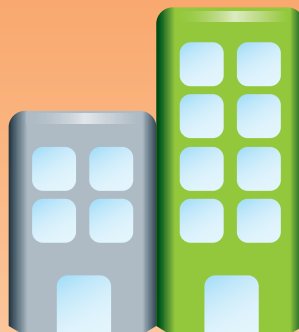


# Hackney Homes

**Tackling antisocial behaviour together**



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## What is antisocial behaviour?

“Any behaviour, whether or not it is itself criminal, which causes or is likely to cause harassment, alarm or distress to other people; including behaviour which puts people in fear of crime.”

Hackney Homes takes antisocial behaviour (ASB) very seriously. Every resident has the right to live in their home without fear of intimidation, nuisance or harassment.

We put antisocial behaviour into one of four groups. These are:

- actions directed at people;
- ignoring the community and a person’s well-being;
- damage to the environment; and
- misusing public spaces.

Below are examples of nuisance and anti-social behaviour that is not tolerated under any circumstances. This list is not exhaustive.

- Physical and verbal abuse (including foul or offensive language)
- Noise for example playing loud music
- Using and selling drugs
- Alcohol and solvent abuse
- Unkempt gardens, dumping goods, creating an eyesore and attracting vermin
- Damage to property (including graffiti and vandalism)
- Rubbish dumping and misuse of communal areas
- Animal and pet problems for example excessive dog barking and dog fouling

## How can you report antisocial behaviour?

If you are a Hackney Homes tenant, leaseholder or a sub-tenant of a Hackney Homes leaseholder, then you should report any incidents of ASB directly to Hackney Homes in the first instance. You can report it by:

- Visiting **[www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)**
- Emailing **[asb@hackneyhomes.org.uk](mailto:asb@hackneyhomes.org.uk)**
- Calling **020 8356 3310**
- Texting **07527 385603**
- Visiting, phoning or writing to any of our housing offices (see page 7)
- Your TMO office if you live in a property managed by a Tenant Management Organisation (TMO)

If you or anyone else is in danger, call the Police on 999.



## **When you report antisocial behaviour we will:**

- acknowledge your complaint within five working days or within one day if it is urgent,
- offer you a confidential interview so that we can record your complaint,
- give you the name of the officer who will investigate your complaint; assess your support needs and seek to meet them,
- draw up an action plan with you and explain what you can expect to happen and when,
- investigate your complaint,
- implement a proactive, problem solving approach in partnership with residents and relevant agencies, taking prompt and effective action to resolve the antisocial behaviour and
- review performance against the action plan with you at regular intervals.

## **How will the report be investigated?**

We may ask you to fill in an incident diary to record the incidents that you see and hear. Your case officer will explain how to fill it in.

We may need to speak with other people who may have experienced the same problem – your family and neighbours for example – and in some instances the action plan may recommend involving other agencies, such as the Police or social services.

## **What action will we take?**

After collecting evidence we will decide whether we can take action against the person causing the nuisance. We will discuss this with you and tell you our reasons.

In most cases we will need to interview the person carrying out the antisocial behaviour. We will tell the person to change their behaviour and warn them of the action we will take if they don't. You can ask us not to do this but it may then be difficult to take the case further.

In very serious cases, where you are in danger, we will take appropriate action straight away. In other situations we will take a step-by-step approach to try to get the people involved to change their behaviour.

## **What you can do**

If the issue is not threatening, it may be easier to deal with it yourself. Most people can be reasonable if approached in person. People are sometimes unaware that they are causing you a nuisance. Speak with them face to face or write them a letter.

### **Before you approach your neighbour**

- Think about what you want to say
- Have a clear and simple message in mind – it will give you more confidence
- Be clear about what the problem is and think about how it affects you
- Try to stay calm and friendly. Being aggressive is not going to help
- Always listen to your neighbour and think about what they are saying
- If your neighbour is unreasonable – leave the discussion and contact us

### **If I am not happy with the service received what can I do?**

We aim to give a quality service every time. But, there may be times when we don't quite get it right or you are not satisfied with our response.

In these situations, you can discuss the issues with the case officer in the first instance. If you are still dissatisfied, you can use our formal complaints procedure. You can get full details of the complaints procedure by contacting any of our housing offices or via **[www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)**

## Can I see the complete antisocial behaviour policy and procedures?

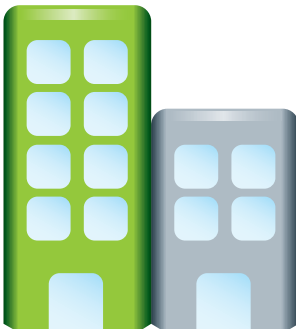
You can get a copy of our complete policies and procedures documents (called 'statements'), by contacting any of our housing offices or by downloading them at [www.hackneyhomes.org.uk](http://www.hackneyhomes.org.uk)

## How do you use the information you collect?

We report our performance to the Hackney Homes management team and board every month, and to you, every year.

We also collect information from all reports of antisocial behaviour we have received.

We use this information to regularly monitor our progress to make our communities safer. We also share this with our partners in the Hackney Safer Cleaner Partnership.



## Contact list of housing offices

North East (Stamford Hill)  
Clock House  
149 Stamford Hill  
London  
N16 5LG  
Phone: 020 8356 6500

Nightingale Estate Office  
20 Olympus Square  
London  
E5 8PL  
Phone: 020 8356 1914

North West (Stoke Newington)  
Stoke Newington Municipal Offices  
Stoke Newington Church Street  
London  
N16 0JR  
Phone: 020 8356 6100

Homerton  
92 Well Street  
London  
E9 7JA  
Phone: 020 8356 7800

De Beauvoir & Queensbridge  
31 De Beauvoir Road  
London N1 5SJ  
Phone: 020 8356 6600

Shoreditch  
1 Cropley Street  
London  
N1 7PT  
Phone: 020 8356 6705

Whiston Road  
2 Whiston Road  
London  
E2 8BW  
Phone: 020 8356 1731



If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

### Bengali

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

### French

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

### Kurdish

Ger hun dixwazin bizanibin ku ev dokument çî dibêje, ji kerema xwe qutîka minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

### Polish

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

### Urdu

اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھئے اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔

### Somali

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

### Spanish

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección.

### Turkish

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

### Vietnamese

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.

### Chinese

如果你想知道這份文件的詳細內容，請在方框內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

### In large print

### In Braille

On Disk

On audio tape

In another language, please state:

Name:

Address:

Tel:

**Return to:** Communications Team (ASB Leaflet), Freepost RLTS-GHGU-UUTR, Hackney Homes, Christopher Addison House, 72 Wilton Way, London E8 1BJ