



your neighbourhood

# Solving Anti-Social Behaviour

*How we can help*

Available in large print, Braille and on CD

**Anti-social behaviour can come in many different forms. It ranges from serious acts of violence and harassment, to more 'everyday' incidents like noisy dogs or overgrown gardens. Whatever the problem, we take all complaints seriously. We will act quickly to resolve neighbourhood disputes and acts of anti-social behaviour.**

## **Race & hate anti-social behaviour**

Anti-social behaviour can also come in the form of race and hate crime. This is where you feel anti-social behaviour has occurred because of your race, religion, gender, sexual orientation, age or disability, or where you have witnessed this happening to someone else.

## **Responsible Behaviour**

The tenancy agreement – the legal contract between Manchester City Council and its tenants – says that a tenant is responsible for their own behaviour or anyone living with them or visiting them. That means we can take action not only when a tenant is acting anti-socially, but if their children or their visitors are causing problems. Sometimes we can take action against troublemakers even if they have no connection with a

tenant – as long as the anti-social behaviour happened in an area managed by Northwards Housing.

## **When to take immediate action**

If you feel you are in immediate danger or you are being threatened with physical violence or abuse, contact the police immediately on 999.

## **Letting us know**

The simplest way to tell us about anti-social behaviour is to call into your nearest Northwards Housing office.

### **Phone us on:**

03000 123 123

### **Tell a Northwards Warden**

### **Write to us at:**

Anti-Social Behaviour  
Problem Solving Team,  
Northwards Housing  
Hexagon Tower, Blackley,  
Manchester, M9 8ZS.

### **Contact us online at:**

[www.northwardshousing.co.uk](http://www.northwardshousing.co.uk)

Or you can ask a friend, relative or your councillor to report the problem for you. We will contact you to confirm that we are looking into the problem.

## **The first steps**

If the problem is an obvious one, we may be able to sort it out easily. For example if you tell us about an overgrown, rubbish filled garden we can simply go round and check. We'll tell the other person to get it cleaned up, and take whatever action is necessary if they don't. But cases aren't always quite so simple, and we will probably need to talk to you to understand the problem and how it affects you.

## **The next stage**

We will give you a named officer who will have responsibility for your complaint. In most cases the officer will need to meet you to talk about the problem. We can do this wherever suits you – at your home, at a Northwards Housing office or somewhere else. We will do this within 5 working days. In serious cases we will meet you within 24 hours; or as soon as possible the following working day. By more serious, we usually mean where the complainant has experienced or been threatened with violence

We'll ask you questions to help us understand the problem: who is affected; how they're affected; where this happens; when it happens; and why you think the person is acting anti-socially.

## **Problem Solving**

We will discuss and review the options for solving the problem with you. We will listen to and consider any suggestions that you make. At the end of the meeting we will draw up a plan that describes what you should do and what we will do to get the problem sorted out. We will write this down to confirm what we have agreed to do and give you a copy.

## **Talking it through**

If the case does not involve threats, violence or harassment, the plan could start with a suggestion that you talk the problem through with the other person. There's always a better chance of solving a dispute if you try and see each other's point of view. Sometimes a neighbour just needs reminding that their behaviour is upsetting you.

As a good neighbour you should be reasonably understanding of different lifestyles of others. For example you don't have to put up with regular noisy parties, but try to tolerate a one-off event – especially if you're warned about it first.

If the other person is unreasonable, just walk away. Don't get involved in an argument.

## **Mediation**

If you feel uneasy about approaching a neighbour on your own we can set up a meeting for you. We can be there to help you talk through the problem together. Or there's a special service that you can use to solve your dispute - Mediation. This service has expert advisers who can help find a solution you're both happy with.

## **Gathering evidence**

We can't take action against someone simply because another person has complained about them – we need evidence.

Incident diaries are one way of doing this. If we ask you or witnesses to fill out an incident diary, we will clearly explain the purpose of this and how the diary needs to be filled out.

We will make sure that that you are comfortable doing this and understand why you are being asked to do this. If you or your witnesses aren't able to fill out a diary we will talk to you and them about other ways of gathering evidence. We will always look at a completed diary and discuss it with the person who has completed it.

## **Multi agency working**

We will consider what other agencies we need to involve or consult or seek advice or information from – in particular Greater Manchester Police and the Council's Adults and Children's Services. This includes making sure we get the right kind of help dealing with problems caused by people living in privately owned properties on the estates we manage. Similarly, we will work closely with other Social Landlords to ensure that problems caused by their tenants who affect Northwards tenants are dealt with effectively.

## **Taking Action**

When we have collated evidence, we will be quick and decisive in taking action. We will take action which we believe is appropriate and justified by the circumstances and evidence. In very serious cases – where the perpetrator has put you or another person in danger – we'll go straight to legal action. In other situations we'll take a more step-by-step approach and try to get them to change their behaviour.

Where it is necessary to speak to the person being complained about, we will speak to you first and make sure that you know that we are going to do this and are comfortable with it.

We will always keep you informed about the action being taken to investigate and resolve the problem.

## **Satisfaction Survey**

We want to make sure that you are happy with how we dealt with your complaint and the action taken to resolve the problem.

After we have resolved your complaint, we will send a satisfaction survey for you to complete. This will help us monitor our performance in dealing with your complaint.

To read our Policy on Solving Anti-social Behaviour Problems in full, go to [www.northwardshousing.co.uk](http://www.northwardshousing.co.uk) or contact us to ask for a copy using the contact details given above.

## Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on CD:

**Call:** 03000 123 123    **E-mail:** info@northwardshousing.co.uk

**Fax:** 03000 124 123    **Text phone:** 0161 274 0899

Nëse këtë dokument e domi të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

إن كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أعلاه. تتوفر هذه الوثيقة أيضاً بصيغة برايل للمكفوفين وبالحروف الطباعية الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请拨打下列电话。  
这文件也有盲文版、大字体版和 CD 光盘备索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

ئەگەر پێت خۆشە نەرجۆمە ی ئەم بە لێگە نامە یە وە رگرت، نکانە یە یۆە ندی بکە بە ئە و ژمانە ی خوارە وە ئەم بە لێگە بە هە ر وە ها بە شێوازی نوسراوی کۆنراوە، ئە چینی گە ژۆرە و یان ئە سەر سی دی هە یە.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

I faddii aad rabto 'in dukumentigan lagu turjumo fadlan soo wac lambarka hoose, waxaa dukumentigan weliba lagu heli karaa farta Braille ee dadka indhaha la', far waaweyn ama cajal (CD).

Somali

اگر آپ امن دستاویز کا ترجمہ چاہتے ہیں تو براؤ کریم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123