

YOUR GUIDE TO

How we tackle Anti-Social Behaviour (ASB) Issues

We want all tenants to enjoy their homes and feel safe in their neighbourhoods.

If you experience anti-social behaviour, we will work with you to resolve your concerns. Here we explain how we will deal with reports of anti-social behaviour.

What do we mean by anti-social behaviour?

- Violent, aggressive, threatening or intimidating behaviour or language towards you, a member of your household, visitors to your home or an authorised person working on behalf of Community Gateway.
- Any type of hate behaviour that targets members of identified groups because of their perceived differences.
- Acts of nuisance or anti-social behaviour caused by the misuse of alcohol or illegal substances.
- Acts of harassment.
- If one of our properties is used for illegal or unlawful purposes e.g. the production, storage and/or selling of illegal substances, the storage of stolen goods or prostitution.

- Unreasonable and persistent noise nuisance such as shouting, banging or slamming doors or loud music.
- Problems caused by pets such as persistent dog barking or fouling.
- Reports of littering, graffiti or fly tipping on Community Gateway land.
- Incidents of inappropriate use of communal areas.

Things we can't deal with:

- Children playing, which may include ball games.
- One-off incidents of noise, such as parties, gatherings, dogs barking or shouting.
- Noise complaints which are considered to be normal living noises such as talking, footsteps or from everyday domestic activities.
- We are unable to resolve issues when people are being generally unpleasant to one another, including name-calling and disputes on social media such as Facebook, unless it amounts to harassment or hate crime.
- Parking issues, in particular incidents that occur on a public highway.

How to report it:

All criminal behaviour, including threats or acts of violence should be reported to the police, by calling 101 or 999 in an emergency or by reporting it online at <https://doitonline.lancashire.police.uk/>

You can report anti-social behaviour to us in the following ways:

- Telephone: 0800 9530213 (option 5)
- Email: tenancymanagement@communitygateway.co.uk
- Website: www.communitygateway.co.uk/anti-social-behaviour


community
gateway

www.communitygateway.co.uk

What happens when you report anti-social behaviour?

When you make a report of anti-social behaviour to us, we will:

- Contact you within one working day to carry out an early assessment of the report. We will ask you questions about the incident, identifying any urgent actions that need to be taken.
- If we can help, we will agree an action plan with you that will set out how the investigation will be carried out, including what evidence we may need you to provide.
- Provide you with a named officer to lead on your case.
- Keep in regular contact with you throughout the investigation, providing you with support throughout.
- Work with the Police and other local agencies required to resolve your complaint.
- Discuss our findings with you, including the options available.
- Resolve cases quickly and efficiently, however anti-social behaviour can be a complex, lengthy process with each case taking different lengths of time.
- Aim to resolve all cases of anti-social behaviour, however in cases where we cannot, we will discuss this with you directly.

What if I'm dissatisfied with the outcome?

If you have reported an issue to us, and you are not happy with the service you received, or would like to appeal the outcome provided, you can make a complaint to us.

- **Email:** complaints@communitygateway.co.uk
- **Call:** 0800 953 0213 (option 6)
- **Visit our website:** www.communitygateway.co.uk/comments-complaints-and-compliments

The logo for Community Gateway features the word 'community' in a blue, lowercase, sans-serif font. Above the 'i' and 'n' in 'community' are four stylized human figures in green, yellow, red, and blue. Below 'community' is the word 'gateway' in a larger, bold, blue, lowercase, sans-serif font.

www.communitygateway.co.uk