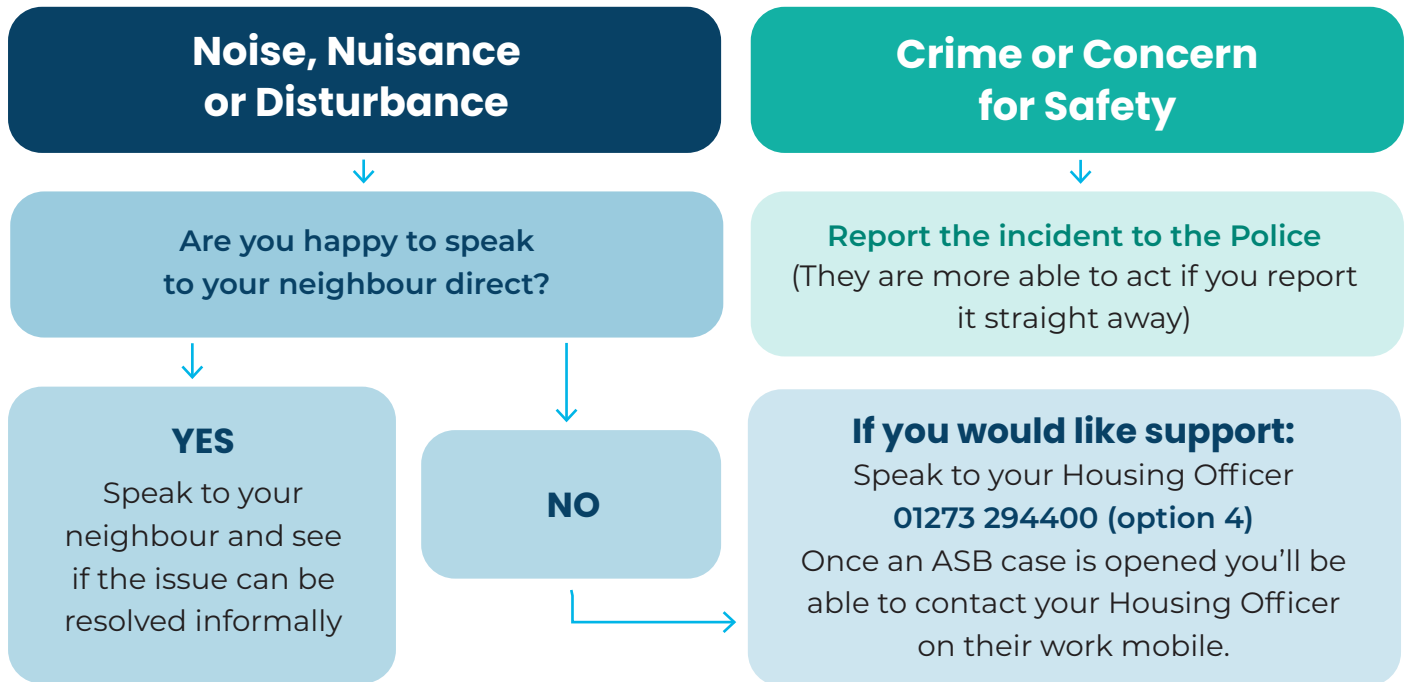
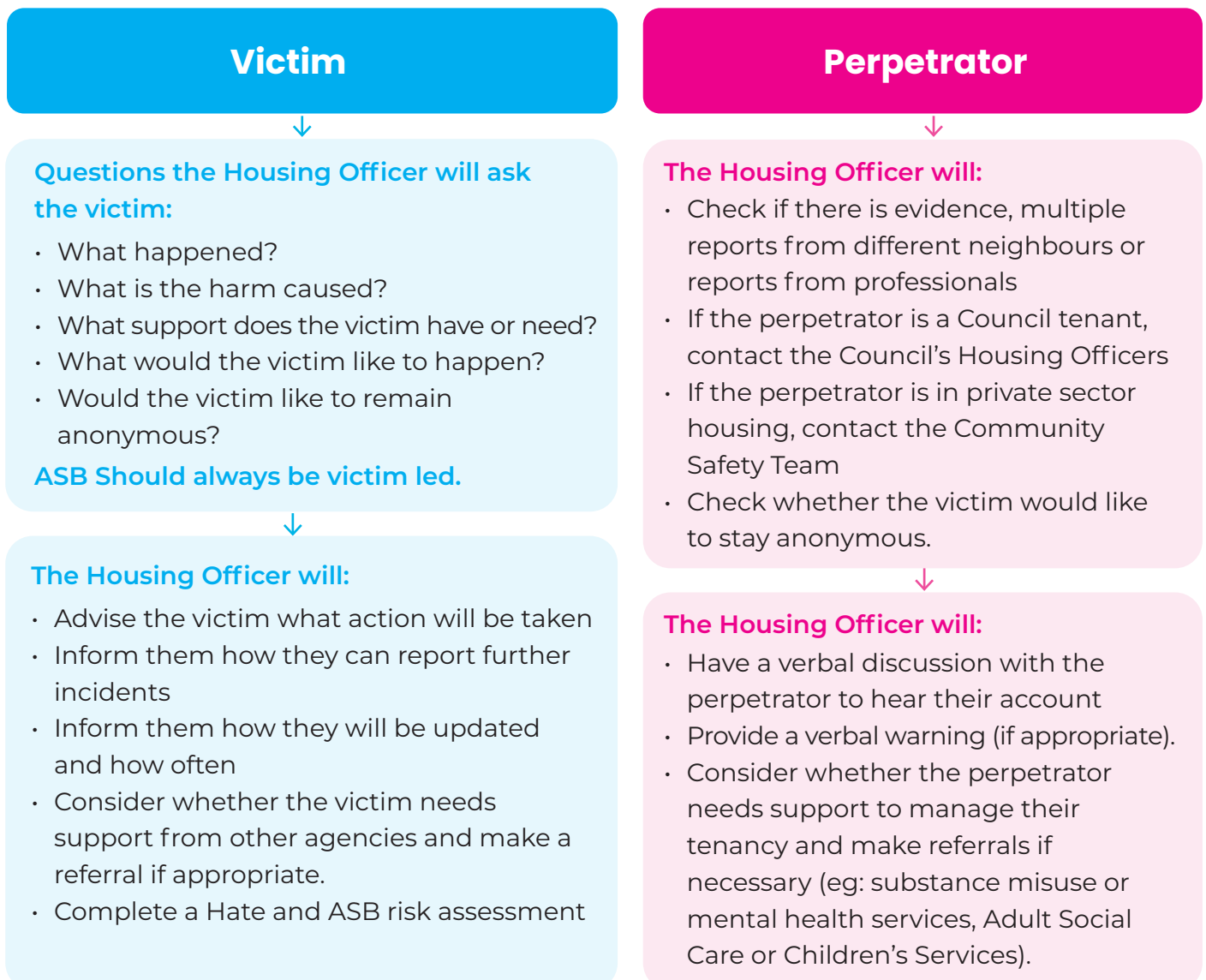


