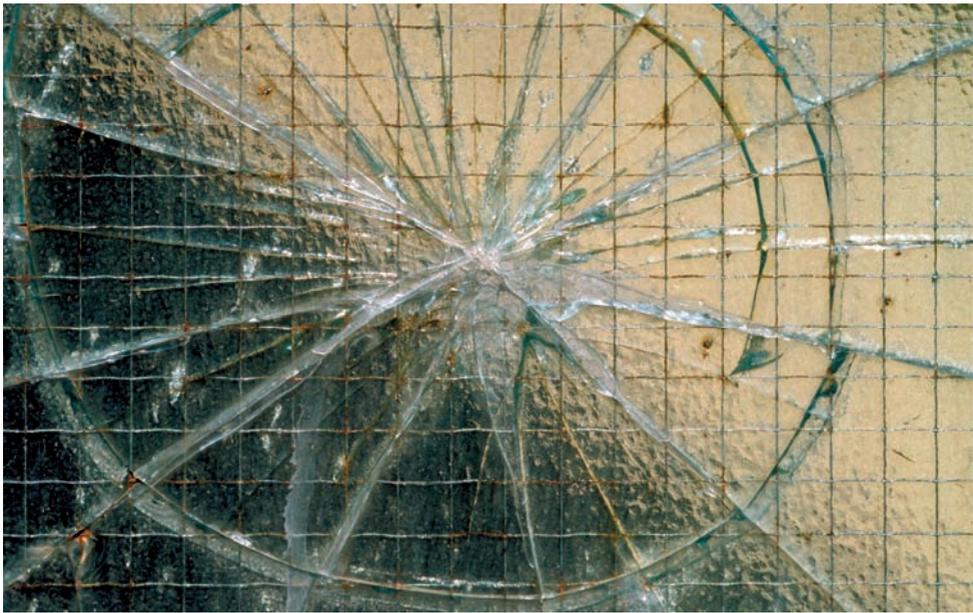


Tackling anti-social behaviour



Introduction

Thrive Homes aims to provide high quality homes and excellent services to help develop communities where people will enjoy living.

Sometimes however you may find a neighbour's behaviour distressing or unreasonable, or experience people in the locality causing a nuisance. On occasion this behaviour may be criminal.

Thrive Homes is committed to tackling all aspects of anti social behaviour (ASB) and fully support your right to live peacefully in your home and neighbourhood. We recognise that some residents may suffer considerable distress, fear and insecurity as a result of ASB.

What is anti-social behaviour?

The range of anti-social behaviour is very broad, from minor disputes between neighbours who have differing lifestyles, to severe nuisance, harassment and domestic violence. It may not just happen when someone is in their home, it may occur within the local area, involve several neighbours and may include other people not living in the neighbourhood. It can also be noise related for example abuse and threats of violence, playing audio equipment such as a TV or a hi-fi loudly, using noisy domestic appliances late at night, dumping rubbish or abandoning cars, slamming doors, arguments and shouting.



What is not anti-social behaviour?

Behaviour which results from different lifestyles or which would not be considered unreasonable by most people is not anti-social behaviour – it is important to be tolerant of other people’s lifestyles.



Our acceptable behaviour standard

Following consultation with the Tenancy and Neighbourhood Management Residents’ Voice Group the acceptable behaviour standard has been agreed. Residents agree to the following:

‘Consideration and communication are the keys to good relationships between neighbours. Residents must consider and talk to their neighbours about their parking; the noise they make in their homes and the music they play; the behaviour of their dogs and other pets; and when and how they do DIY repairs and improvements.’

What are your rights and responsibilities?

The tenancy agreement is a contract between you and Thrive Homes. You have a right to live peacefully in your home but also have responsibilities to ensure that you and your family do not cause nuisance or harassment.

We will effectively manage ASB using all the options available. This can include issuing verbal and written warnings, acceptable behaviour agreements, injunctions and, as a last resort, possession. Where ASB is criminal, we will immediately involve the police and advise you to cooperate with their investigation.

What to do if you are experiencing ASB

If you are unhappy and feel that you are experiencing ASB you should consider the following actions:

- Ask yourself if your neighbour has a different lifestyle or culture to you and if their actions really are unreasonable
- If it feels safe to do so, speak to the neighbour directly. This often solves problems at an early stage
- Listen to the neighbour as they may tell you about things that cause them annoyance.

How do I report ASB?

Make a complaint to your Neighbourhood Officer either in person, by email to neighbourhood@thrivehomes.org.uk, via our website www.thrivehomes.org.uk or ring 0800 817 6077 or write to us at: Thrive Homes, Westside, London Road, Hemel Hempstead HP3 9TD.

