

# Antisocial Behaviour (ASB)

## What to expect when you report antisocial behaviour

At Clanmil, we want everyone to live well and feel safe in their home. When dealing with antisocial behaviour (ASB), we try to act with integrity, fairness and respect, no matter what the circumstances are.

ASB can cause a great deal of distress for the person who is directly affected, their family and friends, neighbours and others in the community. We will do our best to resolve ASB as soon as we can and to keep you informed of progress.

We will work with other partners including the Police, NI Housing Executive, the local council, Health and Social Care Trusts and customer advocates to seek to resolve complex ASB cases.

## Keeping in contact

When you contact us to report alleged ASB, we will keep in touch with you by letter or email. You can choose your preferred way of being contacted.

All reports of ASB we receive will be treated as allegations, until evidence can support it. In other words, we won't make a decision about whether an incident is ASB or not straight away, and we will not say that anyone is responsible until we have all the evidence.

After you have contacted us, a Housing Officer will normally visit your home to understand more about the report. If you ask us not to visit, we will respect that, and we will suggest somewhere else to meet, like a local community centre for example.

If we have had more than three reports (about different incidents) from the same property, a Housing Officer will visit within three days of the third report.

## Assessing a report

We will carry out an assessment of all ASB reports to see if the incident is something we can help resolve. This will include an assessment of the needs of the victim and the risk of harm (using a risk assessment).

If the issue that was reported to us is not ASB, the Housing Officer will tell you this within five working days.

If you have reported something that we cannot help with, the Housing Officer will explain this to you and, where possible, advise you to contact the appropriate agency, e.g the Police.

## Action plan

The Housing Officer will develop an action plan to address every case of ASB that is reported. They will review this plan at least once a week and will communicate relevant parts of it to you.

If the problem you have told us about is ongoing, you will be asked to keep an incident diary.

# Categories of Complaints

*Complaints are described in categories from A to C*

## Category A - Very Serious Complaint

These are very serious incidents and, with supporting evidence, it is likely that these incidents would lead to enforcement action. The Police will normally be involved in these cases.

Examples include: Criminal behaviour involving serious incidents of violence or threats of violence; hate crime or behaviour that targets someone because of their perceived differences (e.g., race, religion, political affiliation, disabilities, or sexual orientation); Domestic violence (including where a person has left the home as a result of violence or threats of violence by their partner); serious damage to property, including fire raising.

**We will contact you within one working day of you making the complaint, and aim to have it resolved within 15 working days.**

## Category B - Serious Complaints

These cases will result in enforcement action if they are upheld (proven to be true). There may be separate engagement or action by the Police or Environmental Health.

Examples include: drug dealing, harassment, aggressive/abusive behaviour, vandalism and noise nuisance (e.g. persistent noise, rowdy parties particularly after 9:00pm and before 7:30am, loud music/TVs, dog barking)

## Category C - Nuisance Complaints

These complaints are normally be dealt with by a Housing Officer and may involve engagement with other agencies like the Police.

Examples include: Environmental issues (e.g. graffiti, fly tipping, nuisance), minor neighbour disputes, pet or animal incidents

**We will contact you within five working days of you making the complaint and aim to have it resolved within 20 working days.**

## How long after I contact Clanmil will I get a response?

When you contact us to report ASB, a written (including email) acknowledgement will be sent with details of a follow up interview, according to the timeframes above.

In cases of reported hate crime, the Housing Officer will provide you with a note of the interview in writing, within five working days of the interview.

## How long does it take for a case to be resolved?

A case will normally be investigated and closed within 10 or 20 working days. This could take longer in more complex cases.

**Customers will be updated on a weekly basis when the case is open and notified in writing when the case has been closed.**