

# Anti-social behaviour



## Your actions

We are determined to protect the community and LMH properties.

If someone tells us you have been acting in an anti-social way we will investigate the complaint thoroughly and we will take action, if necessary.

If you do not cooperate, or if your actions are anti-social (such as violence or racial harassment), you won't get a second chance. We will take immediate action against you.

If you are evicted, you will not be re-housed by LMH.

## Nuisance and annoyance

We ask you to:

- not be a nuisance to, or annoy your neighbours
- respect the people around you
- ensure your family and visitors also respect your neighbours and do not cause nuisance to them.

If we find that you are annoying your neighbours, we will take legal action and you could lose your home. This applies whether the nuisance happens in your home, outside it, or anywhere else in the locality.

## Noise

This is a common form of nuisance to many people, particularly those living in flats. Try to make sure that your activities do not disturb your neighbours. In particular, keep the volume of radios, stereos and TV sets at a reasonable level. We are prepared to take action against anyone who is found to be causing nuisance in this way including confiscation of audio equipment.

## Your neighbour

If you feel that your neighbour is behaving unreasonably and causing a nuisance, there are several ways to tackle the problem:

- Speak to your neighbour as sometimes people are not aware that their behaviour is disturbing others. Simply letting your neighbour know often puts things right.

- Discuss the problem with your LMH neighbourhood housing officer. We are committed to taking action if a nuisance or disturbance is caused by one of our tenants, their families or visitors.
- If you have been threatened or harmed, you should report this to the police and your neighbourhood housing office. We can apply for speedy injunctions to protect you.
- The City Council's Noise Pollution Unit may be able to take action in serious cases of nuisance caused by noise. You can call them on 0151 225 4019.

If you are in dispute with a neighbour, an independent mediation service is available to help you. LMH staff in your neighbourhood housing office can put you in touch with The Liverpool Mediation Service.

## Harassment

We have an Equal Opportunities Policy. This means we do not allow discrimination against people because of their race, sex, disability, religion, marital status or sexuality.

Under your tenancy agreement, you, people living with you, and your visitors must not harass, cause nuisance to or annoy your neighbours.

**We will take legal action against anyone who breaks their tenancy agreement in this way and you could lose your home.**

### What is harassment?

Harassment can take many forms. It can include:

- comments
- graffiti
- verbal abuse
- rubbish dumped on doorsteps
- stone throwing
- abusive literature sent through the post
- damage to property
- physical assault
- sexual assault
- violence from a partner.

Some neighbour disputes may also stem from, or lead to harassment.

Any form of racial harassment is a criminal offence and can lead to police arrest and a custodial sentence.

## What to do if you believe you are being harassed

- Report any incidents to your neighbourhood housing officer immediately. Give as much information as possible. Any information you give will be treated confidentially
- Contact your local police station
- Contact your local Community Relations Council

If you are suffering racial harassment you can contact the Racial Harassment hotline on 0800 731 3200.

Do not give up your home without speaking to your neighbourhood housing officer.

## Drugs

You must not use or supply illegal drugs from your home. We will take legal action if you, anyone living with you or visiting you is convicted of this offence, and you could lose your home.

As well as taking legal action, we will also get as much press coverage as possible to put others off using LMH properties for this purpose.

If you are having problems because of drug-related crimes (for example, syringes lying around, or an empty property being used for drug dealing) contact your local one stop shop or call Liverpool Direct on 233 3018 immediately.

## Youth disorder

You will be held responsible for the behaviour of your child/children. If they are found to be causing any form of disorder either in, or outside your home, we will take action against you.

Make sure you know what your children do when they leave your home and are out of sight.

## What can happen to you (or others)

We will not tolerate any behaviour that causes a nuisance to our tenants. If you continue to behave in a disruptive way you could be:

- evicted from your home
- refused permission to apply for re-housing
- considered to be intentionally homeless.

We may also apply to the Court for an injunction and/or an Anti-Social Behaviour Order against you.

**Head Office:**

Commutation Plaza, 1 Commutation Row, Liverpool L3 8QF

Tel: 0800 678 1890

**Repairs:**

Tel: 0800 678 1894

[www.liverpoolmutualhomes.org](http://www.liverpoolmutualhomes.org)

