

### Our Community Safety Team will deal with:

- Verbal abuse;
- Harassment;
- Intimidation;
- Drunken behaviour;
- Criminal behaviour (where there is police evidence);
- Noise nuisance e.g. barking dogs;
- Hate related incidents.



### We won't deal with:

- Children playing in the street or arguing;
- Everyday household events such as; flushing toilets, cooking smells, smoking in own home, washing machines, babies crying or playing;
- Staring or looking at someone;
- Pets straying across your garden;
- One-off noise nuisance such as a one-off party or BBQ;
- Personal disputes where no breach of tenancy can be proven;
- Problems arising from conflict of lifestyles, such as shift work.

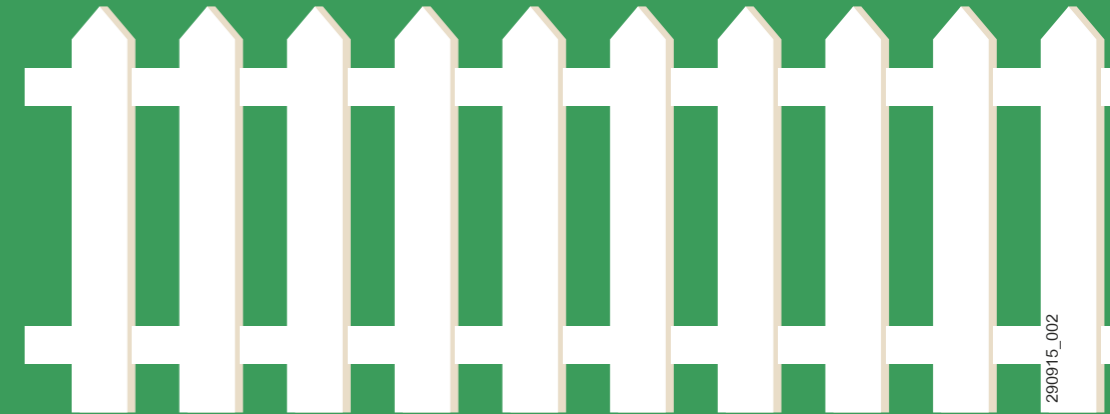


## Dealing with anti-social behaviour

If you need this information in large print, Braille, on CD, or explained in your own language, please contact us on 01495 745910.



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01495 745910



## Dealing with anti-social behaviour

## Anti-social behaviour and hate crime - how can we help?

Anti-social behaviour has a huge impact on the lives of people and the communities they live in.

We have a zero-tolerance approach to incidents of ASB and hate crime, and have a specialist team in house who are on hand to deal with it.

The team has a great track record in taking legal action and tackling ASB and hate crime.

## What is anti-social behaviour?

- Excessive and persistent noise nuisance
- Abusive, threatening or violent behaviour
- Drug use or drug dealing
- Criminal behaviour
- Harassment
- Vandalism

(These are just some of the types of ASB)

## What is hate crime?

If you are experiencing harassment, intimidation or someone is being aggressive towards you based on your nationality, ethnic origin, colour, political or religious beliefs, sexuality, age or disability then you are experiencing hate crime.

## We can help by...

- Investigating any complaints thoroughly
- Showing you how you can help us to complete our investigations
- Depending on the information or evidence we have, we will use a range of legal and non-legal ways to tackle the antisocial behaviour
- Working with other agencies
- Let you know if we are unable to take action and why

## What you can do...

When you signed your tenancy agreement with us you promised to be responsible for the behaviour of everyone living in or visiting your home. All we ask is to be a good neighbour and ask wherever possible to sort things out between you and your neighbours – sometimes all it needs is a brief and calm conversation to sort issues out.

So while we take reports of asb seriously, wherever possible you should try talking to the person involved first before calling us. They may not be aware that their behaviour is having a negative impact on your life. If this isn't possible or doesn't work then the next step is to speak to our Community Safety Team, who will be able to offer advice and support.

## How to report ASB to us

- Online at [www.melinhomes.co.uk](http://www.melinhomes.co.uk) (using the asb form)
- Through our online chat facility on our website
- By emailing [asb@melinhomes.co.uk](mailto:asb@melinhomes.co.uk)
- By calling 01495 745910

## Our promise to you

If you report asb the community safety team will keep things confidential. Make sure you know the name of the officer dealing with your problem and will respond to low level issues within three working days and urgent issues within one working day. If you are reporting a criminal matter then we will need Police evidence in order to progress the matter.

## Other information you may need

Police non-emergency number 101

Live Fear Free Helpline 0808 80 10 800

There are many more agencies who can help and if you go to your online residents handbook you will find them.

They are also available on [www.melinhomes.co.uk](http://www.melinhomes.co.uk)