



CROSS KEYS Homes

You'll be at home with us

Advice and information for new tenants



behaviour

Anti-social behaviour

Anti-social

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If you have any difficulty understanding this document we can arrange for it to be explained to you by an interpreter. Please call us on: **01733 385116**.

You will need to tell us your address and the language you speak.

اذا كان لديكم اية صعوبات في فهم هذا الدليل نستطيع اتخاذ الترتيبات اللازمة لئتم شرحه لكم بواسطة مترجم الرجاء الاتصال بنا علي الرقم ٠١٧٣٣ ٣٨٥١١٦ .

و عليكم بإطلاعنا علي عنوانكم و اللغة التي تتكلمون بها .

اگر در فهمیدن این متن مشکلی دارید می توانیم ترتیبی بدهیم که یک نفر مترجم شفاهی آنرا برای شما توضیح دهد . لطفاً با ما در شماره تلفن **01733 385116** تماس بگیرید .

شما می بایست آدرس محل و زندگی و زبانی را که صحبت می کنید به ما بگویند .

نه گهر بۆ تیگه یشتنی ئەم نامیلکەیه هەر جۆره ناسته نگیکت ههیه ئەوا ده توانین کاریکی وا بکهین مۆته رجینک ناوه رۆکی ئەم نامیلکەیه ت بۆ شی بکاته وه . تکایه بهم ژماره تله فۆنه **01733 385116** پیوه ندیمان بۆ بکه .

پیوسته ناو نیشانی خۆتمان بۆ بدهیت و پشیمان بلیت به چ زمانیک قسه ده کهیت .

اس دستاويز کۆسجھنە ميں اگر آپ کو کسی دشواری کا سامنا ہو تو ہم ایک ترجمان کے ذریعہ آپ کے لئے اس کی وضاحت کا انتظام کر سکتے ہیں۔ برائے مہربانی ہمیں **01733 385116** پر ٹیلیفون کریں۔

آپ کو ہمیں آپ کا پتہ اور جو زبان آپ بولتے ہیں بتانا ہوگا۔

Se tem alguma dificuldade em compreender este folheto poderemos arranjar um interprete para lhe explicar este folheto. Por favor telefone para **01733 385116**.

Tera que nos informar a sua morada e o idioma que fala.



If you require an audio version of this leaflet or assistance with a language or Braille translation, call: **01733 385116** or

email: translation@crosskeyshomes.co.uk

This is a free service.

Welcome to your new home. Please take a few moments to read this booklet.

Cross Keys Homes will take firm and swift action against anyone who causes anti-social behaviour.

Tenants and leaseholders need to ensure they are considerate towards their neighbours and that they, family members or visitors, do not do anything which could cause a nuisance.

If you experience problems or need advice, this booklet tells you what you need to do to help us to resolve the problems.

The law describes anti-social behaviour as “acting in a manner that caused or is likely to cause harassment alarm or distress”. The sort of behaviour which could be included is:

Vandalism, graffiti, violence, verbal abuse, swearing, alcohol, loud music, car repairs, hate crimes involving racial harassment or religious beliefs, domestic violence and drugs.

Cross Keys Homes will need your help to investigate the problem and decide what action to take.

To report the problem, please complete an **anti-social behaviour report form**. These are available from your area office. Once we receive this we can begin an investigation. If the matter is very serious or involves racial abuse or hate crime please contact your area office immediately.

Self resolution

If the problem is of a minor nature and there is no risk of violence or other conflict, it is often a good first step to try and talk to the person about the problem. They may not realise they are doing anything wrong. This is particularly relevant where issues about parking spaces or noise from televisions and stereos are a problem.

Mediation

The mediation service is an independent confidential organisation skilled in bringing about resolutions between neighbours. Mediation does not need to be face-to-face. The mediator can 'shuttle' between the parties concerned to see if they can help all to reach a compromise or agreement. If you would like to be put in touch with this service, please contact your area office.

