Tenants' responsibilities

By signing a CG tenancy agreement, our tenants accept full and personal responsibility for crimes and acts of nuisance they commit in and around their home. Tenants are responsible for the behaviour and actions of family members, relatives and visitors to their property.

Our tenancy agreement says:

“...as a tenant, you are responsible for making sure that anyone living at or visiting your home respects other people’s rights. Your responsibilities are not only confined to your own behaviour, members of your household and visitors to your home. They may also apply to the area around your home, our staff, our contractors or agents, our offices and also to the community you live in.”

We can and will take action against a tenant if anti-social behaviour occurs elsewhere in the neighbourhood.

How you can help CG tackle anti-social behaviour

We recognise the important role you play in helping us to tackle anti-social behaviour. If you are a victim or witness, we will support you throughout the whole process.

What you can do about anti-social behaviour

Often, the most successful way of resolving disputes and misunderstanding is to discuss the problem with your neighbour. Explain what is upsetting you and try to resolve the problem early.

If you have tried to reason with your neighbour and things are still not sorted out, please contact the Tenancy Management Team on 0800 953 0213 or email tenancy.management@communitygateway.co.uk.

You can also call into Harbour House or write to:

Tenancy Team, Community Gateway
Harbour House, Port Way
Ashton-On-Ribble, Preston, PR2 2DW

We can offer a free independent mediation service to all CG tenants.

Useful contacts

Gateway Direct
0800 953 0213
customerservices@communitygateway.co.uk

Out-of-Hours Emergencies
0800 953 0213

Harbour House, Port Way,
Ashton-On-Ribble, Preston, PR2 2DW

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Anti-Social Behaviour

We will not tolerate any form of anti-social behaviour. We will record and investigate all complaints about our tenants when and where appropriate and will take timely, effective and consistent action.

We work closely with the Police and other partners to reduce crime and nuisance in the neighbourhoods where we work. We encourage residents to report criminal activity to the Police. Then we can all work together to deal effectively with problems.

About Anti-Social Behaviour

Community Gateway (CG) regards anti-social behaviour as 'Any act which caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator' (This definition comes from the Crime and Disorder Act 1998).

If you are experiencing harassment, intimidation, actual or threatened violence contact the Police straight away.

Whatever is causing you concern, we will take the issue seriously and act quickly to advise and help.

Harassment, Violence, Intimidation

If you face acts of serious harassment, you must report them to the Police. However, if the perpetrators are CG tenants or their family or visitors, we will want to investigate and decide if we should also take legal action.

Hate Crime

We will not tolerate hate-motivated acts of violence and intimidation against our residents. We will respond swiftly and effectively to the problem. For example, we will provide direct support, access to specialist agencies and translation services, if needed throughout the process. (See our Hate Crime leaflet for more details).

How anti-social behaviour complaints are recorded and dealt with

We will:
• Record full details of the problem and explain what we can do to resolve it
• Allocate a named housing officer to work with you
• Develop an action plan with you
• Investigate the complaint
• Take appropriate action to tackle the problems
• Address any issues of vulnerability of both yourself and the perpetrator
• Work with our partners to use a variety of intervention, prevention and rehabilitation to try and bring about real changes
• Work with the parents of any under-18s involved with anti-social behaviour

Actions that CG can take through work with our partners

We can deal with anti-social behaviour in a range of different ways.

Options include:
• Contacting the perpetrator to try and resolve the problem at an early stage
• Mediation
• Warning letters
• Formal warnings/cautions
• Acceptable behaviour contracts
• Parental control agreements
• Restorative Justice
• Environmental Health action for statutory nuisance (such as noise abatement notices)
• Undertakings
• Injunctions
• Anti-social behaviour legal orders
• Possession proceedings
• Other actions such as dispersal orders via the Police
• Closure of premises orders via police and/or Environmental Health

Closing a case

We will make sure that each case is dealt with clearly, reaches a conclusion and is then closed.

This is important for the person making the complaint, CG staff and anyone causing nuisance, harassment or anti-social behaviour. A case is closed when:
• It has been successfully resolved without legal action
• It has been successfully resolved with threat of legal action
• It has been successfully resolved through injunction or eviction.

We cannot guarantee success at court because a judge decides each case. However, we do guarantee that our preparations will be excellent.

We will also work closely with you and the witnesses to support you throughout. Some cases will be closed even though the customer may not be satisfied. For example, if reported behaviour cannot reasonably be classed as a nuisance or there is insufficient evidence, or if participants will not try another approach such as mediation.

We will close a case where there has not been contact from the complainant for 28 days.

We work closely with the Police and other partners to reduce crime and nuisance in the neighbourhoods where we work. We encourage residents to report criminal activity to the Police. Then we can all work together to deal effectively with problems.