

Dealing with nuisance and anti-social behaviour

Putting things right



Get in touch or find out more



www.riverside.org.uk

email: **info@riverside.org.uk**

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Customer Service Centre



24 hours, **365** days a year. So you can call at the weekend or even on Christmas Day

0345 111 0000



Speak to a member of our team



We are happy to accept **Next Generation Text** (NGT) calls. Press '3' once connected

This leaflet provides information about nuisance and anti-social behaviour. What it is, how to report it and how we can help. This is one of a number of leaflets we produce for our customers. You can find them all on our website or in our offices.

At Riverside, we are committed to providing excellent service to all our customers. We value diversity and do everything we can to make our services available to as many people as possible. This commitment to equality is at the heart of everything we do.

Important note

Acts of nuisance and anti-social behaviour can take many different forms and need different actions. In order to make sure we provide the right advice and take the right actions we need to treat them on a case by case basis. We will only know the best approach to take once we've spoken to you. This is why we don't explain a step by step approach in this leaflet because not every case is the same.

A summary of our policy and procedure can be found on our website or on request at your local office. It explains how we handle cases and gives more details of the steps and timescales we might take.

What is nuisance behaviour?

Nuisance behaviour can take different forms, including:

1. Anti-social behaviour

This covers a wide range of unacceptable activity that can affect the quality of life for you or your neighbours. It can include groups of people causing annoyance, fly tipping, drug abuse, drug dealing and nuisance from pets. Some issues can be relatively mild but others can even involve criminal behaviour.

2. Hate crime and harassment

Hate crime is any incident that is motivated by prejudice or hostility towards any aspect of a person's identity. This could include, but is not limited to, ethnicity, religion, gender, gender identity, sexual orientation, disability, marital status, pregnancy and maternity.

Harassment is any form of unwanted behaviour that is targeted and intended to cause pain or discomfort. It can happen once or be an ongoing problem. It can be motivated by any form of prejudice or hostility towards a person, including the reasons above.

3. Domestic abuse

If you are experiencing domestic abuse, please contact us for help and advice.

Reporting nuisance behaviour

We understand how much stress can be caused and we want to make reporting incidents as easy as possible.

If you feel it's safe, try to work out a compromise with your neighbour. They may not realise they are affecting you.

If you don't feel safe or comfortable and would like our help, please contact us so we can find out more details about what you're experiencing and see if it is something we can help you with. The important thing to remember is to get in touch with us for help and advice. You can report an incident by calling us, going online, visiting your local office or arranging a meeting with us at a time and place that suits you.

There are some occasions when we might not be the right people to help and we may need to ask another organisation for support. This could include the police or the local council. If this happens we will talk it through with you and explain why they are the best people to help you.

When we can help

Reporting anonymously

All reports to us are dealt with in the strictest confidence. However, if you prefer, you can make an anonymous report to us. If you do make an anonymous report, please remember, it is more difficult for us to take further positive action, as we will be unable to get in touch with you for more information if we need it.

Any acts or threats of violence must be reported to the police immediately.

We can become involved in cases when:

- one of our tenants is experiencing problems
- one of our tenants, or their visitor, is causing the problem
- a tenant, resident or visitor (including children) to one of our properties, has been charged/convicted of a criminal offence committed at the property or in the local area.

What we can do

We are committed to doing everything possible to help protect you from any acts of nuisance behaviour.

As your landlord, we treat all reports of nuisance seriously. All incidents reported to us will be acknowledged within one working day. We will treat each case separately to make sure we are taking the most suitable actions and we will work with you to find out more about what you're experiencing and how we can help. We will keep in touch with you every step of the way so you know what we are doing throughout the investigation.

All reports of nuisance will be dealt with in confidence. Sometimes, depending on the problems, we may need to interview other witnesses and involve other organisations but we will only do this with your permission.

We carry out pre-tenancy checks in 100% of applications and in certain circumstances we do suspend applications where necessary. Tenancy Agreements and Licence Agreements make it clear that tenants are responsible for the behaviour of those living at or visiting the property (including children and animals). The agreement can be enforced through court action if appropriate.

What we cannot do

There may be times when we're not able, or we're not the right people, to help. This could be because:

- after talking to you and reviewing the details we may decide there is not enough evidence to support the case
- the nuisance reported is the responsibility of another organisation, for example, it could be the police or the local council.

If there is any reason we cannot help, we will always explain why and give you the details of the people who can.

Support you'll receive

We will keep in close contact with you throughout the process.

We value how diverse our communities are and we know that everyone has different needs, so we will make sure we consider your individual circumstances, support needs and concerns.

Working together

We work closely with the other agencies in your area including your local authority, the police and support agencies.

We're committed to making your home a safer place to live and encourage residents to report any incidences of nuisance behaviour to us, or the relevant agency.

Equal opportunities

We will not discriminate against you or members of your household on the grounds of race, gender, sexuality, age, culture or belief.

Do you need help or more information?

If you would like more information or need help with any problems of nuisance or anti-social behaviour, please contact us.

Other useful numbers

Crimestoppers

If you would like to report information about a crime anonymously, you can call Crimestoppers on 0800 555 111.

Emergency services

Remember, if you need immediate assistance call 999 or 112.

Victim support

You can get in touch with their national helpline service 0808 16 89 111
www.victimsupport.org.uk

True Vision

If you would like to report any incidents of hate crime, you can get in touch with True Vision www.report-it.org.uk

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The Riverside Group Limited

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