



IDS believe that everyone has the right to live as they wish as long as it is not prejudicial to the lives of others. Most IDS tenants live happily alongside their neighbours peacefully, accepting and respecting the needs and choices of others.

We understand that sometimes the actions of others may be less considerate and behave in an anti-social way or cause harassment that's why we actively work to:

- Prevent anti-social behaviour and harassment.
- Respond quickly, sensitively and fairly.
- Support those affected by ASB and take action against those responsible.

## WHAT IS ANTI-SOCIAL BEHAVIOUR (ASB)?

→ An inconsiderate and deliberate act that causes nuisance or interferes with other residents' rights to the peaceful enjoyment of their home and environment is deemed as anti-social behaviour.

Anti-Social Behaviour (ASB) is defined in the Crime & Disorder Act 1998 as "behaviour likely to cause harassment, alarm or distress to one or more persons not of the same household".

Simply, an inconsiderate and deliberate act that causes nuisance or interferes with other residents' rights to the peaceful enjoyment of their home and environment is deemed as anti-social behaviour.

The term ASB covers a range of issues from serious violence and harassment to more everyday incidents including:

- Persistent noise from loud music, shouting.
- Physically or verbally aggressive or abusive behaviour towards others.
- Criminal behaviour.
- Nuisance from vehicles either from use, maintenance or abandonment.
- Keeping premises in a state which is prejudicial to health.
- Allowing animals to roam uncontrolled and to foul communal areas.
- Selling or using drugs.
- Domestic Violence.
- Hate crime, racial or sexual harassment.

## I'M SUFFERING FROM ASB WHAT CAN I DO?

→ In the first instance you should try to resolve the issue yourself if you feel confident to do so. Often people are unaware that they are causing a nuisance until they are made aware of it and how it is upsetting people.

In the first instance you should try to resolve the issue yourself if you feel confident to do so. Often people are unaware that they are causing a nuisance until they are made aware of it and how it is upsetting people.

When talking to the person(s) remain calm, explain what the problem is and how it is upsetting you, listen to what the other person is saying and think about what they are saying; it maybe there is another reason why the problem is arising.

If you continue to experience problems relating to anti-social behaviour then ensure you contact IDS so they may assist. All reports of anti-social behaviour are confidential and will not be revealed to perpetrators. If the situation is an emergency or a crime has been committed please contact the Police.

Alternatively you may also wish to consider taking action independently. For instance, you can obtain an injunction for assault or trespass. Residents should consult a Solicitor or Law Centre for advice in taking this action.

## How will my complaint be dealt with?

### RECEIVING REPORTS OF ASB

→ Initial reports of ASB should be made to your Estate/ Scheme Manager.

Initial reports of ASB should be made to your Estate / Scheme Manager. This can be done by telephone, in person or you can e-mail [asb@ids.org.uk](mailto:asb@ids.org.uk) or visit the IDS website at [www.ids.org.uk](http://www.ids.org.uk) to fill in a reporting form.

All complaints will be treated seriously and confidentially and you will be contacted within:

→ 24 hours if there has been or is a known threat of violence or actual violence.

→ 5 working days for all other cases.

The incident will be documented and the level of ASB seriousness will be assessed. Minor ASB cases will be dealt with at a local level through your Estate / Scheme Manager. Should the incident be serious in nature then your Estate / Scheme Manager will refer you to IDS specialist staff who will assist you.

## How will my complaint be dealt with? CONTINUED

### DEALING WITH AN INCIDENT

IDS will work closely with you and devise a suitable course of action to manage the problems you are experiencing. We will always take into account your needs and wishes when developing such plans and keep you informed throughout.

### RESOLVING AN ASB CASE

→ Throughout your ASB case IDS will continue to support you and your needs

No one anti-social behaviour case is the same and so IDS will use a variety of different tools and powers to resolve cases.

IDS will work with its multi-agency partners where necessary to provide support and specialist services.

If a problem is between IDS tenants and it involves a breach of the Tenancy Agreement we may take action to end a perpetrator's tenancy as well as powers established by the Crime & Disorder Act 1998 and the ASB Act 2003.

Throughout your ASB case IDS will continue to support you and your needs and will ensure that you are kept up to date with what is happening. We will also ensure that we contact you once the case has been resolved to make sure that you feel everything has been dealt with and see how you are.

### MONITORING OUR SERVICE

We monitor people's satisfaction with the way we have dealt with cases of reported anti-social behaviour both on an individual basis and within the annual tenant satisfaction survey.

Each year we aim to increase satisfaction with the service and hold regular meetings with tenants to discuss ways to improve our performance and increase awareness of our services.

### GOOD NEIGHBOURHOOD AGREEMENT

Most people want to enjoy a decent and practical environment and do not behave in an anti-social way.

In consultation with our tenants, we have produced a Good Neighbourhood Agreement. The agreement sets out IDS' commitments to tackle ASB and how each tenant should play a part in ensuring that their neighbourhood is a good place to live.

Copies of the agreement can be obtained from the Estate/ Scheme Manager or downloaded from the IDS website [www.ids.org.uk](http://www.ids.org.uk).