



Find out about...
**Dealing with
anti social
behaviour**



Developing neighbourhoods in Preston



Purpose of this summary

This leaflet explains Community Gateway Association's approach in dealing with and responding to anti social behaviour. We aim to create an environment where tenants can live peacefully and enjoy their lives and where communities are encouraged to regenerate and grow.

This summary provides information to tenants, residents and other interested parties on the main parts of our anti social behaviour policy and procedure statements. You can get a free copy of the policy by telephoning the Community Safety Team on 0800 953 0213.

We review the anti-social behaviour policy and good practise each year in order to incorporate tenant feedback and experiences.

What is anti-social behaviour?

The term "anti-social behaviour" can mean different things to different people. We think it is important to define such behaviour, so those suffering from it and those committing it are clear what we mean by the term.

The legal definition contained in the 1996 Housing Act is:

- Any conduct which is capable of causing nuisance or annoyance to any person, and which relates to or affects the housing management of Community Gateway Association.
- Any conduct which consists of or involves using (or threatening to use) Community Gateway Associations accommodation for an unlawful purpose.



We give examples of anti-social behaviour in our tenancy and licence agreements, such as:

- Harassment and intimidation.
- Domestic violence.
- Damaging or threatening to damage another person's home or possessions.
- Failing properly to control any pet or allowing it to foul or cause damage to property.
- Hate behaviour that targets members of identified groups because of their perceived differences.
- Allowing people who live with you and/or your visitors to be noisy and/or disruptive.

Our approach to anti-social behaviour

We expect and actively encourage tenants to be good neighbours. A good neighbour is someone who acts reasonably and considerately, and respects the different values and lifestyles reflected in the community.

The Tenancy Agreement is a legal contract between Community Gateway Association and its tenants. It says tenants are responsible for their own behaviour and the behaviour of people who live with them or visit them. This means that we can take action when tenants are proven to be acting anti socially and where people living with them, including children and visitors, are causing problems.





We are committed to tackling issues of anti-social behaviour and adopt 5 key strategies in our approach:

- Prevention
- Partnership working
- Effective enforcement
- Safeguarding Communities
- Rehabilitation of perpetrators

These strategies, and our approach to solving problems, ensure we deliver a suitable, appropriate and flexible response to anti social behaviour issues.

If you are affected by anti social behaviour yourself or you have witnessed someone else being affected by it, you can make an initial complaint to us, irrespective of whether you are a Community Gateway tenant.

As well as contacting Community Gateway Association, you should consider contacting other agencies who may be able to help you.

- Where crime is involved, contact the Police on 01772 203203 or Crimestoppers 080055 111 or 999 in an emergency.
- Where there are any environmental issues such as noise nuisance, dog fouling and fly tipping please contact Preston City Council Environmental Health on 01772 906907.





How do I make a complaint?

Before making a complaint, consider whether you can resolve the issue yourself, for example, a neighbour may not be aware that their behaviour is upsetting you. We can give you advice on how to do this.

Whatever the problem, we take all complaints seriously. You can contact Community Gateway Association in various ways:

- Telephone our free phone number **0800 953 0213**, where details of your complaint will be taken by a member of staff.
- Call into Community Gateway Association's Head Office where a member of staff will be able to help you. The addresses and opening hours are at the end of this leaflet.
- Call into the Information & Advice Centre, St Johns Centre, Preson.
- Write or fax us at our Head Office; details on the back of this leaflet.
- E-mail us with details of your complaint at **complaints@communitygateway.co.uk**

We will not disclose any information provided by you or about you without first getting your consent, unless to do so would compromise Community Gateway Association or make the company or its employees open to legal action.

What happens when I make an initial complaint?

We are committed to responding early and effectively to complaints. We do this by:

- Making an early assessment to decide how severe the anti social behaviour is, based on the information you have provided.
- Every Report will be formally acknowledged and complainants advised of the priority assigned to the case within 1 working day.
- Contacting you within 3 working days of receiving your complaint if the anti-social behaviour is severe; or within 5 working days if it is less severe. Where necessary an officer will be in contact within 1 working day if the complainant is in immediate or significant risk/danger.



- Assign your complaint to a named officer, who will deal with the complaint.
- Regular contact will be maintained with the complainant and the complainant will be kept up to date and advised of any progress or developments.
- Discussing any need for witness support.
- The named Officer will work with partner and other agencies to resolve complaints of anti-social behaviour using a range of interventions covering prevention, diversion, education, engagement, support, enforcement, rehabilitation and resettlement.





What if I am unhappy about how Community Gateway Association have dealt with my complaint?

We will make sure that each case is dealt with thoroughly, reaches a conclusion and is then closed. You will be informed that the case has been closed and the reasons for doing so. We understand that even though a case may be closed the customer may not be satisfied with the outcome, we will however ensure that the customer receives excellent customer service thought the duration of an open case and guarantee that our preparations and case actions are thorough and concise.

If you remain dissatisfied, firstly you should contact the manager of the named officer dealing with your case. if you are still not satisfied with the service you have received you can make a formal complaint by following Community Gateway Associations Customer Complaints Procedure. You can find out more information by visiting our head Office or by telephoning our free phone number 0800 953 0213.

Monitoring the service we provide

One way we do this is by undertaking surveys as cases are closed with the person who complained. By seeking your views, we are able to check our effectiveness and use your feedback to improve the service we provide for our customers. Please help us to do this.



Want to know more?

To find out more about our service, please contact:

Community Safety Team

Deltic House, West Strand,
Preston PR1 8UY

t: 0800 953 0213

e: asb@communitygateway.co.uk

w: www.communitygateway.co.uk