

## Taking Action

- Early intervention
- We recognise that by addressing ASB early, it is possible to stop problems escalating and prevent tenancy enforcement action
- We will use the different tools available to help us identify ASB at an early stage

This will include:

- Speaking with the alleged perpetrator about their behaviour
- Formal warnings
- Signposting to agencies
- Acceptable behaviour agreements
- Mediation
- Enforcement action

We understand that prevention and early intervention alone may not completely resolve ASB. Where required, we will take enforcement action to protect the communities we serve. This may include taking legal action, where it is reasonable to do so.

## Giving Support

### Supporting Victims

We know that ASB can have a major impact on victims, and this can be especially serious where victims are particularly vulnerable, e.g. the young, older people, disabled and those with mental health issues. We will support victims to deal with the impact of ASB and work with other specialist agencies where we are unable to provide support directly. This may include providing additional security measures to your home and referring victims to support agencies.

### Supporting witnesses

We understand that many witnesses are worried about giving evidence, regardless of whether or not they were the victims of ASB. We are developing our approach, so that witnesses feel supported and encouraged through the process, including giving evidence in court. This includes letting you know when your evidence will be seen by the perpetrator, arranging court visits, arranging transport to court and disability access.

For more information on anti-social behaviour please visit our website: [www.vectishousing.co.uk/antisocial-behaviour.aspx](http://www.vectishousing.co.uk/antisocial-behaviour.aspx)



Vectis  
Housing



## CONTACT US:

Repairs: **01983 520353**

All other enquiries: **01983 525985**

[enquiries@vectishousing.co.uk](mailto:enquiries@vectishousing.co.uk)

[www.vectishousing.co.uk](http://www.vectishousing.co.uk)



Quick Guide to  
**Anti-Social  
Behaviour**  
for **VHA** residents

## ANTI-SOCIAL BEHAVIOUR

At Vectis Housing Association, we take ASB very seriously. This leaflet sets out: **What is ASB?** - What we consider to be anti-social behaviour. **What is NOT ASB?** - What we don't consider to be anti-social behaviour. **Mediation** - When we will recommend mediation. **Working with partners** - How we work with tenants and other agencies. **Taking action** - How we intervene early and take enforcement action where necessary. **Giving support** - How we support victims and witnesses

### WHAT IS ASB?

Vectis Housing Association and our tenants define ASB as:

“Conduct which is capable of causing nuisance or annoyance to any person and which directly or indirectly relates to, or affects the housing management functions of a relevant landlord.”



All our tenants have the right to feel safe and secure in their homes and we will work to ensure this by:

- Working with our partners and our tenants to prevent and tackle ASB
- Dealing with ASB quickly and effectively with the minimum amount of distress to our tenants

Taking a balanced approach to dealing with ASB by:

- Working with perpetrators to address their anti-social behaviour
- Taking enforcement action where necessary

- Supporting all victims of ASB particularly vulnerable residents and those at greatest risk
- Ensuring that ASB prevention remains a priority for us and our residents

### ASB MAY INCLUDE:

- Alcohol-related anti-social behaviour
- Other criminal behaviour
- Domestic violence
- Drugs/substance misuse/drug dealing

- Hate-related incidents
- Fly-tipping
- Noise
- Nuisance from vehicles including misuse/obstruction of parking areas on land owned by VHA
- Vandalism and verbal abuse

At our schemes and estates, we have a diverse mixture of people, with neighbours of different race, age and religion. Inevitably, some people will view an incident as 'anti-social' when we cannot reasonably investigate or resolve it. Incidents that are reported as personal differences, or that arise from differences in lifestyle or estate management issues, are not considered to be anti-social.

### THINGS WE WOULD NOT INVESTIGATE AS ASB INCLUDE:

- Rubbish left outside a property
- Neighbour differences, such as differences of opinion
- Cats fouling
- Cigarette butts being dropped
- Cooking smells
- Parking disputes on roads, pavements, etc.
- One-off party or barbecue

### WHAT IS NOT ASB?

- Living Noise

We would also not consider everyday living noises as anti-social behaviour. Examples include: babies crying, doors closing, children playing, DIY noise that is taking place at reasonable hours (generally between 7am to 11pm)

Although we understand that this may annoy some residents, unfortunately this sort of noise is a part of everyday life and we will not investigate it as anti-social behaviour.

While everyday living noise will not be investigated as an ASB case, our housing services team may be able to resolve issues in other ways, for example, conducting visits to residents, giving advice to neighbours about reducing noise levels or suggesting mediation. If we are able to help you in any way, we will.

This hopefully gives an indication of what you can expect if you have concerns over events affecting your home.

## Mediation

Although we may not be able to investigate certain issues as an anti-social behaviour incident, we may still be able to help.

One successful method is mediation. Mediation has been used to resolve cases of:

- Noise (living and nuisance)
- Nuisance from children and youths
- Street parking
- Barking dogs
- Parties and loud music

Mediation enables both parties to talk and be listened to. It enables them to feel in control again and any conflicts can be resolved. It is not about who is right and wrong, but finding a way forward amicably for both sides.

## Tolerance towards neighbours

As tenants of Vectis Housing Association, we ask you to be aware of your responsibility to be patient and accepting towards your neighbours. Tenants are asked to be understanding because when you live in built-up areas, some noise, such as children playing or babies crying is inevitable.

## Working with partners

- Working with other agencies
- We work in partnership with other organisations to help combat ASB effectively. These agencies include the local authority and the police.
- Together, we develop and continually improve the ways in which we confront ASB.

## Working with you - our tenants

We recognise the need to involve tenants in our approach to dealing with both the causes and effects of ASB. We will work with tenants to develop solutions to ASB, communicate the work we are doing, and encourage communities to resolve problems independently where possible.