



**RESPECT** Give respect Get respect

## Anti-Social Behaviour



**west  
north  
west**  
homes leeds

العربية • 中文 • فارسی • Français • كوردی • Polski  
Português • Soomaali • ភាសាខ្មែរ • اردو



If you would like this document in your language, **large print** or Braille, please contact your Neighbourhood Housing Office, who can do this for you free of charge.

#### Arabic / العربية

إذا كنت ترغب بالحصول على هذه الوثيقة مكتوبة بلمتلك الأام أو مطبوعة بأحرف كبيرة أو على شكل بريل، فقم بالاتصال بمكتب اسكان الأحياء، هذه خدمة مجانية نقدمها لك.

#### Cantonese / 中文

如果你需要這份文件翻譯成你的語言，或以大字體或盲人點字格式說明，請與你的鄰里房屋辦事處聯絡，他們能夠免費給你安排。

#### Farsi / فارسی

اگر شما علافند به دالشتن این مترك بزبان خود، بصورت بریل، خط درشت و یا بصورت نوار شنیداری می باشد لطفاً با نبرهود هاوزنگ آوفس (Neighbourhood Housing Office) خود تماس بگیريد، اونها می توانند این كار را برای شما بصورت رایگان انجام دهند.

#### French / Français

Si vous désirez recevoir ce document dans votre propre langue, en gros caractères ou en braille, veuillez contacter votre Bureau Logement -Neighbourhood Housing Office- qui se chargera de vous l'envoyer gratuitement.

#### Kurdish / کوردی

ئەگەر دەتەوێت ئەم نووسراوەت بە زمانی خۆت یان بە چاڤی پێتێ گەرۆ بە پاخۆد بە بریل (شێوازی نووسینی نابینا) بۆ دابین بکەیت، ئەوا تکایە بە یۆدندی بە ئۆفیسێ خاتوو یەرچی تاوچەکە تەو دەتێبیرھووود شاوژین ئۆفیس) بکە و ئەوان بە خۆراڤی ئەم کارەت بۆ دەکەن.

#### Polish / Polski

W celu otrzymania niniejszego dokumentu w swoim ojczystym języku, dużą czcionką lub w języku brajla, proszę skontaktować się z Dzielnicowym Biurem Mieszkaniowym, które dostarczy tłumaczenie bezpłatnie.

#### Portuguese / Português

Se pretender obter este documento no seu idioma, impresso em letras grandes ou em Braille, contacte o Gabinete de Habitação da sua zona, que poderá fazê-lo gratuitamente.

#### Somali / Soomaali

Haddii aad ku rabto xaashaddan af-kaaga hooy, far waaweyn ama far indhoole, markaasi fadlan la xidhiidhid Xafiiska Guriyeynta Xaafadda, kuwaas oo sidan lacag-la'aan kuugu samayn karaya.

#### Tigrinya / ትግርኛ

ዘይ ጽሑፍዚ ብጽግታዚ ብዓብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነት-ግን ጽሑፍ) እንተደለኹ፣ ኑሲ ናይ ኣብዚኹ ናይ ኣብይ-ቲ ቢት-ጽሑፍት ደውለል-ሆ፣ ዘይ ብዓጻ ከገብሩልኹ ኢየሆ።

#### Urdu / اردو

آرے آپ کو تحریر آپ کی اپنی زبان میں، بڑے پرنٹ پر یا بریل میں درکار ہونے والے ممبر بڑا سگ آفس سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کر سکتا ہے۔

West North West Homes has signed up to the government's 'Respect Standard for Housing Management'. We are promoting 'Respect' in the area by working closely with other agencies and the community.



## What is anti-social behaviour?

Anti-social behaviour (also known as ASB) is 'any behaviour that causes, or is likely to cause, harassment, alarm or distress to one or more persons not of the same household. Anti-social behaviour threatens the physical or mental health, safety or security of individuals, groups and communities and, therefore, undermines people's basic human rights'.

### Examples of ASB:

- using a property for illegal purposes
- threatening or swearing at neighbours
- vandalism
- noise nuisance
- racist or homophobic abuse or graffiti
- dumping rubbish and misuse of communal areas
- vehicle related nuisance.

