

## Community Protection Warnings

This is a warning aimed to prevent unreasonable behaviour that is having a negative impact on the local community's quality of life.

## Serve a notice of seeking possession

On the grounds of breach of tenancy conditions. This action can only be taken when all else has failed and this often requires the person complaining to give evidence in court.



## Closing your case

Prior to case closure, your case will be reviewed by the ASB Neighbourhood Lead Officer along with the Neighbourhood Team Leader to ensure that all appropriate action has been taken in order to resolve the case.

Before your case is closed, you will be contacted by your Neighbourhood Officer to discuss case closure. At this point, all action taken throughout the case will be outlined and this will be followed up in a letter.

Please be reassured that if the case has been closed and the ASB starts again, your Neighbourhood Officer can reopen the case at any point. Previous information and evidence can be used again if the case is reopened.

## How to report ASB?

### Homes in Sedgemoor

0800 585 360/ 01278 552 400

### Avon and Somerset Police

101 or 999

### ASB Hotline

0800 298 2009

V: January 2018



## Dealing with Anti-Social Behaviour



## What is Anti-Social Behaviour (ASB)?

Anti-Social Behaviour is a behaviour which causes or is likely to cause, harassment, alarm or distress to one or more persons not of the same household as the person. The behaviour must be ongoing and persistent.

### What is classified as ASB?

Loud noise  
Illegal drug taking/ dealing  
Verbal abuse  
Graffiti  
Violence or threats of violence  
Harassment  
Hate Crime  
Intimidation  
Criminal damage  
Domestic Abuse  
Animal related nuisance  
Aggressive language

### What is not classified as ASB?

General household noise i.e – footsteps in flats  
Children playing  
DIY  
Minor personal disputes

## What will happen when I report ASB to Homes in Sedgemoor?

Homes in Sedgemoor are committed to resolving ASB.

All of your information will be taken at first point of contact. This information will be passed to your Neighbourhood Officer.

Your Neighbourhood Officer will then contact you to discuss the complaint and agree an action plan.

You will receive a copy of the agreed action plan within 7 days, this will detail what has been agreed and when further contact will be made.

You will be contacted as often as required, at least once every fortnight.

### Review of your case

The ASB Lead Officer is involved in all high level ASB cases and supports both you and your Neighbourhood Officer in working to resolve the case.

All ASB cases are reviewed by the ASB Lead Officer on a regular basis.

Your case will also be reviewed by the Neighbourhood Team Leader.

## Should I speak to my neighbour?

Your neighbour may not be aware that they are causing a nuisance therefore, in some cases, approaching your neighbour before raising a case with us may be the best course of action.

### Remember

- Remain calm
- Listen carefully
- Do not shout
- Explain your point
- Remove yourself from the situation if you feel your neighbour is not listening

### Early intervention

What we can do to try and resolve issues before they get worse

- Mediation
- Home visits
- Acceptable Behaviour Contract (ABC)
- Written warnings
- Referral to support services
- Noise monitoring equipment referral

### Legal Action

What legal action can Homes in Sedgemoor take?

#### Injunction

This is a court order to prevent individuals from carrying out specific activities.

#### Extending introductory tenancies

We give most new tenants a 12 month introductory period on their tenancy. If our investigations prove that ASB has been committed then we can extend introductory tenancies for monitoring purposes.