Involving your landlord

If the problem cannot be resolved, your neighbourhood manager will ask you to fill out an anti-social behaviour/ neighbour nuisance report form. This is so we can assess what has been happening to you and what action needs to be taken. Your complaint will be investigated and we will contact you to tell you what action is being considered. We will need to interview the person or people who are allegedly causing the problem. You may be asked to keep further 'incident logs' because if the matter proceeds to legal action, these will be used as evidence.

More serious anti-social behaviour

We can usually use the tenancy agreement to begin any action for nuisance if the person concerned is our tenant. The Anti-Social Behaviour Act 2003 allows us to consider using a demotion of tenancy. This means that the tenancy could be demoted for up to one year until behaviour improves. During this period important secure rights are taken away from the tenant, such as the right-to-buy (or acquire) and the right-to-exchange your home.

If the nuisance involves serious ongoing anti-social behaviour, perhaps by a group of youths, who may not be tenants, we can consider involving our partners in the community safety team. This team has responsibility for obtaining anti-social behaviour orders (ASBOs). We work very closely with partner organisations and will make the initial referral to them on your behalf.

Injunctions

An injunction is a special order from the court telling someone to do or not do something, which involves his or her behaviour. These can be used for cases of harassment, intimidation, or very bad behaviour. Strong supporting evidence will be required, before a judge can grant an injunction. Injunctions can be very successful in bringing about immediate relief so that other action can be started.

Involving the police

Most areas of the city have a Police Community Beat Manager (CBM). These officers are dedicated to the area and are often able to offer advice and intervention if a nuisance involves criminal behaviour. Ask your neighbourhood manager to put you in touch with your local CBM. They will also be able to provide us with any relevant information, which we may be able to use to take to court action.

If you are a victim of domestic violence, the Police Family Unit will be able to help you. Their contact number is at the end of this booklet.

What we will do

We aim to acknowledge all complaints within five working days . We will arrange to interview you and the person you have complained about to gather the facts and decide what action needs to be taken. We will keep you informed of what is happening. You must continue to keep a record of what is happening by keeping diary sheets up to date. If you feel you are the victim of racial harassment (hate crime) because of your ethnic origin, or your religious beliefs, we will respond to your initial enquiry within 24-hours. We will also get in touch with the co-ordinator who deals with this type of harassment. We use a special reporting form called an 'Open Out Form' which we share with the police so further investigations can be made. If there is a risk or threat of violence you must let the area office know immediately.

Cross Keys Homes will not tolerate any form of hate crime.

Taking action and supporting you

If we have sufficient evidence we can begin to look at the best way of taking action. This may involve serving a Notice of Seeking Possession for a breach of the terms and conditions of the tenancy agreement, if the person concerned is our tenant. This is a very serious course of action as it could mean that they would lose their home if a judge decides that eviction is the only option. If we take this action you will need to give evidence in court to a judge as he or she will want to talk to you about the nuisance you have suffered. This is why incident logs are important to us. We will provide you with support during this process and if necessary protect you during the proceedings using either an injunction, police support, or an alarm system.

Other agencies who can help

We may involve other agencies to assist us gathering evidence and supporting you. These agencies may also be asked to work with the person you have complained about, if for example they are vulnerable. An example might be someone with mental health needs who may need to be referred to a specialist worker to help them live independently without causing a nuisance.

Here are some useful contact numbers:

Thorpe Wood Police Station	0845 4564564
Peterborough Mediation Service	566536
Environmental services	747474
Hate crime co-ordinator	747474
Southern area office	385061
Northern area office	574408
Western area office	265002
Eastern area office	558512

Finally

Please remember that keeping evidence is very important. We will support you through the process if we need to take action against our tenants.

If you are the cause of anti-social behaviour, we will take action which could result in you losing your home.

Everyone needs to consider their neighbours so please make sure that you and your family make every effort to show consideration and respect.

Cross Keys Homes is always looking at new ways of stopping anti-social behaviour. If you would like to find out more about getting involved and help us develop new ideas please contact:

Joan Tibbs

Tenant involvement officer
385058

Anti-social behaviour manager
385097

or email antisocialbehaviour@crosskeyshomes.co.uk

There is an out of hours reporting line where messages will be picked up on **385099**

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