

Reporting nuisance, anti-social behaviour and neighbour disputes



Your guide to reporting anti-social behaviour

This booklet tells you about Liverpool Mutual Homes' policy on tackling antisocial behaviour and also gives you advice on how you can help resolve any problems with neighbours. We will always aim to deal with and resolve problems as quickly as possible and we will try to ensure they don't get worse.

This leaflet is also available in other languages and other formats, such as Braille, large print or audio. If you would like an interpreter or translator to help you read this document, please contact your local LMH neighbourhood housing office. See back cover for details.

Our approach to nuisance and anti-social behaviour

We believe that everybody has a right to enjoy the peace and quiet of their home, free from serious disturbance and any kind of intimidation. LMH will not tolerate anti-social behaviour by a tenant against anyone in our neighbourhoods. We will enforce measures in our tenancy agreement and involve law enforcement agencies if a tenant fails to stop causing alarm and distress to others.

LMH will note and investigate all complaints about our tenants and, where necessary, take action to resolve the problems.

We work closely with the police to reduce incidence of nuisance and anti-social behaviour in our neighbourhoods. We encourage residents to report all criminal activity to LMH and the police so that we can work together to deal effectively with problems.

Taking legal action against offenders who are not our tenants is more difficult, but we can still offer support and advice with these cases.

What is anti-social behaviour?

Anti-social behaviour can be serious acts of violence or harassment. It can also be more 'everyday' things like noisy pets, loud music, or gardens that are overgrown or full of rubbish. Whatever is causing you concern, we will take the issues seriously and act quickly to help.

Harassment, violence or intimidation

If you face acts of serious harassment, violence or intimidation, you should report them directly to the police as soon as possible. If the people causing the problem are LMH tenants, or their visitors, you must also report it to us.

For further information on how to report criminal acts, see our Harassment and Hate Crime leaflet.





Every tenant's responsibility

By signing our tenancy agreement, tenants accept full personal responsibility for crimes and acts of nuisance they commit in and around their home. The 1996 Housing Act states that as a tenant you are responsible for your own behaviour and the behaviour of:

- anyone jointly named on your tenancy agreement
- your children and anyone else living with you
- anyone visiting you

LMH's tenancy agreement says that nuisance, harassment and criminal activity are unacceptable to immediate neighbours and the wider community.

We will take action against tenants who commit anti-social behaviour, even if it occurs elsewhere in the neighbourhood.

What you can do about nuisance and anti-social behaviour

1. Tolerance and common sense

We actively encourage tolerance and common sense solutions to problems.

2. Discuss it

Talking to those responsible and discussing the problem face to face is often the most successful way of resolving disputes and misunderstandings. Try explaining what is upsetting you and your family to resolve disputes with those responsible. Do this as early as you can so the problems don't get worse.

If you feel uneasy about speaking to them, or if the relationship has broken down, we can offer you the specialist services of a professional mediator. Your Neighbourhood Housing Officer or Safer Estates Officer can put you and those responsible in touch with expert advisers who can help find a solution you are both happy with. Our mediation service is free to all LMH tenants.

3. Let us know

If you have tried to reason with those responsible, but cannot find a solution, contact LMH. You can report an incident in person or by phone to any member of LMH staff in our neighbourhood housing offices. You don't have to give your name, but it helps us if you do. A member of LMH staff will contact you, either the next day or within three days depending on how serious the incident is.

Contact numbers are on the back page. Everything you tell us will be dealt with in the strictest confidence.

How to report nuisance and anti-social behaviour

Contact your neighbourhood housing offices

Contact details for all our neighbourhood housing offices can be found on the back page. Their telephone numbers are:



0300 123 2300



0800 678 1894

LMH CONNECT

Remember in a genuine emergency always dial 999 first.

The police

You can report hate crime and harassment to the Merseyside Police online at www.merseyside.police.uk or call Merseyside Police on **0151 709 6010**.

You can also call Crimestoppers on **0800 555 111** – you can report anonymously. There are plenty of ways to report an incident. So make sure you do report it and get the help you and your community need.

Our promise to you

We guarantee that:

- we will treat your complaint seriously and investigate it fully
- we will support you throughout the process
- a Neighbourhood Housing Officer (NHO) or Safer Estates Officer (SEO) will contact you within three working days, or one working day if the case is serious, to arrange a telephone or face-to-face interview
- your interview will be within five working days of your initial complaint
- we will record full details of the problem and explain how we can resolve it
- we will discuss a range of options with you and agree an action plan to help resolve your complaint



Our action plan

These are the sort of things we will do as part of an action plan:

- we will contact/interview those responsible, issue a warning letter and interview witnesses who may have seen some of the incidents
 - we will not tell those responsible who has complained
 - after contacting/interviewing those responsible, the NHO or SEO will review the findings and decide on the most appropriate and realistic course of action
- we will give you an 'incident' diary so you can keep a written record of further incidents. If needed, we will look at the most effective ways of gathering evidence and providing support to you
- we will try to get additional information from other agencies, such as the police
- if necessary we will arrange for you to receive support so that you feel safe giving evidence
- we will agree with you how often we monitor the case, until the matter has been resolved and everyone is satisfied
- we will ask you to return a satisfaction form when a case is completed to help us monitor and improve our service

We will support you however we can so that you are comfortable within your home and neighbourhood.

