

Anti-Social Behaviour

We can help

➤ What is anti-social behaviour?

“Any behaviour which unreasonably interferes with other peoples rights to the enjoyment of their homes and communities.”

Some examples include:

- ➔ Noise nuisance such as loud music
- ➔ Litter and fly tipping
- ➔ Abandoned vehicles
- ➔ Animal nuisance such as dogs barking
- ➔ Drug and alcohol related problems
- ➔ Physical violence
- ➔ Harassment

➤ How can West Devon Homes help?

If you are experiencing Anti-Social Behaviour in your neighbourhood there are ways we can address, and aim to resolve, the problem.

Our Neighbourhoods and Communities team work with all parties, and where necessary, agencies such as the Police, Social Services, and the Probation Service to help maintain your neighbourhood as a pleasant place to live.

Where conditions of tenancy have been breached, there are a number of ways that we can intervene as a social landlord. In most cases a visit from our staff or telephone call can resolve an issue.

However intervention can take many forms, for example: mediation, cautions, Acceptable Behaviour Contracts, and even eviction.

West Devon Homes subscribes to the Respect Standard, so you can be confident that we will treat all ASB cases seriously and deal with them in a fair and professional manner.



Give respect Get respect

➤ How do I report an incident?

Under most circumstances we would recommend that you speak with your neighbour and explain the problem before contacting our offices. Sometimes your neighbour may not even be aware that there is a problem.

However, if you feel you can't approach your neighbour(s) and want to report your concerns in confidence you can ask our Neighbourhoods and Communities Team for help in any one of the following ways:

- ➔ Phone us
- ➔ Write to us
- ➔ Email us
- ➔ Visit us

Contact details are on the back of this leaflet.

➤ What will happen next?

Details of your complaint will be logged by our Neighbourhoods and Communities Team. On receiving your complaint we will send you a copy of this leaflet along with a letter of acknowledgment. We take all complaints seriously and aim to respond as quickly as possible. Where ASB complaints are of a more serious nature, for example assault, hate crime, harassment, abuse and/or violence, we will also prioritise your case to ensure the quickest response time possible from our team.

All parties will be kept informed separately of the progress of the investigation.

Please be assured full confidentiality is respected at all times.

➤ What did you think of our service?

When your case is closed you will receive a closure letter explaining the reasons for this. You will also receive a questionnaire and we would very much appreciate you filling it out and returning it in the pre-paid envelope provided.

We really value your feedback about all of our services as your views are used to help us improve services to meet your needs.

➤ When is a case closed?

Wherever possible we aim to resolve all ASB cases before they are closed. However in some circumstances it is not possible for us to resolve a case to the complainants complete satisfaction.

For example, neighbours may have differing lifestyles but are not breaching their tenancy.

Where this applies we will contact the complainant to explain the reasons for this before closing their case.





➤ Where can I get more information?

You will find further information on different types of anti-social behaviour on page 6 of your tenants' handbook, including more specific details about Hate Crime and Domestic Violence. You will also find useful telephone numbers at the back of your Handbook.

For more advice, either general or about a specific ASB problem, you can contact our Neighbourhoods and Communities Team in confidence during office hours on 01822 813770, write to West Devon Homes at the address on this leaflet or email us via our website: www.wdh.org.uk.



**WHEREVER YOU SEE THIS SYMBOL,
YOU WILL BE ABLE TO REQUEST
INFORMATION IN THE FOLLOWING
FORMATS:**

-  **LANGUAGE TRANSLATION**
-  **BRaille TRANSCRIPTION**
-  **AUDIO TAPE VERSION**
-  **FOR AN OFFICER TO READ AND EXPLAIN THE INFORMATION TO YOU**

**West Devon Homes
The Quay
Plymouth Road
Tavistock
PL19 8AB**

**Phone: 01822 813770
Email: enquiries@wdh.org.uk
Web: www.wdh.org.uk**

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