

# Antisocial Behaviour

Information and advice for residents



**This leaflet explains what you can do if you are experiencing antisocial behaviour. We know that antisocial behaviour can ruin lives and we are committed to supporting anyone suffering to make your home and environment a safer place to live.**

**Anyone who has signed a Peabody tenancy or lease is responsible for their behaviour and the behaviour of everyone that lives with them, including their children, lodgers, visitors and pets. Our tenancy agreements and leases have clauses that mean they agree not to harass anyone or cause any antisocial behaviour.**

## Our promise to you

We will provide you with a safe and secure place to live and we believe that everyone has the right to live without having to deal with intimidation and antisocial behaviour. We will:

- do everything we can to tackle antisocial behaviour;
- not tolerate antisocial behaviour or abuse towards our residents, their visitors or staff (including our contractors);
- work with you to find the best solutions, agree an action plan with you and keep you updated about progress that we have agreed; and
- work with other organisations, agencies and support groups to tackle your problem and offer you the right support.

## What is antisocial behaviour?

Antisocial behaviour comes in many forms, including a noisy neighbour or serious harassment. Harassment is when someone deliberately creates fear in someone, is aggressive or violent towards someone or intimidates someone.

The Antisocial Behaviour Act 2003 defines antisocial behaviour as behaviour which is 'capable of causing nuisance or annoyance to any person and which

directly or indirectly relates to, or affects, the housing management functions of a relevant landlord'.

The act covers a wide range of behaviour and issues, such as:

- noise nuisance;
- harassment;
- intimidation;
- threatening behaviour;
- hate-related incidents and hate crime (crime committed against someone because of their religion, ethnic group, age, sex, sexuality, physical or mental health or a disability) – **see our leaflet on Hate crime;**
- vandalism and damage to property;
- pet and animal nuisance;
- vehicle nuisance;
- drug abuse and drug dealing;
- alcohol-related nuisance;
- domestic violence or domestic abuse – **see our leaflet on Domestic Abuse and Violence;**
- physical violence;
- litter, rubbish and fly-tipping;
- garden nuisance (such as rubbish causing an environmental health issue, moving boundaries without consent causing nuisance);
- misuse of shared areas or groups of people hanging around;
- prostitution; and
- committing a crime and criminal behaviour.

## Hate crime

We will investigate harassment based on prejudice towards your ethnic group, religion or faith, age, sex, sexuality, physical or mental health or disability as a hate crime. You should contact us for a copy of our hate crimes leaflet or find a copy on our website – you can find our contact details at the end of this leaflet.

## Domestic abuse

Domestic abuse includes any threatening behaviour, abuse (physical, sexual, financial or emotional) between adults who are or have been partners or are family members. You can contact us for a copy of our domestic abuse and domestic violence leaflet using the details below.

## What can you do?

You have a right to enjoy your home and your surroundings. We all make noise, so we can't expect peace and quiet at all times.

### Speak to the person causing the antisocial behaviour.

If you can, you should speak to the person causing the antisocial behaviour, as this often sorts the problem out. Sometimes, the person causing the antisocial behaviour might not know they are creating a problem. If you speak to them you should be able to sort out small problems and antisocial behaviour. We can refer you to an independent mediation service if you need more help.

### Help us to help you - keep a diary

If you are a victim of antisocial behaviour, we have a better chance of helping you if you give us the information we need to take action. You should keep a note of everything that happens so that we have a record of it.

You should keep a note of the date and time of the incident, details of anyone that witnessed it and, most importantly, how you have been affected by the antisocial behaviour.

To help you record this information, we have a diary sheet you can fill in. You must fill this in as it will show when the problem happens and how it affects you. If you want a copy of our diary sheet, you can contact us by calling **020 7021 4444** or **0800 022 4040** (calls are free from landlines). You can also download the diary sheet from our website at [www.peabody.org.uk](http://www.peabody.org.uk).

### You need to contact your local authority's Environmental Health Team about noise nuisance

If you are experiencing noise nuisance, your local authority Environmental Health Team may be able to help you. They can deal with problems such as loud music or television noise, parties, burglar or fire alarms going off, building work or DIY noise, dogs barking and noise from air conditioning or ventilation systems.

### Phone the police

You should call the police straightaway if the antisocial behaviour is serious or someone is committing a crime.

