Anti-social behaviour and being a good neighbour

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Anti-social behaviour

We know anti-social behaviour can cause real misery for residents, their families and communities. We take all matters of anti-social behaviour (ASB) very seriously and try to work with our residents to resolve issues, whilst helping and supporting those who are experiencing these problems. We have a dedicated team to deal with ASB.

We will not tolerate acts of nuisance, anti-social behaviour, racial harassment, hate crime, domestic violence and abuse or drug use, supply or production.

How we deal with anti-social behaviour depends on how serious it is. Here is a list of what could be anti-social behaviour and how we treat it.

<table>
<thead>
<tr>
<th>ASB</th>
<th>General (ASB)</th>
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<tbody>
<tr>
<td><strong>Priority 1</strong>&lt;br&gt;Most urgent&lt;br&gt;Hate crime&lt;br&gt;Domestic violence&lt;br&gt;Other violence or the threat of violence&lt;br&gt;Drug production or supply&lt;br&gt;Criminal behaviour&lt;br&gt;Prostitution</td>
<td>Your neighbours walking around&lt;br&gt;Closing doors or cupboards&lt;br&gt;Conversations next door&lt;br&gt;Babies crying&lt;br&gt;Children playing during daytime hours&lt;br&gt;Toilet use&lt;br&gt;Washing clothes or dishes&lt;br&gt;DIY during the day&lt;br&gt;Vacuuming during the day&lt;br&gt;Low volume TV and radio</td>
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<td><strong>Priority 2</strong>&lt;br&gt;Other urgent&lt;br&gt;Noise nuisance (loud music, shouting, arguing)&lt;br&gt;Drug use&lt;br&gt;Harassment or intimidation&lt;br&gt;Verbal abuse&lt;br&gt;Alcohol-related nuisance</td>
<td>We don’t usually consider everyday living noise as ASB like noise from:</td>
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<td><strong>Priority 3</strong>&lt;br&gt;Less urgent&lt;br&gt;Noise nuisance (depending on volume, timing and how long it lasts)&lt;br&gt;Vehicle nuisance&lt;br&gt;Nuisance caused by animals&lt;br&gt;Nuisance caused by children&lt;br&gt;Untidy gardens and property conditions</td>
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Things that you can do before contacting us

Talk to your neighbour – they might not realise they are causing a problem so explain how their actions affect you. Keep things friendly and think about how you would like them to speak to you. If they become angry, stay calm and act reasonably.

If you have tried talking to them and it hasn’t made a difference, you don’t feel comfortable approaching them or if you’re not sure who is causing the problem then contact us.
When 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 taken place.
• 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 why.

What we do

If you make a report of anti-social behaviour, we will ask questions to get a clear idea of the problem for example;

• who is causing the problem.
• what, when and where is it happening.
• why you think it’s happening and how it is affecting you.
• have you reported it to anyone else.

We will:

• explain how we can help you.
• agree a satisfactory result for you.
• agree an action plan with the steps we will take.
• tell you what you need to do.

This is how we deal with anti-social behaviour

• Issue verbal and written warnings - we will visit or write to the person alleged to be causing the problem.
• Referral to support agencies - this is where we involve other agencies to help support people with their issues.
• End a starter tenancy - a starter tenancy covers the first 12 months of your tenancy. If you behave in an anti-social way during this time, we can end your tenancy by giving you 2 months notice.
• Mediation - mediation can help you and your neighbour resolve a dispute by talking to each other in a constructive and fair way and listening to what you both have to say. This is done in private with the aim to reach an agreement that will suit everyone.
• Change your tenancy - we can change your tenancy back to a starter tenancy. This means we can give you two months notice to leave your home.
• Eviction - we can evict you if you another household member or visitor has:
  • been convicted of a serious criminal offence.
  • broken a civil injunction.
  • been convicted of breaching a criminal behaviour order.
  • been convicted of breaking a noise abatement notice.

Reporting anti-social behaviour

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.

To report anti-social behaviour

• call 0300 124 0040.
• fill in our on-line form.
• tell your neighbourhood coordinator or visit one of our offices.

We hope to speak to you straight away, but if there is nobody available, we will contact you within 5 working days. Remember if you feel in danger, contact North Wales Police.
If you are the cause of ASB this is what we’ll do:

- **Arrange an acceptable behaviour contract** – this is a voluntary agreement between the person causing the problem, Cartrefi Conwy and North Wales Police. This gives you the opportunity to change your behaviour to avoid taking things to the next step. We can use this in court if the contract is broken.

- **Final tenancy warning** – if things don’t improve we will give you a final legal warning and you could lose your home. This is a serious warning and in some cases, we will go straight to the court to evict you from your home because of your behaviour.

- **Civil injunction** – a court can give an injunction against anyone aged 10 or over if they agree that you have been or threatened to be behaving in an anti-social way. An injunction can have the “power of arrest” attached if there is violence or threats of violence.