Dealing with Anti-Social Behaviour issues



The process your Housing Officer will follow:



Tools for managing Anti-Social Behaviour

Some or all of these tools may be necessary, depending on the case

The Housing Officer Can:

- **Arrange mediation to resolve neighbour disputes.** If a case goes to court a judge would expect to see that mediation had taken place.
- **Report the issue to Environmental Health** who can install noise recording equipment if necessary. You can contact them yourself on: 01273 294266
- **Set up an ASB Case Review Meeting** (to be led by the perpetrator's Housing Officer)
- **Make a referral to a Hate and Anti-Social Behaviour Risk Assessment Conference (BASBRAC)** if the ASB tools are not working
- **If there are immediate safety concerns,** the behaviour cannot be addressed and the risk is too high to wait for an eviction, interim Temporary Accommodation (TA) can be explored as a last resort.

Victim



The Housing Officer can:

- Provide the victim with an ASB diary to complete (date, time and brief description of the incident)
- Visit the victim or ask them to come to Bartholomew House if safer

Perpetrator



The Housing Officer can:

- Issue a written warning with offer of support eg: if allegations have not been substantiated
- Issue a written warning, reminding the perpetrator of their breach of tenancy / consequences of their actions. If a tenant is evicted due to ASB they will no longer be owed a duty by the Council to re-house them.



The Housing Officer can issue:

- ABC (Acceptable Behaviour Contract)
- CPW (Community Protection Warning)
- CPN (Community Protection Notice)
- FPN (Fixed Penalty Notice)
- Injunctions
- Closure Order
- NTQ (Notice to Quit – only with intention of eviction)
- Court Application for Possession Proceedings / Eviction



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