

### **Anti-Social Behaviour-What can I expect?**

#### **What is Anti-Social Behaviour?**

- Behaviour by someone else that makes you feel frightened, annoyed, intimidated.
- It might include racial harassment, constantly playing loud music (or playing it at night), trying to get money from you or threatening to hurt you.

If you are not sure whether or not something is “anti-social”, you should talk to someone who can help you. This could be a member of our staff, but it could also be someone like the Citizen’s Advice Bureau, a Police Officer or a worker at another organisation that you deal with.

#### **If you are a victim, you can expect:**

- To be able to talk to a member of Horton Housing staff about the problem.
- We will look at the situation and talk to you about what you want to happen.
- We will treat what you tell us as confidential
- We will take action to deal with the problem.
- We will try to find solutions that benefit everybody and keep everyone safe
- We will get other people involved if we think it is the best thing to do (and you agree), for example the Police.
- We will keep you informed about progress with the case, or signpost you to another organisation if they are responsible.

#### **If you cause anti-social behaviour:**

- We will tell you why your behaviour is a problem, and what we expect you to do about it.
- We will encourage you to behave in a responsible manner, and to look at whether we or another agency can help you
- We will support those who feel that you are causing them problems to take action.
- We will take action immediately if we think there is a threat to our staff, people accessing our services or anyone else (including visitors & neighbours).
- We will take legal action if we feel it is necessary.
- We will take action to evict you if we feel it is necessary.

#### **If you witness anti-social behaviour, you can expect: that we will:**

- Make it easy for you to report the antisocial behaviour you have witnessed
- Listen to everything you say in a fair and unbiased way

- Treat all reports you make seriously and in a sensitive manner
- Provide you with advice, support, reassurance and where possible tailor our approach to meet your needs
- Clearly explain to you any action we intend to take
- Keep you regularly updated with what is happening by contacting you at least every 2 weeks unless we agree an alternative with you.
- Ask you for feedback on your experience to find out how satisfied you have been with the way we have dealt with the complaint(s) so we can make improvements to the service.