

Anti Social Behaviour: We Can Help

First Choice Homes Oldham (FCHO) believes that everyone has the right to enjoy their home and environment peacefully. We recognise that nuisance and harassment can severely blight the lives of people and visiting the locality and cause long term damage to a community, if left unchecked. We are committed to effectively tackling anti-social behaviour and will not tolerate acts of abuse or violence. We will work closely in partnership with other agencies such as the Council's Community Safety Unit, Greater Manchester Police to deal with incidents wherever they occur.

The conditions of your lease place obligations on you not to cause a nuisance. These obligations also apply to the behaviour of other occupants within your household and to visitors to your home. If a neighbour approaches you and complains that you are causing a nuisance, take a minute to stop and think. They might have good reason to complain.

Nuisance can take many forms and includes the following examples:

- Noise such as banging doors, shouting and arguing, playing loud music constantly
- Gangs of youths, and unacceptable behaviour by children or young people
- Not keeping pets under control - dog fouling or constant barking
- Harassment - including verbal abuse, racist, sexist or homophobic remarks, threats of violence, assault or damage to property
- Graffiti or damage to property
- Selling drugs or drug abuse
- Dumping rubbish
- Untidy and overgrown gardens
- Abandoned vehicles or vehicle repairs at the roadside.

What you can do if you are having problems with your neighbours?

Often people are not aware that their behaviour is causing problems to their neighbours. One way to try and resolve the problem is by speaking courteously to your neighbour. It is best to do this when you are calm and are not stressed or tired. Making a complaint when you are angry can make things worse. If the other person is unreasonable, just walk away. Do not get involved in an argument or retaliate in any way. If the problem continues or you are not able to talk to the person causing the problem for any reason, you should contact

Anti-social Behaviour (ASB) is behaviour by a person which causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as the person.

It includes things such as;

- Criminal activity, such as drug dealing or vandalism
- Hate Crime
- Harassment or intimidation
- Verbal or physical assault
- Swearing
- Loud music and noise (especially late at night)
- Dogs persistently barking or fouling
- Dumping of litter or rubbish
- Graffiti

We believe that everyone has the right to live in a peaceful, clean and safe environment which is why we are committed to tackling all forms of ASB.

Leaseholder Information Sheet No 14



your local Police neighbourhood team to ask for help. Before contacting us you should keep a record of the problem, detailing specific incidents and who was involved. If you think something is a criminal matter report it to the Police.

What you can expect from us

If you report an incident of anti social behaviour to us we will:

- Agree an initial course of action with you which will include level of contact and support.
- If we need to reveal your identity as part of the legal process we will tell you first.
- Support you we may put you in touch with others who are suffering from similar problems.
- Give evidence on your behalf where appropriate.
- Work with other Agencies to tackle the problem.
- Use the powers available to us to stop the nuisance.
- Take action at an early stage, where appropriate, to try and stop the problem before it gets worse.
- If you tell us the problem has stopped we will close the case after monitoring the case for an agreed period of time.

We will tell you when we do this.

- We can reopen a case if the problem starts again.

What we expect from you

If you report an incident of anti social behaviour to us, we will need you to:

- Keep a record of the problem, detailing specific incidents and who was involved.
- Tell us immediately about any serious problems.
- If you think something is a criminal matter report it to the Police; the Police can then provide us with evidence.
- Encourage others who are experiencing the same problems to contact us.

What we can do to stop the problem

There are many options available to us to tackle anti social behaviour but where possible, we try to resolve problems without resorting to legal action. However, if we cannot, and there is sufficient evidence, we will take action against any tenant or leaseholder who is found to be harassing others.

Examples of possible options:

Mediation - used to try to reach a satisfactory solution in situations where neighbours are having difficulties with each other (usually noise nuisance such as a barking dog or loud music) and we consider it low level.

Injunctions - used in situations where a swift resolution is needed, possibly because there has been a threat of violence. An injunction is a civil order from the County Court and in some cases can exclude an individual from entering a certain area/locality

Neighbourhood Plans

FCHO want to make sure that you are proud of where you live. We now have a system in place that ensures that the neighbourhood teams get to know the aspirations of the neighbourhood and what affects you most. The Neighbourhood Plan has been designed to help work towards changing these aspirations into real outcomes. With your help we will create a tailor made action plan for your neighbourhood that will help you shape up where you live. The neighbourhood teams will then work with the community and partners to deliver the outcomes that you have highlighted as part of the action plan.

You can report anti-social behaviour using any of the following methods:

- Via the FCHO web site www.fcho.co.uk - type ASB in the search box. There is an on-line form for you to complete.
- By e-mail: asb@fcho.co.uk
- By Telephone - 0161 393 7117