

Let's talk about...

Anti-social Behaviour

Nuisance and anti-social behaviour can be anything which is capable of causing alarm, distress and inconvenience to those who suffer from it



What is nuisance and antisocial behaviour?

Nuisance and anti-social behaviour can be anything which is capable of causing alarm, distress and inconvenience to those who suffer from it. The type of behaviour which can result in nuisance can be as minor as inconsiderate parking or neglect of a garden, through to serious acts of harassment or violence.

Acceptable behaviour

All our tenants sign a Tenancy Agreement agreeing not to cause nuisance to neighbours in the area or local community. Under the Tenancy Agreement you are responsible for the behaviour

of your family and visitors. You must ensure all members of your family or visitors do not cause nuisance or become involved in anti-social behaviour in the home or local area.

(See “Let’s talk about ... leaflet on Managing Your Tenancy”.)

Everyone has a right to enjoy their home and the area in which they live, as long as their actions do not inconvenience or cause nuisance to others. Good neighbours show tolerance to others with different lifestyles. But this does not mean that you should have to tolerate behaviour that is threatening or distressing.



What does the Trust do?

If you are suffering neighbour nuisance from a Chester & District Housing Trust tenant, or you are a tenant suffering from nuisance, we will:

- Listen to your complaints and take down all the details of incidents of nuisance that have occurred (confidentially)
- Ask you for dates, times and types of nuisance that have occurred
- Also ask how the nuisance has affected you and who is causing the nuisance
- Provide diary sheets for you to note the nuisance
- Ask you what you want us to do

- Not take further action without consulting you
- Take your complaint seriously and explain what we can and cannot do
- Investigate all complaints made
- Take appropriate action if there is sufficient proof that a tenancy condition has been broken due to nuisance
- Encourage people to take a stand

What standard of service can you expect?

We will:

- Respond to all reports of serious anti-social behaviour and hate



- crime where there is a risk of violence and or damage to Trust property within 24 hours
- Respond to all other reports of anti-social behaviour other than above within three working days
- Keep victims of anti-social behaviour updated about what we are doing about the case on a regular basis
- Publicise details of all Anti-Social Behaviour Orders (ASBOs), injunctions, curfews and evictions for anti-social behaviour

- Measure satisfaction of all complainants of anti-social behaviour
- Use a mediation service to try to resolve disputes between neighbours

What types of action will the Trust take?

Warnings

Most people will stop causing a nuisance following this stage. We will warn residents that their actions are breaking their tenancy agreement

and that they might lose their home if they persist in causing a nuisance.

Injunctions

We can seek an injunction through the court to request a resident to stop doing something, such as causing a nuisance, and to require them to carry out certain actions to bring them in line with their tenancy agreement. Breaking an injunction may result in a return to court and imprisonment or a fine for contempt of court.

Possession Proceedings

If nuisance or harassment is sustained, after all other reasonable steps have been taken, we may proceed to court and seek a possession order. This can result in a family losing their home.

However, it is important to note that some of these remedies cannot be taken



straight away. We have to work within the law and the court process, which can take time. We might not be able to take the action you want us to take immediately. For example, if there is insufficient evidence or if there is no clear victim and the nuisance has occurred due to a personal disagreement.



What can you do?

It is vital that you record incidents as and when they occur, as it is difficult remembering everything over a period of time. We need dates, times and details about the nuisance, how it affected you and details of who was causing it.

Often people do not realise their actions may be upsetting you. In some cases

the nuisance can be stopped if you speak to the person and talk about the problem.

You can also report problems to Environmental Health or the Police, or take your own legal action by contacting the Citizens' Advice Bureau (CAB) or Law Centre.

Occasionally you might need to complete a witness statement or attend court to give evidence. However, very

few cases of nuisance result in court action.

seeking Anti-Social Behaviour Orders (ASBOs)

Other forms of action

If necessary we can refer the problem to another organisation:

Mediation Service - helps resolve differences and is free to tenants

Environmental Health - help with noise nuisance, rubbish or dumped cars

The Police - where criminal acts have been reported such as drug dealing, violence and criminal damage or hate crime, such as harassment

Social Services - we will co-operate with Social Services to help in cases where tenants have coping difficulties

We will also co-operate with statutory agencies when



If you want to know more,
please contact us:

Online: 

Web: www.cdht.org
Email: info@cdht.org

By phone: 

Freephone: 0808 100 7701
Monday to Thursday
8.00am - 6.00pm
Friday 8.00am - 5.00pm
Fax: 01244 305690
Minicom: 01244 305500
Text: 07800 000 177



By visiting us at:

Registered Office
Centurion House
77 Northgate Street
Chester, CH1 2HQ
Monday to Friday
9.00am - 4.45pm

**Neighbourhood Office,
Lache**
89a Cliveden Road
Lache, CH4 8DT
Mon, Tues, Thurs & Fri
9.00am - 12.00pm

**Neighbourhood Office,
Blacon**
17-18 The Parade,
Blacon, CH1 5HW
Monday to Friday
1.30pm - 4.30pm

Resident Involvement

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!** Interested?

Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

Also Available in:

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