

How we deal with anti-social behaviour

When we investigate your complaint of ASB, we will:

- Treat all information you give us in confidence
- give you advice and guidance and arrange support
- interview you by phone within three days of your initial report
- agree an action plan, and review it as necessary
- look into a range of civil and legal actions that can be taken against the perpetrators
- advise about security improvements if your personal safety is at serious risk
- help you find safe, temporary accommodation if you need it
- arrange for any abusive, obscene or threatening graffiti to be removed
- advise you on how to keep observation records, details of incidents.
- Discuss closing the case with you before we close it, and advise you of the reason. Normally inaction of 1 month on the subject matter

If someone makes a complaint about you causing ASB, we will:

- Speak to you within seven working days of the complaint being made
- tell you what allegations are being made against you and listen to your response
- give you the opportunity to rectify your behaviour and help you get support
- let you know how we believe you have broken your tenancy or leasehold agreement
- give you written notice of any legal action we intend to take against you, and the reasons for that action.

Where there has been actual violence or the threat of violence, we may make an application for a without notice injunction without interviewing the alleged perpetrator.

If the allegations of ASB include noise nuisance, we may carry out part of our investigation by officers or suggesting the council uses a recording device. If we find that there is noise coming from your property that could be considered a nuisance or annoyance, we will consider enforcement action.

Actions we can take to tackle ASB

Each case is different, and the steps we take will change depending on the circumstances and evidence. There are a number of actions available to us, including:

Early intervention

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| • Interview with alleged perpetrator | £35 Landlord cost |
| • Issue Verbal and written warnings | Included in management fee |
| • Insitgate Council Community officers Mediation | £25 per offence |
| • Reporting to all suitable authorities | £25 per offence |
| • Acceptable behaviour contracts (ABCs) | Included in contract |
| • Instigate Possession proceedings under instruction | £25 per notice |

Enforcement

We will suggest Council and Police Community enforcement action such as:

- Civil Injunction
- Community Protection (CPN) warnings and notices
- Closure order (in partnership with the Policer and Council)
- Criminal Behaviour Order (in partnership with the Police and Council)

Homematch

INDEPENDENT LETTING AGENTS

Where enforcement action is taken, victim and witness support is a priority. We may refer you to victim support or work in partnership with other agencies to provide support.

Victim and witness care and support

If you are having difficulty coping or need extra support we can put you in touch with services that can help and make support referrals to other agencies. These may include victim or witness support, counselling, legal advice services, social services, health services or housing. We can also help you access support if you have been the victim of a specific type of incident such as domestic violence and abuse or hate crime.



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