



**Reporting
Anti-Social Behaviour**

What happens next?



Thank you

We know how difficult it can be to report antisocial behaviour (ASB). We want you to know that we take all reports of ASB seriously. We are committed to doing all that we can, within our powers to investigate, manage and resolve ASB.

This Leaflet

This leaflet is a guide for tenants who have reported ASB to us. It tells you what you can expect from us, what we need from you and what the next steps are following your ASB report. Please read through this leaflet, if you have any questions or would like to discuss your report of ASB further please contact your housing officer.

Contact Information

Telephone us: 0114 228 8100

Email us: info@archeshousing.org.uk

Webchat: www.archeshousing.org.uk



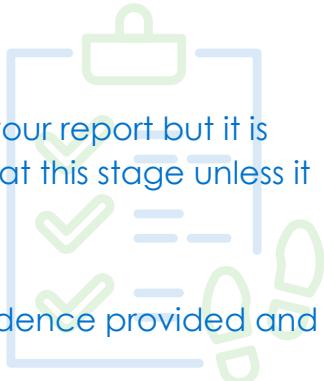
What happens next?

Is it a one off incident?

If the incident is a one off we will record your report but it is unlikely that we'll take any further action at this stage unless it is a high risk situation.

Is it a persistent issue?

We will review all the information and evidence provided and decide what to do next.



What actions could Arches take?

Depending on the seriousness of the incident we could take a number of different actions. It's important to remember that we will need to speak to all parties involved. We may;

- Issue a tenancy warning letter
- Encourage all parties to take part in mediation to support a positive resolution
- Issue a good neighbour agreement to all parties
- Signpost you to other agencies that could help resolve the situation such as the Police or Local Council
- In cases of noise nuisance, we might use noise monitoring equipment to help gather evidence.

What we don't class as ASB

Not every situation is classified as ASB. The list below isn't exhaustive, if you are unsure we can explain this further to you.

- Children playing
- DIY or housework
- Smells
- Cats roaming or entering gardens
- Parking disputes
- Staring
- Untidy gardens, unless it directly impacts you

What we want to achieve

We want to work with you and your neighbours to resolve the issues you have and to support you to achieve a positive resolution

Our commitment to you

When dealing with your report of ASB we commit to doing the following:

- Act with integrity and be honest with you
- We will treat you with dignity and respect, however we may have to have some difficult conversations with you about your case
- We will act fairly and be impartial when investigating your report of ASB
- We will treat your information with care but we may need to share information with partner organisations like the police or social services if there is a risk to yourself or others
- We can't always share all information with you about the actions we are taking or other people involved in your case due to confidentiality. We will tell you if this is the case.
- We will agree an ASB action plan with you that includes planning in regular contact with you via your preferred method.

What we need from you

To get the best chance of a resolution to your ASB case we need to work together. We will need you to assist us where you can to do the following:

- Gather evidence of the ASB such as completing log sheets, providing photographs or descriptions of perpetrators
- Report incidents to our partner organisations when this is appropriate such as the Police or Local Council
- Keep us updated of any changes, either positive or negative.

How we will support you through the process

We understand that reporting ASB to us can be challenging, we are here to support you. We will work with you to try to resolve the ASB you are facing but there are other things we can do to help you. We can:

- Refer you to local victim support charities
- Signpost you to appropriate online resources about ASB
- Signpost you or refer you to our independent tenancy care and support scheme
- We may offer additional security measures for your home if you feel unsafe or there is a significant risk identified.

What to do if you are unhappy with progress or how your case is being managed

If you are unhappy with how your report of ASB is being managed please let us know. We want you to feel supported during the investigation of your case. Please speak to your housing officer in the first instance about your concerns. You can also call us on: 0114 228 8100 to log your concerns with us

How we will check we're doing things right

ASB cases are reviewed by the Housing Officer and Neighbourhood Manager on a regular basis with formal reviews taking place every 4 - 6 weeks. We do this to make sure that we are taking appropriate action on cases and maintaining contact with reporters in line with the agreed action plan.

Useful Contact Information

Police: 101 (Non Emergency) or 999 (Emergency)

Crimestoppers: 0800 555 11

Samaritans: 116123

ASB Help: www.asbhelp.co.uk

Stop Hate: www.stophateuk.org

Shelter: www.shelter.org.uk

Arches Tenant Support Service:

www.tenantcare.co.uk

User Name: arches

Password: tenantsupport



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