



Supporting BME Communities
and Multi-Cultural Neighbourhoods

Anti-Social Behaviour



What to do if someone is making your life a misery

What is ASB?

We want all of our tenants and their families to enjoy living in their Unity home and in neighbourhoods that are pleasant places to live. Unfortunately, sometimes people are not good neighbours.

ASB stands for 'Anti-Social Behaviour'. It's the general term used to describe a range of actions that may cause distress, fear or upset other people. The Government describe ASB as: 'Any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life.' This may include:



Noise nuisance - loud music, banging of doors or shouting



Pets - Dogs barking or pets fouling



Swearing or other offensive language. Threatening, intimidating or violent behaviour



Racial or other forms of harassment, ie. homophobia and domestic violence



Vandalism, graffiti or damage



Drug dealing

How to report 'ASB'

- Call into our office
- Phone us on **0113 200 7700**
- Email us at uha@unityha.co.uk
- Write to us at: **Unity Housing Association, 113-117 Chapeltown Road, Leeds, LS7 3HY**

If you think you might be in danger, don't call us first - call the police on **101** or dial **999** for an emergency.

What can I do?

If your issue is not a serious ASB complaint (i.e. criminal activity, violent attack, drugs, etc), but is something you feel is a minor complaint (i.e. neighbours dog fouling in your garden or noisy neighbours) you could try talking to the person about the problem. If you decide to do this, we advise you to:

- Try talk to them when you're not angry or upset
- Be polite and friendly but firm
- Explain what the nuisance is and how it is affecting you
- Keep it short and keep to the facts
- Listen to their response

What evidence will I need?

If you have a complaint, it's always helpful to us if you have evidence to back up your claim. The types of evidence we may need include:

- **An Incident Diary** - Make a diary of all the ASB incidents (you can download one from our website or contact us for a form)
- **Record on audio tape** - audio recordings can help noise nuisance cases and is good evidence
- **Photographs** - pictures are great to show what you are telling us about. Make sure you include a letter telling us the date, time and what the picture is showing us.
- **Video** - needs to show the date and time

Remember to think before you act:

- If you find yourself getting angry during the conversation or if the other person is getting angry, please walk away.
- If the nuisance is being caused by children, **do not** speak to them directly **always** speak to their parent or guardian.
- **Do not retaliate** - Two wrongs don't make a right. Any action you take in retaliation could limit or stop any action we take. Also you could end up having an ASB complaint made against you.

What can Unity do?

There are many ways we can try to help you solve your problems relating to ASB, for instance:

Housing Officer: They can phone, write to or visit the person who is causing the problem.

Mediation: We can arrange for a trained mediator to help you and the other person reach agreement.

Support: Where someone is causing ASB because they have problems themselves (e.g. mental health), we can refer them on to a support worker.

Acceptable Behaviour Contract: This is a signed agreement between a resident and Unity. It makes it clear what behaviour is expected from them and what will happen if they break the agreement.

Injunction: This is a legal document to stop someone who is over 18 from doing certain things, e.g. harassing people. We have used injunctions for things like keeping drug dealers off an estate.

Terminate a Starter Tenancy: Some new tenants are on 'starter' tenancies for the first year at their home. If they cause serious problems, we can give them two months notice to leave.

Apply For Possession: We can apply to court to evict a Unity tenant. This is a last resort, and is only successful in serious cases with lots of evidence.

If you want us to take legal action, you must be prepared to collect evidence, give statements and appear in court if necessary. Most people worry about doing this, so let us know if you need some support.

Good Neighbour Agreements

As part of our fight against anti-social behaviour we ensure all new tenants sign our 'Good Neighbour Agreement,' which is an agreement between us (Unity Housing Association) and you (the tenant) that outlines what we believe to be acceptable behaviour. The goal of the good neighbour agreement is to promote community based on mutual respect on any of our schemes or estates.

What we do when you report ASB



Useful contacts

Police

Drug dealing or other crime

 0845 606 0606

Crimestoppers

Call anonymously on

 0800 555 111

Leeds City Council

Dumped rubbish (not on Unity land)?
Noisy neighbours? Barking dogs?

 0113 222 4406

Hate Crime

This is a discriminatory crime committed against you because of your race, colour, country of origin, religious beliefs, sexuality or disability. Report it to us or call the 24-hour STOP HATE helpline:




0800 138 1625
24 HOUR HELP LINE

Problems understanding?

If you need any of our information translating or if you need an interpreter, please contact us. We can also provide this information in large print or on CD if you need us to.

Unity Housing Association Ltd
113-117 Chapeltown Road, Leeds, LS7 3HY

 0113 200 7700

 uha@unityha.co.uk

web: www.unityha.co.uk



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