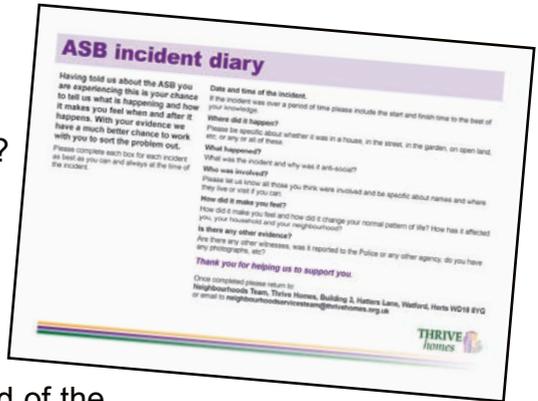
To help us get together the best information on the incident(s) you are experiencing please download and complete a copy of the diary sheet from our website or ask us for a copy.

What Thrive Homes will do

We take all reports of ASB very seriously and aim to resolve your neighbourhood issues swiftly and successfully.

In the first instance, we will discuss the nature of the behaviour with you and record key details such as:

- What has happened?
- How have you been affected by it?
- Do you know who did it?
- Has it happened before or is this a single incident?
- Have you told the police or anyone else?



The image shows a form titled "ASB incident diary" with a purple header. The form contains several sections of text for recording an incident. The first section asks for the date and time of the incident and the start and finish time. The second section asks for the location of the incident. The third section asks for a description of the incident and what happened. The fourth section asks for the names of the people involved. The fifth section asks for the names of the witnesses. The sixth section asks for the names of the people who reported the incident. The seventh section asks for the names of the people who were contacted. The eighth section asks for the names of the people who were contacted. The ninth section asks for the names of the people who were contacted. The tenth section asks for the names of the people who were contacted. The form also includes a "Thank you for helping us to support you." message and contact information for Thrive Homes.

We will make a formal record of the complaint and offer you immediate support and advice to try to resolve the issue.

We will work with you to agree a plan including outlining a timetable for investigation and likely actions. Please be assured, whatever action is taken, we will ensure that anyone experiencing ASB, whether complainant or witness, is supported and kept informed of progress.

What happens next?

We will prioritise your ASB complaint as either priority 1 or priority 2 depending on how serious it is. We will manage the case according to the priority it is allocated. For example, a Priority 1 case usually involves intimidation, violence or where there is an immediate threat to the well-being of an individual or to people in the neighbourhood. A Priority 2 case will not pose an immediate threat to the well-being of an individual and includes noise nuisance and overgrown gardens.

How long will this take to resolve?

It is hard to be specific since reports of ASB vary considerably – some can be dealt with swiftly, whereas others may require longer term resolution. Our aim is to be clear from the outset about what can be done to tackle the problem, agree an action plan with you, explain what happens at each stage and outline how long this is likely to take to resolve.

What you can do

Please be prepared to work with us to resolve your complaint. This could involve:

- maintaining a positive approach to resolution
- taking part in mediation or other professional help
- keeping a nuisance diary
- contacting the Police (for criminal or violent behaviour) or Environmental Health (noise or vermin related incidents) directly
- acting as a witness if legal action is required.



Helpful contacts

Thrive Homes
0800 917 6077

Three Rivers
District Council
01923 776611

The following types of anti-social behaviour are handled by dedicated departments:

- Environmental Protection (litter; fly tipping; graffiti removal; abandoned vehicles; drugs paraphernalia)
- Environmental Health (noise nuisance; uncontrolled animals; bonfires; high hedges; nuisance caused by lighting)
- Community Partnerships Unit (harassment; intimidation; threatening behaviour; vandalism; vehicle nuisance; underage drinking; working with young people).

Action on Elder Abuse
0808 808 8141

Broken Rainbow
Helpline
08452 60 44 60

Support for lesbian, gay, bisexual or transgender people experiencing domestic violence

Girl About
08452 701701

A charity to empower and encourage young women to make positive choices

Hertfordshire Domestic
Violence Abuse helpline
Monday - Friday
(10am - 8pm)
0808 808 8088

Independent domestic
violence advocate
01923 727231

Police
Non emergency **101**
Emergency **999**

A copy of our ASB Policy is available on request or can be downloaded from our website.

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Non emergency **101**

Emergency **999**

Thrive Homes information is available in **large print**, on our website and spoken word translation. Please contact us free on 0800 917 6077 to discuss how we can help you. We want to ensure our services are fair, and accessible. If you know anyone who may need this type of help and support please tell us.

Thrive Homes
Westside, London Road,
Hemel Hempstead
HP3 9TD

freephone: 0800 917 6077
enquiries@thrivehomes.org.uk
www.thrivehomes.org.uk

