

Service Standards - Anti Social Behaviour (ASB)



Tai Ceredigion's mission statement

"to be a first class bilingual landlord and employer that puts tenants first, provides quality homes and benefits communities and the local economy".

Standard

Tai Ceredigion will not tolerate acts of nuisance, antisocial behaviour, racial harassment, hate crime or domestic violence and abuse. Tai Ceredigion considers that all residents are entitled to quiet enjoyment of their home. Everyone has the right to their chosen lifestyle providing this does not spoil the quality of life of others. Tai Ceredigion has a wider role within community safety to promote and protect the interests of those living within the communities it serves.

How we will work to achieve the standard

We will:

- prevent the occurrence of anti social behaviour by tackling the root of the cause.
- act on behalf of our tenants and staff who are victims of nuisance of antisocial behaviour.
- prioritise a complaint
- take the appropriate action against perpetrators whether or not they are our tenants.
- work with other agencies, tenants and tenant groups to achieve prevention of nuisance, antisocial behaviour and harassment.
- investigate incidents to resolve problems at the earliest possible stage using a range of options. For example, advice, warnings, acceptable behaviour contracts and sign posting, identified on a cases by case basis.
- work in partnership with the police and other such agencies.
- proactively engage with multi-agency groups such as the Problem Solving Group and other such agencies both statutory and non statutory in order to deal with antisocial behaviour effectively.

There are four categories which determine the level of response. Category one being the most serious and category four the least.

Category One:

This is behaviour which does or may result in actual or threatened physical or verbal violence. Persistent behaviour may be seen as harassment as it may affect physical or mental well-being.

Category Two:

Behaviour which is intentional, targeted and maybe continuous, e.g. illegal acts, intimidation, damage to property.

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Category Three:

Acts which breach the Tenancy Agreement at a lower level which are classed as a nuisance or annoyance to others. Tai Ceredigion deems these complaints to be neighbourhood management issues.

Category Four:

This is behaviour that does not represent a breach of tenancy conditions and which by virtue the landlord has no legal powers upon which to act. However, Tai Ceredigion will see such behaviour as having the potential to destroy a person's peaceful enjoyment of their own home and so will not ignore such behaviour. This may lead to referral to an appropriate agency.

Category	Definition	Response Time	Designated Officer
1	<ul style="list-style-type: none"> • Verbal abuse/harassment/intimidation/threatening behaviour • Physical Violence • Domestic Abuse • Hate Related Incidents • Criminal Behaviour • Drugs/substance misuse/drug dealing • Using dogs to terrorise and intimidate another person • Persistent and repeated breaches of tenancy 	Tai Ceredigion will aim to make every effort possible to contact the complainant within one working day of receipt of the original complaint	Antisocial Behaviour Advisor
2	<ul style="list-style-type: none"> • Persistent and repeated breaches of tenancy • Illegal or immoral use of the property or communal areas • Prostitution/sexual acts and kerb crawling • Alcohol related 	Tai Ceredigion will aim to make every effort possible to contact the complainant within five working days of the original complaint	Antisocial Behaviour Advisor
3	<ul style="list-style-type: none"> • Vandalism and damage to property • Running a business from a property • Pets and animal nuisance • Noise nuisance • Hoarding rubbish • Other statutory nuisances • Graffiti /damage to communal areas • Nuisance from vehicles, including abandoned vehicles • Garden nuisance • Litter/rubbish/fly tipping • Misuse of communal areas/public space or loitering. 	Response time as in Category 2	Housing Advisor, (supported by the Senior Housing Advisor where appropriate)
4	<ul style="list-style-type: none"> • Disputes over differing lifestyles 	Response time as in Category 2	Housing Advisor

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Dealing with a complaint of ASB

Tai Ceredigion will aim to:

- acknowledge receipt of complaints within 5 working days by post or email and respond within 10 working days.
- resolve most complaints as soon as possible.
- contact you to explain what steps are being taken and when a full response will be available (if Tai Ceredigion is unable to resolve complaints within those 10 working days).
- a case will be created and categorised according to the type and severity of complaint. The complaint will be on Tai Ceredigion's computerised Housing Management System. Cases will be signposted to the relevant officers or other agencies if deemed appropriate or necessary.
- bring cases to a close once they have been investigated and there is no clear evidence that the Antisocial Behaviour is continued.
- the complainant will be notified in writing when the case has been closed and advised that they can contact us again should problems occur in the future.

A copy of our Anti-Social Behaviour Policy and Procedure is available upon request on 0345 606 7654 or email post@taiceredigion.cymru.

These standards (and where appropriate, the associated procedures) will be reviewed every three years, or more frequently if changes in legislation means that is required.

