



ANTI-SOCIAL BEHAVIOUR



We are committed to providing our tenants with decent homes in a safe and pleasant environment.

In partnership with our tenants, the police, Council and other local agencies, we are determined to tackle anti-social behaviour, help resolve neighbourhood issues and disputes and improve the local area.

Anti-social behaviour is defined as conduct likely to cause harassment, alarm and distress to a person not of the same household.

IT INCLUDES:

- Racial harassment and hate crimes
- Assault or physical violence
- Verbal abuse or threats
- Vandalism
- Illegal drug use (selling or producing drugs in homes)
- Noise nuisance (including loud music, late-night or early-morning noise, barking dogs, vehicle noise)
- Graffiti
- Rubbish dumping (fly-tipping, abandoned furniture or vehicles)
- Repairs to a vehicle in unauthorised areas such as in gardens
- Untidy gardens which are overgrown, littered with rubbish or likely to attract vermin

WHAT WILL WE DO?

Persistent and unchecked anti-social behaviour can cause great distress to our tenants and neighbourhood.

We will not tolerate such behaviour and will enforce the conditions laid out in the tenancy agreement.

This means taking a range of measures against anti-social behaviour, balancing prevention, guidance, support and enforcement actions - where necessary with legal action. Anti-social tenants risk losing their homes.

Offenders will pay - we will charge tenants for any damage they cause to our homes as a result of anti-social behaviour.

OUR SERVICE STANDARDS

We have developed Service Standards which outline how we deal with anti-social behaviour.

WHAT CAN YOU DO?

When a problem is causing you concern, if you feel comfortable, approach the tenant involved. They may not know their behaviour is a problem. Be polite and calm. Explain the problem and how it is affecting you, your family or the neighbourhood. Listen to the response – and concentrate on how the behaviour can change. If the response is unreasonable, or nothing is done, you can take the matter further.

Write down the details of the behaviour. This should include:

- The type of problem
- The date/s and time it occurs
- The location
- Who is involved
- Any other relevant information such as a police incident/event number

You can then raise the issue in complete confidence with your CCG area office. It will be thoroughly investigated. This may involve officials contacting those responsible, any witnesses and involving relevant Council departments and/or the police.

We hope this will solve the problem. If it does not, we may take further action through our Neighbourhood Services team.

Our Neighbourhood Services Team will then decide on the best course of action based on the evidence, which can include warnings, mediation, Acceptable Behaviour Contracts, Anti-Social Behaviour Injunctions and Orders (ASBIs and ASBOs), Possession Orders and Eviction and Demotion of Tenancy.

We will do our best to provide support and assistance both to tenants suffering from anti-social behaviour and any witnesses. We treat every complaint in complete confidence.

INFORMATION

You can see our Service Standards and Policy by visiting our website at www.ccgwynedd.org or by contacting the Neighbourhood Services Team on **0300 123 8084**.

USEFUL NUMBERS

Cartrefi Cymunedol Gwynedd
0300 123 8084

North Wales Police
0845 607 1002 or 101

OTHER ORGANISATIONS

Crime Stoppers
0800 555 111

Citizens Advice Bureau
08444 772020

Victim Support
0845 3030 900

If you would like to receive this leaflet in a different format, such as Braille, large text or in another language, contact us on 0300 123 8084.