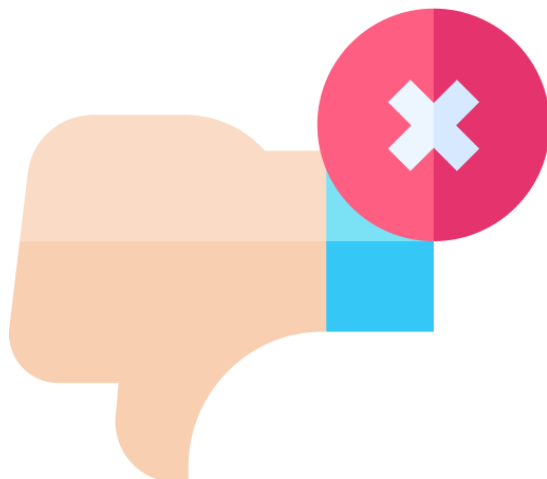




# Adullam

Homes Transforming Lives

# Adullam and Anti-Social Behaviour (ASB)





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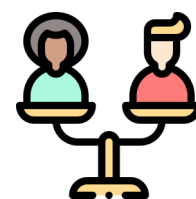
### Section 9 - ADULLAM'S APPROACH

This section of Adullam's Anti-Social Behaviour (ASB) Policy explains the process we use to deal with reports of anti-social behaviour. It sets out the three categories that we divide cases into and gives examples of the kind of behaviour for each. The section also includes examples of behaviour that people might think is ASB, but that we cannot deal with.

We want to make the way we deal with anti-social behaviour easy to understand, and fair to everyone.

#### 9.1 Adullam will make sure it is easy to report anti-social behaviour (ASB).

The ASB policy commits Adullam to dealing with anti-social behaviour in a way that is fair and where possible the same in all cases of a similar kind.



Having said that, each case Adullam deals with is likely to be completely different from any other in some way and so we may sometimes change our approach from how it is described in this policy.

#### 9.2 There is a strong focus on delivering value for money for our tenants when we manage ASB cases. Ways to do this include finding a solution to a situation quickly, using ways of stopping ASB before formal action, and agreeing the best costs for legal services.



#### 9.3 The first step of dealing with a case is to check if anyone is being put at risk by the behaviour. The amount of risk helps Adullam to give each case the right level of importance.



#### 9.4 Adullam will encourage the reporting of incidents to other organisations including those with separate reporting centres.





There are three categories given to incoming ASB complaints as follows:

**HIGH** - Very Serious

**MEDIUM** – Serious

**LOW** - Nuisance & other breaches of tenancy

### HIGH - Very Serious

**9.6** Complaints at this level receive a priority response.

Examples of high level ASB include:

Acts of violence

Serious intimidation/threats of violence

Criminal behaviour affecting the local community.



**9.7** In many high risk cases Adullam might use enforcement action or work with organisations that have stronger powers.

### MEDIUM - Serious

**9.8** These include continual cases of less serious allegations of ASB that do not require an urgent response.

**9.9** Examples of issues in this category generally relate to activity causing ongoing disturbance such as:

Excessive noise, especially late at night from loud music or DIY

Rowdy or aggressive behaviour

Intimidation, harassment or verbal abuse

Hate crime not requiring legal action



**9.10** In many of these cases enforcement action may be taken by Adullam such as use of Acceptable Behaviour Contracts.



## LOW - Nuisance & other breaches of tenancy

**9.11** These includes cases with low level incidents of anti-social behaviour, including ones where there are no witnesses. Examples include:

- Damage to property or communal areas
- Isolated incidents
- Intolerance of lifestyles.



**9.12** For these cases Adullam will give those affected advice on how to minimise risks and how to respond.

## STATUTORY NUISANCE

**9.14** Where appropriate, we work with partners including the local authority and police to investigate a complaint of statutory nuisance. Examples include:

- Persistent noise nuisance
- Vandalism
- Fly-tipping
- Abandoned vehicles



## NON-ASB ACTIVITY

**9.15** Sometimes, Adullam tenants fall out with their neighbours and report some neighbour behaviour as ASB. Often, the behaviour reported will not be considered as ASB because it is not a breach of tenancy and Adullam does not have the powers to deal with it.

**9.16** Examples include:

- Disputes related to parking
- Complaints relating to acceptable living noises such as doors banging
- Car and intruder alarms sounding.
- Dogs barking at reasonable and acceptable levels
- People carrying out DIY/repairs at reasonable times
- Children playing in or around their homes or in a designated playing area. Children playing balls games is not usually considered to be ASB.

