



# **Anti-Social Behaviour**

**Working together to tackle ASB**

## **Anti-Social Behaviour**

**We are committed to promoting a safe and secure environment so that residents are able to live peacefully in their own communities. We want everyone to enjoy living, working and visiting our estates, feeling safe and confident. We are working hard to achieve reductions in anti-social behaviour (ASB) and crime but we know there is still much to do.**

**We have made a public commitment to meet the Respect Standards for Housing Management which means we intend to deliver good services to help stop ASB and create a culture of respect. We are working closely with the Council, other RSL's, the police and most importantly local people in order to achieve this. By working together we believe we can tackle the problems associated with ASB on our estates.**

### **What is Anti-Social Behaviour?**

ASB is a term which covers a range of issues from serious violence and harassment to more everyday incidents including:

- Harassment and intimidating behaviour

- Hate crime, for example racist or homophobic abuse
- Problems associated with people dealing or using drugs
- People being drunk or rowdy
- Vandalism, graffiti and other deliberate damage to property
- Dumping rubbish, throwing rubbish over the balcony, dog fouling, uncontrolled pets, car repairs, dangerous parking and abandoned cars.

### How do I report Anti-Social Behaviour?

We've provided a number of ways to report ASB to make it as easy as possible. You can contact your Housing Centre in person, by telephone, fax or letter. Your Housing Officer will take details of the problem and will be responsible for undertaking all further enquiries. See contact details for the Housing Centres on the back page. You can also report ASB by:

- Using the following EastendHomes E-mail address: **asb@eastendhomes.net**
- Telephoning the Council's 24 Hour Freephone ASB Reporting Line on **0800 917 5918**

- Contacting your local Police Station. If you witness a criminal act or if you are in danger you should ring 999. We will work with the Police to bring criminals to justice through the courts.

## What action can be taken?

Our aim is to take action early in order to stop the problem escalating. There are a number of options available and we will choose the most appropriate.

- **Warning Letters**  
Making it clear that behaviour needs to stop or further action will be taken.
- **Independent Mediation**  
By listening and talking, independent mediation services can bring both sides together to resolve disputes at an early stage before they escalate into forms of anti-social behaviour.
- **Acceptable Behaviour Contracts (ABCs)**  
Voluntary agreements where the perpetrator signs up to changing their ways. Where the ABC involves a young person we will receive support from the Youth Offending Team to improve their behaviour. Parents may be asked to sign a Parenting Agreement.

- **ASB Injunction**

This is a Court Order that can be secured to prevent an individual from continuing ASB.

- **Anti-Social Behaviour Order**

A Court Order that prevents an individual from various activities linked to their ASB.

- **Possession Proceedings and Demotion Orders**

A tenant can be evicted from their home where they are responsible for causing serious ASB. A Demotion Order is a Court Order that reduces the security of a tenancy so that it becomes easier to evict a person if their ASB continues.

**Where it is appropriate to take enforcement action we will progress this as quickly as possible.**

### What happens once I make a complaint?

Where we receive a complaint about ASB we will handle the matter quickly and with sensitivity. An acknowledgement will be provided within 1 (working) day. We will arrange an interview with you and take a statement within 2 days. Within 3 days of the interview we will send a letter to the alleged

perpetrator and arrange an interview with them within 10 days.

There may be a need to gather additional evidence from witnesses, covert surveillance or CCTV. The appropriate action will be different depending on the circumstances and we may need to discuss the complaint with the Police, other RSL's, the Council and other specialist agencies.

However, we will provide a written response to you and the alleged perpetrator within 3 days of the interview.

Progress will be reviewed regularly and you will be kept informed. Where it is necessary to close the case because of insufficient evidence you will be informed.

### What can I do myself about ASB?

For some instances of low level ASB, where you feel safe, the most effective way of tackling the issue will be for you to talk directly to the person causing the problem.

ASB will be resolved only if residents and EastendHomes work closely together. We need your help and support. For example,

signing your local "Good Neighbour Agreement"; contacting us promptly if you witness or experience ASB; contacting the police promptly if you witness crime; letting us know about litter, dumped rubbish or graffiti.

### Is there any support available?

In some cases you may feel anxious and frightened but it is still very important to contact us. EastEndHomes can offer a range of support. Firstly we will listen carefully to your complaint and take it seriously. Information will be handled with discretion and your identity kept confidential. We will make contact on a regular basis and can offer a direct office telephone number.

Finally, we can provide a range of support measures including counselling, personal safety equipment, advocacy and referral to specialist services.

### What if I am not happy about the progress of my complaint?

If you have made a complaint about ASB but are not happy with the progress or the response received you are able to contact the Housing Manager at your Housing Centre and ask for the case to be reviewed.

We want everyone to enjoy living, working and visiting our estates, feeling safe and confident.

## How to contact us

### **Mile End Housing Centre**

38 Wager Street E3 4JE

Email: [mileend@eastendhomes.net](mailto:mileend@eastendhomes.net)

Tel: 0208 880 7055

Fax: 0208 880 7810

### **Island Gardens Neighbourhood Centre**

137 Manchester Road E14 3DN

Email: [islandgardens@eastendhomes.net](mailto:islandgardens@eastendhomes.net)

Tel: 0207 538 2340

Fax: 0207 537 0512

### **St Georges Housing Centre**

Shearsmith House, Hindmarsh Close E1 8HP

Email: [stgeorges@eastendhomes.net](mailto:stgeorges@eastendhomes.net)

Tel: 0207 481 4110

Fax: 0207 481 4082

## **Holland Housing Centre**

35 Commercial Street E1 6BD

Email: [holland@eastendhomes.net](mailto:holland@eastendhomes.net)

Tel: 0207 456 6700

Fax: 0207 456 6731

## **Glamis Housing Centre**

Ground Floor, Roslin House, Brodlove Lane

London E1W 3EL

Email: [glamis@eastendhomes.net](mailto:glamis@eastendhomes.net)

Tel: 020 7791 7947

## **Other Useful Numbers**

National Domestic Violence HELPLINE

0808 2000 247

If you want to find out more about the Respect Standards please contact [respectstandard@communities.gsi.gov.uk](mailto:respectstandard@communities.gsi.gov.uk)

## **Other leaflets available include:**

- Rents Benefits and Service Charges
- Repairs Service
- Customer Care
- Estate Services
- Resident Involvement
- Lettings Service

## Language options

- meeting your needs

Copies of this document can be made available, on request, in a range of formats including:

- **Translation (including Bengali, Somali and other community languages)**
- **Braille**
- **Large print**
- **Audio tape**

To request a different format, please contact your local Housing Centre.



[www.eastendhomes.net](http://www.eastendhomes.net)

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