

Anti-Social Behaviour Policy



What we do to keep people
safe and happy at home and
in their local area

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About this policy

We are Clanmil Housing. We find homes for people to live in.



People who live in our homes are called **tenants**. Tenants pay us money to live there.



We want all of our tenants to feel safe and happy in their homes and local areas.



We ask our tenants to sign a **good neighbour agreement** when they move in. This says how we expect them to behave.



This is our **policy** about how we deal with anti-social behaviour. A **policy** is a set of rules about how we do things.

What is anti-social behaviour



Anti-social behaviour is when neighbours or other people make you feel worried or scared at home or near your home.

This is also in areas you share with other people, like a garden or corridor.



Anti-social behaviour are things like:

- noise that happens a lot. For example loud music or dogs barking all the time



- people writing and drawing on walls and buildings



- people taking or selling drugs



- people who are drunk or angry towards other people



- harassment. This means a person or a group of people trying to bully or upset someone on purpose

They might be picking on someone and won't leave them alone.



- hate crimes. This is when people are treated badly or unfairly because of:

- a disability
- the colour of their skin
- who they fancy
- their religion



- domestic abuse. This is when you are harmed by someone you live with.

How to tell us about anti-social behaviour



It is important that all our tenants, visitors and staff tell us about any anti-social behaviour.

To tell us you can:



- look online
<https://www.clanmil.org.uk/help-and-support/antisocial-behaviour>



- come to one of our offices

Our main office address is:
3 Waring Street
Belfast
BT1 2DX



Our main office is open from 9am to 5pm.



- call us on:
028 9087 6000



- email us at:
housing@clanmil.org.uk



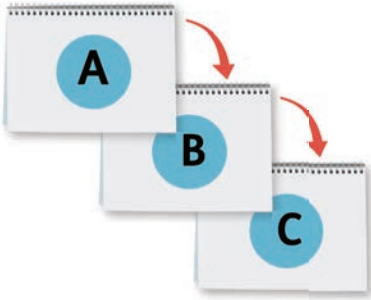
- speak to your housing officer



If you or someone is in danger you should call 999 and ask for the police.

Type of case

When someone tells us about anti-social behaviour, we call it a **case**.



Cases are put into a group. This helps us to deal with the most important things first.

Group A cases:

These cases are very serious. For example, **hate crimes or domestic abuse**.



We will contact you within 1 working day.



We try to sort out Group A cases within 15 working days.

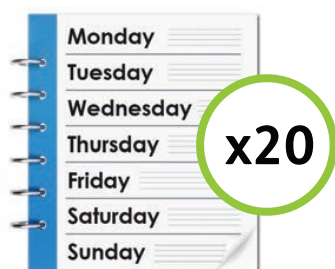


Group B cases:

These cases are serious. For example, drug dealing, stealing things or damaging someone's home.



We will contact you within 3 working days.



We try to sort out Group B cases within 20 working days.

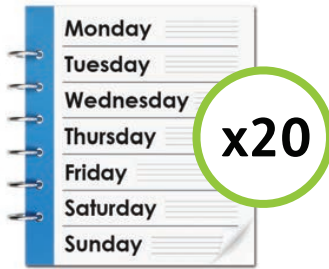


Group C cases:

These cases are less serious. For example, neighbours falling out, noisy neighbours or people dumping rubbish.



We will contact you within 5 working days.



We try to sort out Group C cases within 20 working days.

What we will do next

A Housing Officer will usually visit you at home to talk about your case.



Tell us if you want to talk to the Housing Officer somewhere else instead.



This might be at a local community centre or somewhere you feel safe.

At the visit, the Housing Officer will:

- listen to you about what has happened. They will make sure the person who told us about the anti-social behaviour is ok





- look at all the information



- decide if another organisation should help as well as us

They will tell you how to get in touch with other organisations that can help.



After meeting with you the housing officer will make a plan. The plan will say what we will do and how we will help you deal with the anti-social behaviour.



While we are looking at your case, the housing officer will contact you every week. They will tell you what is happening with your case.



You can tell us the best way for us to contact you.

How we deal with anti-social behaviour



It is really important that we deal with any anti-social behaviour straightaway.

This will help to stop it from getting any worse.



When we deal with a case, we may:

- talk to everyone involved to understand what has happened



- look for things that show us what has happened. Things like videos and what the police tell us



- give warnings to people who have broken the rules in their **tenancy agreement**



- give extra support to all people who need it

For example, people with a learning disability, or people who speak a different language



- give people time to change their behaviour and put things right



- work with people to stop their bad behaviour. We will ask them to agree to behave in a better way



- tell people about other organisations who can help them if they are finding life hard



- set up meetings where people from both sides can talk about the problem. We call this mediation



We will work together with the police, social workers, friends and family.



If a young person is behaving in a bad way, we will tell their parents or carers.

We will work together with the family.

What you can expect from us

We will:



- always do our best to understand what has happened



- respect everybody and treat people fairly. We do not take sides



- work together with tenants, the local community and other organisations to deal with anti-social behaviour

Times when we cannot help



There are some things that are **not** anti-social behaviour. We cannot help with these things.



Things like:

- people smoking in their garden



- people parking in front of your house or flat



- noise from a baby crying or children playing



- usual noises from people's homes. Things like having the radio on or noises from a washing machine



Contact us

For more information or if you have any questions you can contact us:



By phone

028 9087 6000



By email:

housing@clanmil.org.uk