### How can I report antisocial behaviour to Peabody?

You can help us tackle antisocial behaviour and make your community a safer place by reporting it to us, the police and your local council.

You can report antisocial behaviour to us in the following ways.

- In person at our offices at 45 Westminster Bridge Road, London, SE1 7JB.
- By writing to the same address.
- By phoning our customer services department (Peabody Direct) on **020 7021 4444** or **0800 022 4040** (calls are free from landlines).
- By emailing us at [peabody.direct@peabody.org.uk](mailto:peabody.direct@peabody.org.uk).
- By visiting our website at [www.peabody.org.uk](http://www.peabody.org.uk) and using the 'Tell Peabody' section.

## What will we do to help you?

### Response (one working day to five working days – depending on type of nuisance)

If you report antisocial behaviour, we will respond to you no later than five working days. For serious antisocial behaviour (hate crime, domestic violence, violence, risk of harm) we will respond within one working day (Monday to Friday).

If something happens to you over the weekend, for serious incidents, you should contact the Police. You can report this to us via email or our website.

## Advice

We know each case is different so we will tell you what options you have and work with you to help sort out the antisocial behaviour.

We may also give you information about other agencies and organisations, who can offer you help, advice and information. We will work with these organisations to keep you informed and to sort out the issues that are affecting you.

## Action plan

We will agree a clear action plan with you which sets out what steps we will take to investigate your case and how we will support you. We will provide you with a copy of this action plan if it is safe to do so. We will take action quickly and try to let you know how long it will take.

## Keeping your information private

We will not give your details or the information you provide to anyone without your permission. We will treat your reports sensitively and will respect your decision if you decide you want your information to be treated as an anonymous report.

## Support

We will work around you and your individual needs. We value how diverse our community is and we know that everyone has different needs, so we will make sure we consider your individual circumstances, support needs and concerns. If your problem is serious, we can refer you to our specialist Community Safety Team.

We can also put you in touch with a tenant or family support worker. Our Tenant and Family Support Team has access to specialist advice services. We can also refer you to our Welfare Benefit Advice Team if you need support with your finances.

## Regular updates

We will keep you up to date and provide you with a contact person for your case. This person will look after your case, keep in touch with you and will be the first person you speak to if you have any questions.

## Report incidents for you

With your permission, we can support you when you report an incident to the police, or even do it for you. We know that you may be frightened or that you might not trust the police. You can let us know about an incident and we can pass the information to the police. The police will then deal with this as if you had reported the incident to them directly. This is known as 'third-party reporting'.

## Check the risk to your safety and the safety of your home

If there is a risk to your safety, we will carry out a risk assessment and safety planning to provide support for you and your family. In serious cases, this may mean improving the security to your home. If it's not safe for you to stay in your home, we will give you advice, information and support to help you to find alternative accommodation (such as emergency temporary housing).

## Provide translation and interpretation

If you need it, we will provide you with translation and interpretation services. If you want to arrange a translation service, please contact us on the number below.

## Housing management and legal action

If we need to take action against the person or group causing the antisocial behaviour, we can:

- use an independent mediation service to sort it out;
- give someone a formal warning if they break the conditions of their tenancy or lease;
- use good neighbour agreements;
- use acceptable behaviour contracts (ABCs), normally for youth-related antisocial behaviour;
- get an injunction
- work with the police and your local authority to issue an antisocial behaviour order (ASBO); or
- as a last resort, if the antisocial behaviour is serious, go to court to repossess the property.

The action will depend on how serious the behaviour is. We will make sure the action we take is strong, effective and fair.

We will also provide support for people affected by antisocial behaviour, including those that have reported it, witnesses, and those that cause antisocial behaviour, but we will quickly take action against the offenders if they refuse the support we offer.

## What we won't do

### We will not:

- Get involved in personal arguments, disputes or non-housing matters.

- Be able to take possession action through the court unless we have solid proof of antisocial behaviour.

## Working together we are stronger

We will work in partnership with other agencies including your local authority, the police and support agencies to investigate your case and tackle the issue.

**Don't suffer in silence.** Tell us and we are here to help you. We will work with you to resolve your issues and show our commitment to making your home a safer place to live.

## More help and advice

### Peabody Direct

Phone: **020 7021 4444** or **0800 022 4040** (free from landlines) from Monday to Friday, 8am to 8pm.

