ANTI-SOCIAL BEHAVIOUR
WHAT YOU NEED TO KNOW

0300 124 0040
WWW.CARTREFICONWY.ORG
We know anti-social behaviour can cause real misery to tenants, their families, and communities. As your landlord we take all reports of anti-social behaviour seriously and we will deal with those responsible.

This leaflet explains what to do if you experience anti-social behaviour.

**WHAT IS NOT ANTI-SOCIAL BEHAVIOUR?**

We do not usually consider everyday living noises to be anti-social behaviour, such as:

- noise from toilet use
- noise from your neighbours walking around
- noise from conversations next door
- babies crying
- children playing during daytime hours
- noise from washing clothes or dishes
- noise from closing doors or cupboards

**WHEN CAN WE GET INVOLVED?**

As a landlord, we may be able to help if our tenants, their households or visitors suffer from or cause anti-social behaviour.

Before we get involved, we need to think about the following:

- how serious your complaint is
- how you have tried to resolve the problem
- how often the problem has occurred
- whether there are previous complaints about the person causing the nuisance
- whether anyone involved needs extra support with difficulties in their life
- whether we have any authority to solve the problem. If not, we will suggest who can help.

It’s difficult for us to take action over some things, such as a ‘one-off’ party. If we cannot take action, we’ll explain this to you.
**HAVE YOU TRIED TALKING TO YOUR NEIGHBOUR?**

If you know who is causing the problem **and you feel safe to do so**, try to talk to them first as this can often help solve neighbour disputes at an early stage. They may not realise they are causing a problem, so explain how their actions affect you. Keep things friendly. Think about how you would like them to speak to you if you were doing something that annoyed them. But if your neighbour gets angry, try to stay calm and act reasonably. But you should report it to us if:

- You have already tried talking to them but it hasn’t made a difference
- You don’t feel comfortable talking to them
- You aren’t sure who has caused the problem

**WHAT IS ANTI-SOCIAL BEHAVIOUR?**

Anti-social behaviour can vary in severity and can take many forms including:

<table>
<thead>
<tr>
<th>Priority 1 – Urgent</th>
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<tbody>
<tr>
<td>Hate crime</td>
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<td>Domestic violence</td>
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<tr>
<td>Other violence or the threat of violence</td>
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<tr>
<td>Drug production or supply</td>
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<td>Criminal behaviour</td>
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<td>Prostitution</td>
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<tr>
<th>Priority 2 – Medium</th>
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<tbody>
<tr>
<td>Noise nuisance (loud music, shouting, arguing)</td>
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<td>Drug use</td>
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<tr>
<td>Harassment or intimidation</td>
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<tr>
<td>Verbal abuse</td>
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<td>Alcohol-related nuisance</td>
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<th>Priority 3 – Low</th>
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<tr>
<td>Noise nuisance (depending on volume, timing and how long it lasts)</td>
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<tr>
<td>Vehicle nuisance</td>
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<tr>
<td>Nuisance caused by animals</td>
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<tr>
<td>Nuisance caused by children</td>
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<td>Untidy gardens and property conditions</td>
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You should contact North Wales Police if you or your family:

- Are threatened
- Are in danger
- Witness a crime

You should report criminal incidents (e.g. Priority 1 incidents) to the Police before reporting them to us. The Police are responsible for handling them, but we will help where we can.
WHAT HAPPENS WHEN I MAKE A REPORT OF ANTI-SOCIAL BEHAVIOUR?

When you report anti-social behaviour to us, we will record the information you give us. If the officer dealing with your case is available, they will speak to you straight away. Otherwise they will contact you within 2 working days for Priority 1 cases, or within 5 working days for Priority 2 and 3 cases.

We will ask questions to help us get a clear idea of the problem. We deal with the most serious issues first, so it is important to give us as much information as possible. Types of things we may ask you include:

- Who is causing the nuisance?
- What is happening?
- When and where is it happening?
- Why do you think it might be happening?
- How is it affecting you?
- Have you reported it to anyone else, such as the police?

We will explain how we can help you including what we can and can’t do. We will then agree:

- What would be a satisfactory result for you
- An action plan with the steps we will take to solve the issues
- What your responsibilities are

If we aren’t able to help, we’ll tell you why.

THINGS YOU WILL NEED TO DO

To help us solve your problem, we’ll need your full commitment. You may need to complete incident diary sheets for at least 2 full weeks. In more complex cases we may ask you to complete diary sheets for longer than this. We will look at your diary sheets and work out the next steps we need to take.

We may speak to everyone involved, including witnesses. We may need to look into counter-allegations. This means that after you have reported anti-social behaviour, the person you have complained about may accuse you of something. So it’s very important that you support your claims with evidence.

We also work in partnership with other agencies when investigating reports of anti-social behaviour, including North Wales Police and Safer Conwy.
HOW WE DEAL WITH ANTI-SOCIAL BEHAVIOUR

- Verbal and written warnings
- Referral to support agencies
- Restorative approaches/mediation
- Acceptable Behaviour Contract
- Final tenancy warning
- Extending starter tenancies
- Civil injunction
- Breach proceedings – Committal
- Notice seeking possession
- Demotion
- Eviction

MEDIATION

Mediation can help you and your neighbour to resolve a dispute such as:

- noise nuisance
- problems with pets
- parking problems
- shared access to communal areas

It gives you a chance to talk with your neighbour in a constructive and fair way, so that you can be properly heard and you can hear what they have to say.

