

How to report ASB



Fact Sheet 1

At Cross Keys Homes we aim to deal with all reports of anti - social behaviour quickly and effectively.

We will need your help to do this so we can investigate the problem and decide what action to take.

First we will need to decide, using the information you give us whether we are able to help, whether you may be able to resolve the problem yourself or whether another agency such as the police or Peterborough City Council can deal with your complaint more quickly and effectively.

What is anti – social behaviour?

The housing Act 1996 gives the following legal definition of behaviour, which is not acceptable:

- Conduct which is capable of causing nuisance or annoyance to any person and directly or indirectly relates to or affects the housing management functions of a relevant landlord.
- Conduct which consists of or involves using or threatening to use housing accommodation owned or managed by a relevant landlord for an unlawful purpose.

The sort of behaviour which could fall into this category is:-

- Any form of unreasonable noise nuisance.
- Intimidation or harassment. Threatening language or behaviour.
- Hate crime that targets members of particular groups or cultures.
- Violence including domestic violence.
- Uncontrolled children or visitors.
- Using your home to sell drugs.

When to try self resolution

Anti - social behaviour can often rise from a clash of lifestyles between two neighbours/ families. If the problem is minor in nature and there is no risk of violence or other conflict, it is often a good step to try and talk to the person about the problem. Cross Keys Homes can also help you if you would like to try mediation with your neighbour, to come to an agreement about your future conduct towards each other.

In cases that involve noise from televisions and stereos or parking issues, the person may not know they are causing a problem and talking to them about it will often resolve the issues.

Involving Cross Keys Homes

If your problem cannot be resolved yourself, Cross Keys Homes may be able to assist you. You need to contact your neighbourhood office or the anti-social behaviour team either in person, by telephone or in writing to tell them the details of your complaint. Contact details for each neighbourhood Office are below:-

Office address

Shrewsbury Avenue, Peterborough, PE2 7BZ
Tel: 01733 385000

Alternatively you can call **01733 385099** and leave a message or email

antisocialbehaviour@crosskeyshomes.co.uk

Visit our website at www.crosskeyshomes.co.uk

Whether by telephone, in person, or by any other form of correspondence, all reports of anti - social behaviour will be acknowledged within three working days and an investigation by a named manager will begin within 5 working days.

If the matter is racially motivated, any other hate crime (see fact sheet 5 for details), or involves the use of, or threatened use of violence, then an investigation will begin within 24 hours.

It may be that another agency is best to help you resolve the problems. For example, if the you own your home and your complaint is about a neighbour who isn't a Cross Keys Homes tenant then the Police or Peterborough City Council may be able to help. Cross Keys Homes will advise you accordingly.

If Cross Keys Homes can help, you may be asked to keep further evidence to aid us in our investigations and help to resolve the problems. Most cases are resolved with a warning letter and interview but if the anti - social behaviour persists or is very serious Cross Keys Homes can take legal action against the person (s).

Please see further fact sheets in this series for details on evidence gathering and remedies Cross Keys Homes can use.