Reaching a solution

As the case progresses we will regularly review the action plan with you. We will monitor the case and keep a log. If the problems are not resolved, we will take further action.

The following things are likely to happen:

- if the problems are not resolved after at least two warnings, we will send out a final warning letter
- we will contact you within five working days of sending this letter to see how things are going. If you are happy with the situation, we will close the case. If you are not happy, we will continue to monitor the situation
- if the problem persists, we will intervene and can use a number of methods, including legal action to help stop the unacceptable behaviour
- if we choose court action, further evidence will be gathered. Witnesses will receive support at every stage of the process
- we cannot guarantee the outcome at court because a judge decides each case. However, we guarantee that our preparations will be thorough and that we will work closely with you and the witnesses to support you throughout
- we will record details of people who are forced to leave their homes after nuisance, harassment and anti-social behaviour and will make efforts to ensure the problems they cause are not simply transferred elsewhere
- we can also take legal action to make sure those who cause the problem are kept away from the area

Our Safer Estates Service Standards

High priority ASB

Contact made within one working day

Action plan completed in two working days

General ASB

Contact made within three working days

Action plan completed in five working days

The categories are explained below:

High priority

- harassment, intimidation or threatening behaviour
- hate related incidents (not race related)
- domestic violence/abuse
- physical violence
- race related incidents
- threat to staff

General anti-social behaviour

- noise
- vandalism and damage to property
- pets and animal nuisance
- nuisance from vehicles
- drugs, substance misuse and drug dealing
- alcohol related
- litter, rubbish and fly tipping
- garden nuisance
- misuse of communal areas, public spaces or loitering
- prostitution, sexual acts and kerb crawling
- other criminal behaviour/crime
- verbal abuse

Response times:

- graffiti removal (insulting or racist): next working day
- urgent rubbish removal (e.g. fire hazard): next working day
- general rubbish removal: 10 working days

Monitoring of cases should be weekly, but will be agreed with your Case Management Officer during action planning.

Reporting nuisance, anti-social behaviour and neighbour disputes - Translation, braille, audio tape and large print available on request. Call us on 0800 678 1894

Para informar de molestias, conducta antisocial y disputas entre vecinos - Traducción, Braille, cinta de audio y letras más grandes disponibles a solicitud. Llámenos al 0800 678 1894. (Spanish)

Sida aad uga soo warbixin karto dhibaataynta, akhlaaqda bulshada u daran iyo murannada dhex mara deriska - Turjumaad, farta braille ee dadka indhaha la', cajalad dhegeysi ah iyo far waaweyn ayaa la heli karaa marka la codsado Naga soo wac lambarka 0800 678 1894. (Somali)

Как сообщить о нарушении общественного порядка, антисоциальном поведении и конфликтах с соседями - По вашей просьбе информация может быть предоставлена на другом языке, шрифтом Брайля, в аудиозаписи или большим шрифтом. Звоните нам по телефону 0800 678 1894. (Russian)

تامچرت دجوت - ناريجلا عم تا عازنلاو عم تجملل يداعملا ل فولسل او جاعزالا ن ع غالبال اىل ع انب ل لصتا بلطلا دن ع قرفاوتم قري بگ تا عوبطمو تو ص طئ ارشو ل يارب قق ي رطو مقر 0800 678 1894. (Arabic)

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举报滋扰行为、反社会行为和邻居纠纷 如需翻译、盲文、录音 磁带和大字版本请随时索取 请拨打0800 678 1894与我们联系 (Chinese)

0300 123 2300

0800 678 1894

LMH CONNECT

LMH offices

All offices are open Monday to Friday, 9.00am to 5.00pm.

Please note, on Wednesday all offices are closed from 9.00am to 10.30am for staff training.

North West 3 Mark Steet, L5 0RF

North 3 Falklands Approach, Off Parthenon Drive, L11 5BS

East Unit One, Montrose Business Park, Edge Lane, L7 9PX

West 172 Park Road, L8 6SJ

South 4 Smithdown Place, L15 9EH

Head Office Commutation Plaza, 1 Commutation Row, L3 8QF



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