

Dealing with anti-social behaviour

Our Commitment

Sentinel Housing Association is committed to tackling anti-social behaviour and improving the lives of residents in our neighbourhoods. We take all complaints seriously and will not accept any kind of anti-social behavior.

We investigate every complaint fully, in dealing with your complaint we may:

- Encourage you to report your complaint to other agencies who may be able help e.g. police or environmental health
- Ask you to assist us in collecting evidence to support your complaint e.g. keep a diary of events
- Let you know what we can realistically do to help, and agree an action plan with you.

We will take appropriate and proportional action against perpetrators of anti-social behavior when we have sufficient evidence to do so.

What happens when you make a complaint

Your Neighbourhood Co-ordinator will investigate your concerns and discuss with you what actions Sentinel can take, what you can do to assist your case and what other agencies we should involve.

Throughout the case your Neighbourhood Co-ordinator will review the current situation with you, at least every 2 weeks. It is important that we have regular contact with you, including full details of further incidents to enable us to continue to investigate your complaint.

If we are unable to contact you, we will write to you asking you to update us on the current situation. If we do not hear from you, we will have no alternative than to close the case.

There are a number of ways that you can contact your Neighbourhood Co-ordinator about your case;

Telephone: 0800 195 5515 (from a landline) or 0300 666 5515 (from a mobile)

Email: info@sentinelha.org.uk

Write or visit our offices:

Basingstoke: 56 Kingsclere Road, Basingstoke, Hampshire, RG21 6XG

Fleet: Lismoyne House, Church Road, Fleet, GU51 3RH.

Collecting Evidence

Once you've made a complaint you will need to keep a record of any further incidents of anti-social behavior. This helps us to understand and assess the level and frequency of the anti-social behaviour. Your evidence will also be crucial if the case requires legal action to remedy the situation. Without sufficient evidence we may not be able to progress your case.

Types of evidence

There are a variety of ways you can record acts of anti-social behaviour including:

- Diary Sheets
- Photographs
- Video footage
- Using a Dictaphone

Completing Diary Sheets

Diary sheets are a really good way for us and other agencies to assess the frequency and level of anti-social behaviour and to understand how the behaviour is affecting you. You may only need to complete diary sheets for a few weeks however, if we start legal action against a tenant, we need to prove that the nuisance is continuing, so you may be asked to keep diary sheets for a longer period of time

When completing diary sheets you should fill in your details and the details of the person you are complaining about. Use a separate diary sheet if you are recording events about different addresses. Please ensure that each person in your house who is recording incidents, uses and signs their own diary sheets.

If there is shouting or verbal abuse, please write down the actual words people use, even if they are swear words. Also, please refrain from writing your opinions about your neighbours on the sheet. However, it is important that you record how it made you feel as this will show the serious effect of the anti-social behaviour.

If we start legal action against a tenant, we need to have exact details of the breaches of tenancy so it is vital that you complete the sheets correctly.

Who else can help?

There are many different agencies who work together to tackle anti-social behaviour, including the Police, Environmental Health and Community Safety Teams. Your Neighbourhood Co-ordinator will discuss with you which agencies may be able to assist with your complaint and if you need to contact them directly.

Independent Assessment Service & Mediation

Once we've investigated a complaint we may refer your case to an independent assessment service, particularly when it appears to be a 'one to one' dispute or clash of lifestyles/personalities. The assessor will visit all parties to help agree the most appropriate and realistic remedy to resolve your dispute, which may include referring you to mediation.

Other leaflets on anti-social behaviour:

We also have a full Policy and Procedure which sets out how we deal with and reduce anti-social behaviour in our neighbourhoods.

If you would like a copy of these documents or any of our leaflets, please visit our website www.sentinelha.org.uk, contact us on 0800 195 5515, by email on info@sentinelha.org.uk or visit our offices.

DIARY SHEET FOR COMPLAINTS ABOUT ANTI SOCIAL BEHAVIOUR

Your name: Mrs Smith		Address of noise source: 13 Sentinel Close			
Your address: 14 Sentinel Close		Name of occupiers (if known): 'Mike' aged about 21 years old			
Contact telephone number: 01256 338800					
Date	Location of incident	Time incident began	Time incident ended	Details of the incident (include details of perpetrators/witnesses/ police involvement/crime numbers)	Describe how the incident affected you
19/12/07	At no 13 Sentinel Close & outside property.	11.30pm	1.35am when the Police arrived	Mike arrived home at about 11.30pm with a group of 4 other males aged in their twenties. There was a party with lots of other people coming and going. There was very loud music, shouting and young teenagers outside drinking alcohol. I recognised 'Josie' from no 3 Sentinel Close who is 14 years old. At midnight I went and asked Mike to turn the music down. Mike shouted "if you don't go away, you'll get it". I was very frightened as he was so aggressive. At 1.10 my lounge window was broken. I didn't see who did it & called the Police. PC Allen attended ref 123/4	I couldn't get to sleep because of the music and shouting. My son woke up scared & crying when the window was smashed. I was so tired the next day, I got sent home from work. I am scared all the time in case they do something else as I complained.

I certify that the information I have given is a true and accurate record

Signed.....Mrs C Smith.....

Date.....20/12/07.....

If you would like Dealing with anti-social behaviour

in large print, braille or translated please contact the
Customer Service Centre on
0800 195 5515 from a landline or
0300 666 5515 from a mobile.

