

# What to do If you are a victim of Anti-social behaviour

**SEVEN LOCKS HOUSING**

— Strong **Foundations,**  
Stronger **Communities**.....

SEVEN LOCKS  
  
HOUSING

## What is Anti-social behaviour?








*Anti-social behaviour is conduct which is capable of causing nuisance or annoyance to any person and that directly relates to or affects the housing management function of your Landlord*

Or

Conduct which consists of or involves using or threatening to use housing accommodation owned or managed by a relevant Landlord for an unlawful purpose

## What is anti-social behaviour (ASB)?

This can be extremely wide ranging; some examples are:

-  **A**ggressive, threatening language and behaviour
-  **I**ntimidation; causing fear, alarm or distress
-  **A**ctual physical violence against people or Property
-  **H**ate behaviour which targets members of identified groups because of their perceived differences
-  **U**sing or selling drugs
-  **A**lcohol or solvent abuse
-  **D**omestic violence
-  **B**urglaries, muggings, vandalism and graffiti
-  **C**onviction of an arrest able offence committed in the locality of your home
-  **E**xcessive noise
-  **L**ittering
-  **N**uisance from vehicles
-  **U**nruly behaviour of children and the lack of control exercised by parents

Seven Locks Housing, 1A Anson House, 8 Compass Point, Northampton Road,  
Market Harborough LE16 9HW

**Tel:** 01858 414500, **Fax:** 01858 419156, **Email:** [info@sevenlockshousing.co.uk](mailto:info@sevenlockshousing.co.uk)





**The protection from Harassment Act 1997 makes it a criminal (and civil) offence to harass.**

**Harassment is deliberate behaviour intended to intimidate, dominate or harm an individual or certain group.**

**This harassment can involve attacks on property as well as on people, and may include threats as well as physical acts.**

## **What is Seven Locks doing to manage anti-social behaviour?**

**We have a policy, a procedure and strategies to deal with ASB, our main objectives are:**

-  To work with all of our customers to promote a culture of reasonable behaviour and respect for others
  
-  To enable all tenants to enjoy their homes free from ASB or harassment
  
-  To give people the confidence to report acts of ASB and harassment
  
-  To respond effectively to all complaints of ASB or harassment

**You can be a victim of Anti-social behaviour on the grounds of your age, disability, gender identity, race, religion / belief , sexual orientation, health, perceived class or economic status**

## **What will you do if I think I am a victim of anti-social behaviour?**

### **We will:**

- **A**ct promptly, within set timescales, to make sure the situation does not escalate
- **P**rioritise our response if a case appears to involve Hate Crimes
- **T**ry to resolve issues without using the legal Process.

## **What remedies will you use?**

### **We will:**

Resolve problems by making use of a variety of individually tailored legal remedies, this includes:

- **A**cceptable Behaviour Contracts
- **P**arental Guidance Agreements
- **D**emoted Tenancies,
- **I**njunctions,
- **A**nti-social Behaviour Orders (ASBO'S) &
- **P**ossession Orders

If you are concerned for your safety :

## Phone the police in an emergency

especially if you have been assaulted or threatened with violence

### Who else will you involve?

Seven Locks Housing are committed to work with the community and other agencies to resolve anti-social behaviour and promote positive action to overcome disadvantage and discrimination.

### Who should I tell?



If you live in our general needs housing contact your Area Housing Manager.

If you are not sure who your Area Housing manager is contact Customer Services on

**01858 414500**

We will put you through to the correct person



If you live in one of our Sheltered Schemes you can talk to your Sheltered Scheme Manager

If your Area Housing Manager or Scheme Manager is not available when you call, another member of Seven Locks Housing staff will be able to assist you and / or will make sure that your message is passed on.

**If you are concerned for your safety :**




**Phone the police in an emergency**

**especially if you have been assaulted or threatened with violence**

### **What information will I have to tell you?**

**It will help us to deal most effectively with your problem if you can provide us with as much information as possible.**

**As a minimum you should tell us about:**

-  What is happening or has happened; giving details about the behaviour that you have experienced
-  Details of the people, (if you know) who have been involved in the incident (s)
-  The date or dates that the incident (s) happened

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**If my home is damaged what should I do?**

Contact our Repairs Reporting service on

**Free phone 0800 1300 365**

-  We promise you that any necessary emergency repairs will be undertaken within 24 hours of being reported. This includes repairing/boarding up broken windows and securing any damaged external doors.
-  Seven Locks Housing provides an emergency out of hours repairs service. So, no matter what time you call to report a problem and request an emergency repair

**telephone: 0800 1300 365**

**You must also remember to:**

**Report criminal damage to the Police and make a note of the incident number they give you as we will require this number.**

**If you are concerned for your safety :**

**Phone the police in an emergency**

**especially if you have been assaulted or threatened with violence**

**Useful contact Numbers:**

**Seven Locks Housing      01858 414500**

**Emergency Repairs      0800 1300 365**

**Local Police      0116 222 2222**

**Domestic Violence Helpline 0116 255 0004**

**Citizen's Advice Bureau 08448 489009**

**This leaflet gives advice about help to deal with Anti-social behaviour - If you or someone you know needs this information in another format or language, please contact Customer Service on 01858 414500.**

**We keep a central register of our customers' with special communication needs so you only need to tell us about your requirements once.**