

PEOPLE FIRST HOUSING ASSOCIATION

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People First HA is registered under the Industrial and Provident Societies Act 1965, Registration Number 27746R. It has Charitable Status.



ANTISOCIAL BEHAVIOUR POLICY

People First is committed to tackling antisocial behaviour.

We treat all cases:

- Seriously
- Promptly
- Professionally
- Confidentially

RESPECT

People First have signed up to the 'Respect Standard for Housing Management'. This means that we work in partnership with other organisations, such as the Police, Local Authorities and Resident Groups to reduce antisocial behaviour. We take part in regular 'Respect Action Weeks' to improve neighbourhoods. You can find out more about Respect Hulme here:

<http://www.makingmanchestersafer.com/>

SWIFT RESPONSE

People First believe in acting swiftly when nuisance occurs. We react to all complaints of nuisance in less than five working days. If the nuisance involves violence, we aim to respond within 24 hours.

DEFINITION

The term 'antisocial behaviour' is used to describe a host of problems, ranging from serious criminal activity to persistent nuisance that spoils the enjoyment of others. Examples include:

- Criminal activity, such as burglary, drug dealing or graffiti
- Violence and aggressive behaviour or language
- Drug, alcohol and solvent abuse
- Harassment and 'Hate Crimes'
- Disputes between neighbours
- Aggressive or noisy pets
- Fouling of public areas
- Domestic violence
- Youth nuisance
- Noise nuisance

CONFIDENCE

We treat all reports of antisocial behaviour in confidence: We won't reveal your name to anyone unless you specifically say you are happy for us to do so. We will make sure you feel safe reporting incidents. We will draw up a 'Witness Support Plan' for individual cases to set out clearly the support you can expect.

SOLUTIONS

Many disputes can be resolved amicably through talking to the person causing the problem. Where this is not possible, we agree an Action Plan with the person (or people) experiencing the nuisance. Some of the solutions we may resort to are:

- **Mediation:** Using a third party to negotiate a mutually agreed solution
- **Acceptable Behaviour Contract (ABC):** A written contract, which sets out acceptable behaviour. If broken, People First may take legal action.
- **Antisocial Behaviour Injunction (ASBI):** A court order that forbids a person from carrying out specific acts. If broken, it may lead to an arrest.
- **Antisocial Behaviour Order (ASBO):** A court order that forbids a person from carrying out specific antisocial behaviour. If broken, it may lead to arrest.
- **Demotion Order:** A court order that leads to the tenant losing 'security of tenure' and the right to exchange or assign their tenancy. The order may eventually lead to a tenant losing their home, if antisocial behaviour persists.
- **Possession Order:** A court order that may lead to a tenant losing their home.