



a guide to
anti-social
behaviour

Anti-social Behaviour harms individuals and damages communities. To successfully challenge it, requires clear and transparent policies and a determination from all partners involved to stop the harm and protect the vulnerable.

It is an easy concept to grasp, but comes with a great number of challenges in practice.

In view of this the Government have, over the last few years, provided increased powers and support to ensure that anti-social behaviour is dealt with swiftly and effectively and prevented from re-occurring.

Preventing and tackling anti-social behaviour

Anti-social behaviour is now regularly identified at, or near, the top of tenants' priorities for action by the Association.

Tenants of Cestria Community Housing Association want to live, work and relax in environments which are peaceful and safe.

This aspiration comes into particular focus when any of these groups experience threats or acts of anti-social behaviour that affects themselves, their families or friends or the degradation of their estates and neighbourhoods.





Cestria Community Housing Association and its partners will do all it reasonably can to prevent anti-social behaviour on its estates, tackling it when it occurs and halting its repetition.

Cestria Community Housing Association will use the tools and powers allocated to them by the Anti-Social Behaviour Act 2003 to alleviate the difficulties faced by communities experiencing anti-social behaviour and to ensure a reasonable, proportionate and swift response to such damaging activities.

At the same time for those actually engaging, or at risk of perpetrating, anti-social behaviour the Association will provide education and support to enable them to improve their interactions with the rest of the community.

Cestria Community Housing Association believe that early intervention, to prevent anti-social behaviour occurring, and partnership working will ensure that anti-social behaviour can be stopped quickly and prevented from re-occurring.



Our expectations of you

We expect all tenants and residents will conduct themselves in a responsible, respectful and neighbourly manner.



How you can be a good neighbour

- You are responsible for your children and any visitors to your home
- Try to keep noise down, especially between the hours of 11.00pm and 7.00am
- Don't dump rubbish or unwanted items in your garden, communal areas or in the street. It looks unsightly and may cause a hazard to others.

What can we do?

We can use the following options (depending on the case) to tackle anti-social behaviour:

- Visits
- Warning letters
- Acceptable Behaviour Agreements
- Anti-Social Behaviour Orders
- Injunctions
- Demotion of tenancy – Council tenants only
- Notice to seek possession – Council tenants only



How can you help?

You can help us by:

- Recording details of any incidents and completing a Nuisance Diary provided by Cestria Community Housing Association
- Encouraging any other witnesses to tell us what happened
- Tell us if the problems get worse

What is Anti-Social Behaviour?

Anti-social behaviour includes a wide range of problems.

It can broadly be defined as *behaviour that is capable of causing nuisance or annoyance to any individual/s or the wider community*, although most of us would recognise this in the form of:

- Graffiti
- Substance misuse
- Criminal damage
- Threatening behaviour and intimidation
- Noise
- Litter and rubbish
- Harassment due to race, homophobia or religion
- Youth problems
- Animal related problems

If you feel you are affected by anti-social behaviour, remember you are not alone. The Anti-Social Behaviour Officer(s) are here to help and support you.

We take any complaints of anti-social behaviour, harassment or racial harassment very seriously.



Some Useful Do's

- Do try to remain calm
- Do explain why the behaviour is upsetting you
- Do think through what you want to say first
- Do try to adopt a friendly manner
- Friendly neighbours are naturally more respectful
- Do show respect for others in the community
- Do listen to what others have to say and think about it – they may have a point
- Do contact the relevant authorities if the problem persists or immediate intervention is required.
- Do try to be more tolerant; children need to play.

Some Useful Don'ts

- Don't try to resolve problems with threats this will only make the problem worse
- Don't lose your temper, this will make things worse
- Don't get involved in arguments – walk away
- Don't get into tit-for-tat situations as this could escalate the problems and may lead to both parties being prosecuted
- Don't let the situation intensify – if you have tried to solve the problem amicably but the problem persists, contact the Anti-Social Behaviour Officer(s)
- Don't look the other way, if a neighbour is having problems, any witnesses can provide valuable information



We are committed to providing fair opportunity to access information.

If you would like information in another language or format, please call us on Freephone 0800 587 0001.

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