Mediation is confidential and informal - the aim is to reach an agreement that works for everyone involved.
Acceptable Behaviour Contract

An Acceptable Behaviour Contract is a voluntary written agreement between the person/s causing the problem, Cartrefi Conwy and North Wales Police. The Contract will have a list of conditions, and by signing the Contract, they are agreeing that they will not act in an anti-social way in the future. The Contract usually lasts for 6 months, however it can be extended if the Contract is broken.

Although this is not a legal document, the Contract can be used as supporting evidence at Court if we have to go ahead with a Civil Injunction or Possession of Property.

The Acceptable Behaviour Contract should be seen as an opportunity for the person causing the problems to review their behaviour.

Final Tenancy Warning

A Final Tenancy Warning is a statutory warning issued to tenants who have breached their tenancy conditions by behaving in an anti-social way.

Being given a Final Tenancy Warning is a serious matter which could lead to possession proceedings.

It is designed to stop further anti-social behaviour. However, in serious cases we can by-pass this process and go directly to the Courts for possession of property.

Starter Tenancies

A starter tenancy covers the first 12 months of your tenancy. If you behave in an anti-social way during this time, we may serve a Section 21 Notice which allows us to end the starter tenancy by giving you 2 months’ notice.

Civil Injunction

A court can give an injunction against a person aged 10 or over if:

- they agree that the person has been / or threatened to be anti-social; and
- it is fair to give the injunction to stop the person from behaving in an anti-social way.

An injunction can also have a ‘power of arrest’ attached if there’s violence or threats of violence.

Possession

We may proceed with a ‘possession of property’ if the tenant, a household member or a visitor to their home has been:

- convicted of a serious criminal offence, including drug cultivation or supply
- found by a court to have broken a Civil Injunction
- convicted of breaching a Criminal Behaviour Order
- convicted of breaching a noise abatement notice

Legal action can take a long time. Normally high quality evidence is needed before a court will evict someone. A case often has the best chance of success when people are prepared to give evidence in court, so we may ask you to do this. If we do, you will receive our full support.
**CLOSING YOUR CASE**

We will close your case if:

- the complaint is resolved
- after investigation, the complaint can’t be proved or backed up by strong enough evidence
- further suitable action cannot be taken – we’ve used all the options available to us
- you haven’t taken the action agreed, making it difficult for us to take it further
- you don’t take part in mediation.

**PET POLICY**

We recognise that pets are an important part of people’s lives. Our Pet Policy is designed to make sure that tenants’ lifestyles and homes are suitable for a pet. The welfare of the animals is always the most important thing.

Tenants must complete an ‘application to keep a pet’ form, and can’t keep a pet without getting our written permission first.

We will take away permission to keep a pet if the animal causes a nuisance.

For further information please contact us for a copy of the Pet Policy.

**DOMESTIC ABUSE**

Domestic Abuse is the physical, emotional or mental abuse of one person by someone they know or live with. It is using power to assert and maintain control over another person with an ongoing pattern of abusive or controlling behaviour. Domestic violence isn’t just physical attacks.

**Non-physical form of domestic abuse can include:**

- Threats
- Bullying
- Emotional abuse
- Harassment
- Financial control

We will give everyone suffering from domestic abuse advice and support. We will not tolerate abuse in any of our homes.

If you are experiencing domestic abuse, we will encourage you to get help and support to make sure you are not in any danger. Abuse is never your fault and rarely stops by itself. Please don’t be scared or too proud to talk about it and please don’t suffer alone. You can talk to us confidentially:

**Anti-Social Behaviour Team (Cartrefi Conwy)**
0300 1240040

**Live Fear Free Helpline**
0808 80 10 800

**All Wales Domestic Abuse Helpline**
0808 801 0800
VICTIM SUPPORT

If you’ve been affected by crime, Victim Support can give you the support you need to move forward. Their services are free, confidential and available to anyone. It doesn’t matter if the crime has been reported or how long ago it happened. You can phone the Victim Support Line.

Victim Support Line 08 08 16 89 111

REPORT A CRIME ANONYMOUSLY

If you prefer, you can contact Crimestoppers on 0800 555 111 to report a crime. You don’t need to give your name. They will pass the information to the police.

CONFIDENTIALITY

We will not give information you tell us to anyone else without your permission. But we may have to if we think passing on the information:

- will prevent loss of life, serious injury or risk to health;
- may prevent or assist with detecting a crime

Or if we have a legal obligation to provide the information.

HOW TO CONTACT US

Telephone: 0300 124 0040

Online: www.cartreficonwy.org/tenants/antisocial-behaviour

Email: antisocialbehaviour@cartreficonwy.org

Write to us:
ASB Team
Cartrefi Conwy
Morfa Gele
North Wales Business Park
Cae Eithin
Abergele
Conwy LL22 8LJ