Email: [peabody.direct@peabody.org.uk](mailto:peabody.direct@peabody.org.uk).

### Environmental health teams and local authority antisocial behaviour teams

Contact your local authority for more information.

### Victim Support

Phone: **0845 30 30 900**

Typetalk users: **18001 0845 30 30 900**

(To hide your number press **141** before dialling the number)

### Opening hours:

Monday to Friday: 9am to 9pm

Saturdays and Sundays: 9am to 7pm

Bank holidays: 9am to 5pm

You can phone the Victim Support line if you need to use an interpretation service.

Website: [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

Email: [supportline@victimsupport.org.uk](mailto:supportline@victimsupport.org.uk)

### Police

Unless it is an emergency, you should call the Metropolitan Police Services on **0300 123 1212** at any time.

In an emergency (a crime is happening, someone suspected of a crime is nearby, someone is injured, you are being threatened or you are in danger) call **999**.

If it's not an emergency, you can also contact your local Safer Neighbourhood Team, which is a team of police officers dedicated to every London neighbourhood. You can get details from

[www.met.police.uk/saferneighbourhoods](http://www.met.police.uk/saferneighbourhoods).

You can also report a crime to the police on their website at <https://online.met.police.uk>

### Environmental health teams and local authority antisocial behaviour teams

Contact your local authority for more information.

## More information

You can get other leaflets and policies (see below) from our website at [www.peabody.org.uk](http://www.peabody.org.uk). Or, you can contact us on **020 7021 4444** or **0800 022 4040** (calls are free from landlines) and we can post you a copy.

- *Domestic Abuse and Violence (booklet 6)*
- *Hate Crimes (booklet 7)*
- *Single Equality Policy*

## Translation service

যদি আপনি এই লিফলেট বাংলায় পেতে চান, তাহলে :

- পলিসি এবং ইনসাইট সার্ভিসকে লিখুন 45 Westminster Bridge Road, London SE1 7JB; অথবা
  - ই-মেইল করুন [translate@peabody.org.uk](mailto:translate@peabody.org.uk)
- আপনার নাম ও ঠিকানা আমাদেরকে বলুন ও 'ARA Ben' উল্লেখ করুন।

Bu broşürün Türkçesini istiyorsanız lütfen şu adrese yazın:

- Policy and Insight, Peabody, 45 Westminster Bridge Road, London SE1 7JB ya da
  - İnternet üzerinden e-posta gönderin: [translate@peabody.org.uk](mailto:translate@peabody.org.uk)
- Adını-soyadınızı, adresinizi eklemeyi ve 'ARA Tur' referans numarasını belirtmeyi de lütfen ihmal etmeyin.

إذا أردت أن تحصل على هذه الكراسية باللغة العربية، فيمكنك أن:

- تكتب رسالة إلى: Policy and Insight, Peabody, 45 Westminster Bridge Road, London SE1 7JB أو
  - تبعث برسالة عبر البريد الإلكتروني على العنوان: [translate@peabody.org.uk](mailto:translate@peabody.org.uk)
- وإبلاغنا عن اسمك وعنوانك وكتابة العبارة 'ARA Ara' باللغة الإنجليزية.

Si vous désirez obtenir cette brochure en français, veuillez :

- Écrire à Policy and Insight, Peabody, 45 Westminster Bridge Road, London SE1 7JB ; ou
- Adresser un courrier électronique à [translate@peabody.org.uk](mailto:translate@peabody.org.uk) en précisant votre nom, votre adresse et la référence 'ARA Fre'.

Se desejar este folheto em português, pode:

- Escrever para o serviço de política e inclusão (Policy and Insight) na morada Peabody, 45 Westminster Bridge Road, London SE1 7JB, ou
- Enviar um email para [translate@peabody.org.uk](mailto:translate@peabody.org.uk) apresentando o seu nome e a sua morada, e citando 'ARA Por'.

This document is also available in large print, braille or audio format



### Peabody

45 Westminster Bridge Road,  
London SE1 7JB

Tel: 020 7021 4444 or 0800 022 4040 (free from landlines)

Email: [peabody.direct@peabody.org.uk](mailto:peabody.direct@peabody.org.uk)

[www.peabody.org.uk](http://www.peabody.org.uk)

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