



# Tackling anti-social behaviour

**Broadland Housing Head Office:**

Broadland Housing Association  
NCFC, Carrow Road  
Norwich  
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**Customer Services:**

**T:** 0303 303 0003  
**W:** [broadlandgroup.org](http://broadlandgroup.org)



## Broadland Housing Association recognises that in order to provide high quality housing services it must effectively tackle the problems created by anti-social behaviour (ASB).

We are committed to working with communities to create safe and attractive neighbourhoods for people to live in. This leaflet explains how we will work in partnership with you and other agencies to resolve problems caused by anti-social behaviour.

All reports of ASB and harassment are treated very seriously, regardless of whether or not immediate action to stop the incidents is taken. We are happy to give advice, however there may be situations when we will be unable to help.

## Your commitment to Broadland Housing

If you need to make a complaint to Broadland Housing regarding anti-social behaviour we will need you to:

- work closely with Broadland Housing to provide the information needed to investigate the complaint and
- be willing to give a statement and go to court as a witness.

The person causing the problems may not realise that it's having an effect on you.

Before you contact us, the first step is to try to talk to them. Below are some simple points you should consider when trying to talk to the person causing the problem.

- Do keep calm and do not raise your voice, even if they do
- Do explain your problem to them and suggest possible solutions
- Do give the other person the opportunity to respond and put forward their point of view

- Do try to come to an agreement on what happens next
- Do not make allegations without any evidence to support them
- Do not make threats, swear and definitely do not retaliate

Our commitment to complainants of anti-social behaviour is, that we will:

**Listen:** To try to understand more about the complaint that is being made.

**Take seriously:** Any complaint that is reported to Broadland Housing.

**Take action:** Where appropriate for us to do so.

**Inform:** Broadland Housing will ensure that the complainant is kept informed on a regular basis and not less than once a month.

In addition to our commitment to complainants, we commit to support the perpetrator, to sustain their tenancy and to challenge anti-social behaviour.

**Eviction will always be treated as a last option.**

## What you can expect from us when making a complaint

When reporting anti-social behaviour to Broadland Housing we will complete an initial assessment of the complaint being made. This assessment will determine the timescales for our response and these will be communicated to you at the initial contact.

## What will our response be

You will be contacted by a member of staff who will complete a further, more detailed assessment of the complaint. The purpose of this assessment is to establish the facts of the complaint and decide whether Broadland Housing are able to assist with the complaint being made.

## If we can assist

Broadland Housing will investigate the report being made and this will include completing an action plan with you about the next steps.

To continue the investigation, further information will need to be gathered, which may include completing log sheets, speaking to witnesses or installing recording equipment.

Broadland Housing will review the information gathered during the investigation and this will determine whether further investigation or intervention is needed. If a complaint poses a high level of risk to you or the community, we will seek legal advice around the most appropriate intervention to safeguard the individuals concerned.

## If we cannot assist

Broadland Housing will provide good advice and guidance, with a clear explanation as to why no action is possible at this time. There may be a more appropriate organisation to assist with the complaint. If this is the case, Broadland Housing will provide the relevant details.

## Making a complaint

If you need to report an incident of anti-social behaviour please contact a member of our Customer Services Team on **0303 303 0003**. You can also email us at **asb@broadlandgroup.org**.

**Please remember, if at any time there is a risk of danger you must call the emergency services immediately.**

## Crimes

If you are a victim of a crime, in or near your home, this should always be reported to the police in the first instance. We may ask you for a crime reference number and the details of the investigating Officer, in order to help with any investigation we may be required to complete.

## Environmental Nuisance

If you experience fly-tipping or noise nuisance you may also be able to report your complaint to your local Council Environmental Health Team. For a full copy of the Broadland Housing policy and procedure on anti-social behaviour please contact a member of the Customer Services Team.

## Useful telephone numbers

**In an emergency please call 999**

### **Norfolk Constabulary**

Tel: 101

### **Suffolk Constabulary**

Tel: 101

### **Crime stoppers**

Tel: 0800 555111

### **Victim Support**

Tel: 0808 1689 111

### **Ipswich and Suffolk**

### **Council for Racial Equality**

Tel: 01473 408111

### **Stonewall (tackling homophobia)**

Tel: 08000 502020 (information line)