We will close a case if:

- the complaint is resolved.
- after an investigation, the complaint can’t be proved with strong evidence.
- we can’t take any more action.
- you haven’t taken the action agreed making it difficult for us to take it further.

### Pet policy

If you want to keep a pet in your home you need to ask us first.

**How many pets can I keep?**

- House - 2 dogs or 2 cats.
- Flat - 1 dog or 1 cat.

**This is what we look at when you ask us:**

- The type of home you live in.
- Whether a flat has its own entrance and access to an outside area.
- The size of the garden.
- Species, size and number of pets.
- Your history of keeping a pet.

To apply download our pet request form from our website [www.cartreficonwy.org](http://www.cartreficonwy.org) or contact us on 0300 124 0040.
Thinking of your neighbours

Everyone has the right to enjoy their home in peace. By following these steps you can help to make this happen.

Everyone’s different and what might not upset you might upset someone else. So it’s important to think about how your everyday living might affect others.

Flats
If you live in a flat, noise can carry throughout the block so here are some things to think about:

- **Slamming doors** – this can make a loud noise that can sometimes be heard through the whole block.
- **Flooring** - we don’t allow laminate or wood flooring in flats as it can be noisy for anyone else living in the block. If there are no carpets in the flat when you move in, get them fitted as soon as you can.
- **TV/music** - having your TV on too loud or playing music at a high volume may affect your neighbours.
- **Parties** - if you are going to have a party or a gathering, let your neighbours know and agree a time for the party to end.
- **DIY** - if you plan any DIY let your neighbours know.
- **Walking through communal areas** – think about others when you’re walking through the communal areas, especially early in the morning or late at night.

House
Noise can carry through properties more than you might think so it’s important for you to think about your neighbours. The same things in the list above may affect next-door neighbours if you live in a house too.

Gardens
If you plan a party or gathering in your garden, think about you and your guests party behaviour and the language you use. Talk to your neighbours before the party and agree a time to end and always clear up after yourself. You could even invite them along!

Trampolines
If you own a trampoline high winds can easily blow it away, so make sure you anchor it to the ground. If you don’t, it could be a hazard and cause damage for you and your neighbours.

You will have to pay for any damage caused by your trampoline.

Do not place trampolines in any communal areas.

Running a business
If you want to run a business from your home, you need to ask us if you can. We will consider the type of business and type of property you live and let you know whether we can allow this.

We understand that not everyone will get along all of the time, but by being a considerate neighbour, you can help to make sure everyone can live in peace.

Helping those around you
Do you have any elderly or vulnerable people living on their own near you? Could they do with some help from a friendly neighbour?

Think about helping them when the weather is bad, maybe pick up some shopping for them or even just a chat with them can break up their day.

Remember to look out for them in case other people are taking advantage of them.
Safeguarding

Everyone has a right to be safe, no matter who they are or what their circumstances. Safeguarding is about protecting children, young people and vulnerable adults from abuse or neglect. We are all responsible for the safety of the most vulnerable members of our society.

There are a number of different types of abuse including:

- **Physical or emotional**: including hitting, slapping, kicking, restraining, pushing, burning, bullying.
- **Sexual**: including rape, unwanted advances, inappropriate language or dressing.
- **Psychological**: including humiliation, verbal abuse, isolation, intimidation.
- **Financial and material**: including theft, fraud, possession or benefits.
- **Discriminatory**: including discrimination on the grounds of gender, age, religion, race, disability, nationality, and sexuality.
- **Neglect and acts of omission**: including under or over use of medication, inappropriate dressing, lack of food, drink and/or heat. Lack of care, ignoring apparent abuse of others.

If you suspect that someone you know is being abused tell somebody.

You can tell any member of Cartrefi Conwy staff in any way that you wish. You can also tell social services. The contact details for these are below:

**Cartrefi Conwy**
You can tell us by:
Phone: 0300 124 0040
Email: enquiries@cartreficonwy.org
You can write to us at: Cartrefi Conwy, Morfa Gele, Cae Eithin, North Wales Business Park, Abergele, LL22 8LJ
Or you can tell any member of staff.

**Conwy access team:**
You can tell the Conwy access team by:
Phone: 0300 456 1111
Out of hours: 01492 515 777
Fax: 01492 576330
Or email them: wellbeing@conwy.gov.uk
Or you can write to them: Conwy Access Team, Colwyn Leisure Centre, Eirias Park, Abergele Road, Colwyn Bay. LL29 7SP

We want to prevent abuse wherever we can but sometimes we need your help.

Please tell someone if you are a victim or if you know someone who is a victim.

Anything you tell us, Conwy access team or North Wales Police will be strictly confidential, so if you have any concerns, however small, please tell us.