# Harassment and hate crime

We will not tolerate any act of harassment, or hate crime, to you, your family or property for any reason. Examples of harassment and hate crime include:

- intimidation
- abusive or insulting words and behaviour
- physical abuse
- acts which interfere with the peace of another person.

A hate crime incident is when you, your family or property is subjected to violence or damage because of:

- your nationality, racial origins, colour of your skin, known as racist hate crime;
- your sexual orientation, which is known as homophobic hate crime;
- your religion, known as religious hate crime;
- your disability, known as disabled hate crime.

Please see West North West Homes' hate crime leaflet for more information.

# Domestic violence

You must not carry out acts of domestic violence against your partner, family or anyone else living in your property. If you threaten to, or carry out any act of domestic violence, and your partner, or any member of the household living with you leaves as a result, your tenancy will be at risk and you could lose your home.

Please see West North West Homes' domestic violence leaflet for more information.

# Our commitment to tackle anti-social behaviour

West North West Homes recognise the disruption caused by the anti-social behaviour of a few people who act unreasonably. Problem neighbours and young people acting anti-socially can make people's lives a misery.

We are committed to reducing anti-social behaviour, to protecting victims and witnesses of anti-social behaviour, and to using all our available tools and powers to achieve this. By working closely with a number of partner agencies, we tackle and prevent anti-social behaviour. We also liaise with the police and meet monthly with the Neighbourhood Policing Teams to discuss 'hotspots', and issues of concern in the area.

## **Our partners include:**

- The Anti-Social Behaviour Unit
- The Youth Offending Team
- Mediation Leeds
- Adult and Children social care
- Health services
- Safer Leeds Team
- The National Probation Service
- Police + Youth service.

# How can I report anti-social behaviour?

We deal with reports of anti-social behaviour in the strictest of confidence. You can report it in the following ways:

- In an emergency dial 999.
- You can phone, email, write to, or visit your neighbourhood housing office.
- You can report the incident for yourself, or on the behalf of the person affected.
- You do not have to give your name when reporting ASB.
- via our Out of Hours confidential hotline on Tel: 0789 1273 625.

You can report noise nuisance to the Councils Environmental Action Team – times and numbers can be found in the back of this booklet under the heading ‘Useful Telephone Numbers’

We will record all incidents including hate crime on our incident reporting system.

Do not delay in reporting ASB. The earlier you report a problem, the more likely matters will improve rather than getting worse or happening again.

# What support will I get if I complain?

Housing staff have a duty of confidentiality towards all our customers. We will not discuss any matter relating to you with anyone else without your permission unless it is to prevent crime and disorder.

## **We will support you by:**

- dealing with complaints promptly;
- keeping you informed of any developments relating to your complaints;
- considering any vulnerable needs and refer you to appropriate support services where necessary;
- providing, where possible, an interviewer of the same sex should you require it.
- If English is not your first language we will, at your request, arrange for translators to help us investigate your report, and ensure you get all the information you need from us.



# What will happen after I have reported the problem?

An officer will interview you at a convenient location or over the phone. You will be advised of things you can do and what the officer will do to try and help.

## **This might include the following:**

- You could speak to the person(s) concerned.
- You could collect evidence through diary sheets, photographs, other witnesses and the police.
- We could write to those concerned.
- We could interview the alleged perpetrator(s).
- We could arrange a joint interview with you and the other parties.
- We could take enforcement action.

## **Our promises to you are, we will:**

- contact you within 1 working day of your report on very serious cases involving actual, or threats of, violence;
- contact you within 3 working days on all other anti-social behaviour issues;
- contact you at least every 28 days to keep you updated on your case;
- to contact you within 28 days of your case closing;
- remove all racist, sexist, obscene, homophobic and offensive graffiti within 1 working day;
- remove all other graffiti within 4 working days;
- contact you within 1 working day of any complaint made via website;
- report on the % of cases that go to mediation;
- report the % of customers satisfied with the way their case is dealt with;
- 'report on the % of customers satisfied with the outcome of their ASB case.

## Finding solutions: 'Prevention is better than cure'

We suggest that initially, where possible, tenants take reasonable steps to deal with the situation. As a tenant you are responsible for your actions and the actions of your family, anyone living with you, and your family's visitors.

