

# How to make a complaint and collect evidence about 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 also have a full Policy and Procedure which sets out how we deal with and reduce anti-social behaviour in our neighbourhoods.

Sentinel will not accept any kind of anti-social behaviour and will take appropriate action against anyone who commits this behaviour. We will work with partner agencies and residents to prevent and tackle anti-social behaviour by:

- Creating communities where people want to live and can do so peacefully
- Empathise with victims and take early action
- Work together with residents and partner agencies
- Ensure our resources are targeted efficiently and effectively

## How can I make a complaint?

There are a number of ways that you can contact Sentinel to make a complaint;

- Telephone: 0800 195 5515 from a landline or 0300 666 5515 from a mobile
- Email: [info@sentinelha.org.uk](mailto:info@sentinelha.org.uk)
- On-line: complete an on-line initial report form at [www.sentinelha.org.uk](http://www.sentinelha.org.uk)
- Write or visit our offices:  
 Basingstoke: 56 Kingsclere Road, Basingstoke, Hampshire, RG21 6XG  
 Fleet: Lismoyne House, Church Road, Fleet, Hampshire, GU51 3RH
- Or you can speak to any of our staff if they visit you or if you see them out and about.

## Who can I make a complaint about?

We will deal with complaints about tenants, leaseholders, members of their household and visitors. You can also tell us about problems with other people, but we may not be able to take any action against them. In this case, we will direct you to other agencies who will be able to help.

## Can other people make a complaint on my behalf?

We will take complaints from third parties, including family members, local councillors, support workers and Community Wardens. We would normally still need to speak to you about the complaint in order to gather as much information as possible.

## Other leaflets on anti-social behaviour:

- Support for victims & witnesses of anti-social behaviour
- Support for perpetrators of anti-social behaviour
- Anti-social behaviour & going to court
- Leaseholders & anti-social behaviour
- Domestic violence
- Remedies for anti-social behaviour
- Dealing with anti-social behaviour

If you would like

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



## I am not a tenant - can I still make a complaint?

We will take complaints for any resident or visitor who has suffered anti-social behaviour regardless of whether they are a Sentinel tenant.

## What information will I be asked for?

You will be asked for your name, address and contact details. You can remain anonymous, but we may not be able to take the complaint further if we do not have enough information. We will never identify you to your neighbour.

You will be asked for a description of the incident, where and when it happened and who was involved. Please give as much detail as you can.

You will also be asked if you have reported the incident to the agencies such as the Police and Environmental Health as we can manage anti-social behaviour more effectively if we work together.

## What will happen after I make a complaint?

Your complaint will be given a priority. We receive many cases of anti-social behaviour each year and we need to prioritise them to ensure that the most serious cases get dealt with first.

**Priority Red** - hate related incident, harassment/intimidation, domestic violence or other physical violence. Your Neighbourhood Co-ordinator will make contact within 24 hours.

**Priority Amber** - verbal abuse or threatening behaviour, vandalism or damage to property, drug or substance misuse, prostitution and other criminal behaviour. Your neighbourhood Co-ordinator will make contact within 3 working days.

**Priority Yellow** - noise nuisance, pet nuisance, vehicle nuisance alcohol related nuisance, garden nuisance, litter, rubbish or fly tipping, misuse of communal or public spaces. Your Neighbourhood Co-ordinator will make contact within 5 working days.

## Collecting Evidence

We need complainants to collect evidence to help us assess the level of anti-social behaviour and to create a record which can later be used in court.

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

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

We can also gather evidence which can be used in court such as:

- CCTV
- Noise Recordings
- File notes of interviews and telephone calls

## Why do I need to complete Diary Sheets?

Diary sheets are a good way for us to assess the frequency and level of anti-social behaviour. If Sentinel starts 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.

## How do I fill in a Diary Sheet?

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.

You must complete 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, use and sign 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.

**Sentinel**

Sentinel Housing Association Limited  
A Charitable Housing Association

### 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.....