

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 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

What is anti-social behaviour?

Anti-social behaviour is any behaviour caused by customers, members of their household or their visitors, which is capable of causing nuisance or disturbance to anyone else in the neighbourhood. A legal definition of anti-social behaviour is found in the Crime and Disorder Act 1998. The Act describes anti-social behaviour as 'acting in an anti-social manner, that is to say, in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the complainant'.

The most common types of anti-social behaviour include:

- Noise nuisance
- Verbal abuse
- Intimidation and harassment
- Rowdy and inconsiderate behaviour
- Damage to property including graffiti and vandalism
- Nuisance from pets and animals
- Using or selling illegal drugs

What we will do with reports of anti-social behaviour

There are many ways of reporting anti-social behaviour to Sentinel including:

- In person
- By telephone
- Letter or email
- On our website

You will be asked questions about the type of nuisance, when it happens and who is involved. This information will help us assess how serious the anti-social behaviour is and prioritise your case.

Tenant responsibilities

You are responsible for the behaviour of every person (including children) living or visiting your home. This includes responsibility for their behaviour in the property, communal areas and in the local area. If you are a tenant, you must make sure that you, your relatives, your friends and anyone living with you or visiting you does not:

- Do anything that causes or is likely to cause a nuisance or annoyance to others
- Harass anyone in the local area because of their race, nationality, sexuality, gender, religion, disability, age or anything else
- Use the property for immoral or illegal purposes
- Harass, use violence or threaten to harass or use violence against any of our employees or agents (including contractors)

If you do, you will be breaking the conditions of your tenancy. Sentinel could take legal action against you which can include eviction, demotion of tenancy, injunctions or Anti-Social Behaviour Orders.

Leaseholders

We will investigate anti-social behaviour complaints made by and against leaseholders. The procedures for investigating these complaints will be the same as for complaints against tenants using the anti-social behaviour reporting and priority system.

Multi agency working

There are many different agencies working together to tackle anti-social behaviour in our neighbourhoods. They include the Police, Youth Services, Community Safety Teams, Fire and Rescue Services.

Supporting perpetrators

We understand that it is often difficult for individuals to change their behaviour and will work with and support those who are willing to change. Please see our leaflet 'Support for perpetrators of anti-social behaviour' for more information.

Other leaflets on anti-social behaviour:

- How to make a complaint & collect evidence about anti-social behaviour
- Support for victims & witnesses of anti-social behaviour
- Remedies for anti-social behaviour
- Support for perpetrators of anti-social behaviour
- Anti-social behaviour & going to court
- Leaseholders & anti-social behaviour
- Domestic violence

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.