Be considerate to your neighbours. If they do not return this consideration, explain the problems they are causing to them. Sometimes people are not aware that they are causing a problem. Talking to each other may help to resolve issues.

Before we take legal action, we will ensure we have looked into all possible solutions. Approaches that may help deal with nuisance problems include:

- spoken and written warnings
- good neighbour contracts
- referral to support agencies or mediation
- acceptable behaviour agreements
- parenting orders.

In serious cases, or if informal solutions do not work, we may need to take legal action to try and resolve the problem.

# Legal solutions to problems

## **Injunctions**

In some serious and urgent cases we can apply for an injunction. The person causing the problem must be 18 years or over.

## **Anti-social behaviour orders (ASBOs)**

ASBOs can be a useful tool for preventing ASB, in particular by people who are not our tenants, or by young people under 18 (against whom injunctions cannot be made by court).

## **Possession proceedings**

We may take action to repossess our property in the most serious of nuisance cases.

## **Demotion order (secure tenancies)**

The Anti-Social Behaviour Act 2003 allows the council to apply to the county court for a demotion order. This is when a secure tenancy is downgraded to an introductory tenancy.

## **Closure orders**

The Anti-Social Behaviour Act 2003 includes a provision to empower police officers and local authorities to apply for Closure Orders to take action against premises that cause significant and persistent nuisance to a community.

## Useful contact numbers

### West Yorkshire Police

Emergency .....999  
Non emergency .....0845 60 60 606

### Crimestoppers

Phone anonymously .....0800 555 111

### Environmental Health Noise Nuisance

Daytime.....0113 242 5841  
Out of hours (evening and weekend)...0113 240 7361

### Supported Services

Mediation Leeds .....0113 242 4110  
Victime Support Line .....0845 30 30 900  
Stop Hate Line .....0800 138 1625  
WNWHL Tenancy Support Team .....0800 915 1113

### West North West Homes Out of Hours

confidential line.....0789 127 3625  
(Mon-Fri – 6pm- 7am and all weekend)

## Useful websites

West North West Homes has signed up to the Respect Agenda. Visit [www.respect.gov.uk](http://www.respect.gov.uk) to find out more about tackling ASB and its causes.

Mediation Leeds offers a range of services to help resolve neighbour disputes and ASB. Visit [www.mediationleeds.org.uk](http://www.mediationleeds.org.uk) for more information.

Victim Support provides free and confidential support to help you deal with your experience, whether or not you report a crime. [www.victimsupport.gov.uk](http://www.victimsupport.gov.uk)

Stop Hate UK work with members of the local community and support people who experience hate crime. [www.stophateuk.org](http://www.stophateuk.org)

## If you wish to contact us, please do so by visiting us at:

Aireborough One Stop Centre

Micklefield House, New Road Side, Rawdon LS19 6DF

Armley One Stop Centre, 2 Stocks Hill, Armley, Leeds LS12 1UQ

Bramley Neighbourhood Housing Office, 202 Town Street,  
Bramley, Leeds LS13 2EP

Horsforth Neighbourhood Housing Office, The Green,  
Town Street, Leeds LS18 5JB

Kirkstall Neighbourhood Housing Office, 45 Kirkstall Lane,  
Kirkstall, Leeds LS5 3BE

Little London Neighbourhood Housing Office, Oatland Drive,  
Little London, Leeds LS7 1SH

Otley One Stop Centre, 8 Boroughgate, Otley, Leeds LS21 3AL

Pudsey One Stop Centre, Town Hall, Robin Lane, Leeds LS28 7BL

Wortley Neighbourhood Housing Office, 36 Heights Drive,  
Armley, Leeds LS12 3SU



Call us on: 0800 915 1113\*

or Minicom: 0845 127 1113

Out of hours: 0789 127 3625

\*standard charges apply when calling from a mobile



Email us on:

[wnwhl.asb@wnwhl.org.uk](mailto:wnwhl.asb@wnwhl.org.uk)

[www.wnwhl.org.uk](http://www.wnwhl.org.uk)



Visit us at:

Neighbourhood Housing

Offices or One Stop Centres



Write to us at:

Westfield Chambers, Lower

Wortley Road, Leeds LS12 4PX



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