Anti-Social Behaviour

What Anti-Social Behaviour is and how we deal with it
The council recognises that anti-social behaviour (including nuisance and neighbour disputes) can have a significant effect on your quality of life.

Our aim is to ensure you enjoy safety and security in your own homes wherever possible. This leaflet sets out the kind of action you can expect the council to take to deal with anti-social behaviour.

We will deal with anti-social behaviour where a council tenant is

If you are suffering from...
- violence or threat of violence
- noise
- harassment
- drug dealing

...the council can take action.

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Introduction

The council recognises that anti-social behaviour (including nuisance and neighbour disputes) can have a significant effect on your quality of life.

Our aim is to ensure you enjoy safety and security in your own homes wherever possible. This leaflet sets out the kind of action you can expect the council to take to deal with anti-social behaviour.

We will deal with anti-social behaviour where a council tenant is
involved, either suffering or causing the anti-social behaviour. Otherwise we may be able to refer cases to other agencies.

**What kind of anti-social behaviour can you expect the council to deal with?**

You may for example, be having problems with a noisy neighbour, or someone is keeping animals which are causing a nuisance. Alternatively there may be gangs of people hanging around vandalising property or someone holding regular late night parties. How we deal with anti-social behaviour will depend not only on what type of behaviour it is but also on the frequency and severity.

**What is not anti-social behaviour?**

- Noise from children playing (unless in an internal communal area)
- Litter
- Personal differences
- Family disputes
- Overgrown gardens
- Normal living noises such as flushing W.C.’s and opening and closing doors.

Whilst this list does not cover all situations, generally in these type...
of cases we will not take action but we will acknowledge your complaint and explain why action cannot be taken.

Sorting things out early

Many neighbour problems can be sorted out simply by talking to each other. Sometimes people genuinely don’t know they are creating a nuisance. It is always best to try to talk to your neighbour directly in the first instance, if you feel you can.

If you talk to your neighbour, remember;

■ Be prepared to negotiate, it might be a one-off occasion or someone is going through a difficult time.

■ Be diplomatic. Try not to shout, swear or raise your voice as this may make the situation worse.

■ Explain to your neighbour why you are calling and work together to find a solution.

■ If your neighbour reacts badly and you feel uneasy, walk away.

If you feel you want to try to resolve a matter yourself but need a little help, then Bristol Mediation, an independent service dedicated to resolving neighbour disputes, might be able to help. You will find their contact details at the end of this booklet.

What you should do

You may report cases of anti-social behaviour to your Area Housing Office either in writing, by telephone or by calling in person. You don’t have to do this in writing, but it helps if you can. We will be able to help you if you need assistance with this.
Keep a detailed record of when the anti-social behaviour occurred. The Area Housing Office will be able to provide you with recording sheets. Any records you make will be very important if we are to take further action.

How quickly will Neighbourhood and Housing Services respond?

When we receive your complaint, we will let you know how quickly we can deal with it. As a general guide, the following are the priorities we use, with some examples. Each case will be considered individually.

Emergencies

We will respond within one working day for things like severe harassment, where people are being physically threatened or there is a danger to life. If you experience the above telephone the police as well.

If you require emergency accommodation during office hours please call your Area Housing Office. If out of office hours, call the police on 01275 818181.

Serious anti-social behaviour

We will respond within 3 working days where, for example, there is loud music affecting many people, reports of drug dealing, dangerous dogs and motor vehicles being driven on council land.

General anti-social behaviour

We will respond within 10 working days to general noise i.e. late night DIY, barking dogs, rubbish dumping or loud music.
What we will do

With your consent, we will interview the person you have complained about. Although we will keep your identity confidential, your neighbour may guess who made the complaint.

We will inform your neighbour of what we will do if any anti-social behaviour continues and we will monitor the situation.

We may ask you to provide further evidence, generally by completing a record sheet which we can supply.

We may contact other sections of the Council or other agencies with your consent.

We will agree with you what action we intend to take and what you can do to assist. If we do not intend to take further action, we will explain why.

What if there is no improvement?

The Anti-Social Behaviour (ASB) Team will work with staff in Area Housing Offices and partner agencies across the city to provide advice, guidance, training and support to ensure that wherever possible anti-social behaviour is prevented or tackled at an early stage by appropriate intervention and support.

If intervention and informal action does not work, the ASB Team will take on cases and manage them, working alongside staff in Area Offices and partner agencies, to stop the anti-social behaviour promptly and effectively.

With recent changes in the law and the government’s determination to stamp out nuisance, harassment and anti-social behaviour, the council and police now have a range of tools with which to tackle these issues, which include;
Noise abatement notices

Working in partnership with other agencies, music equipment can be confiscated.

Notices

Anti-social behaviour and neighbour nuisance is a breach of tenancy conditions and therefore a tenant can be served with a notice in severe or persistent cases. A tenant is responsible for people living in and visiting their property.

Parenting Orders

This is an order placed on parents of misbehaving children.

Acceptable Behaviour Contracts (ABC)

These are especially for dealing with young people responsible for anti-social behaviour. A meeting is set up between the youth, the police and the council and a written agreement signed. This contract aims to make young people understand what is acceptable behaviour. Breaking this contract does not carry any penalties but will make it easier to take further action (see below).

Anti-Social Behaviour Orders (ASBO)

These are orders placed on people telling them not to go to certain places or do certain things. A prison sentence could result if an ASBO is broken.

Injunctions

Injunctions are a quick way of dealing with very serious cases, where there is a threat to someone’s health. The breach of an injunction can lead to imprisonment.
Neighbour Agreements

Neighbour agreements are a form of mediation where all parties in a neighbour dispute, through the Council, make an agreement, deciding on acceptable behaviour by all parties. They then try to stick to the agreement made. There is no legal recourse if this agreement is broken, neighbour agreements are designed to stop low-level nuisances from becoming serious and helps keep things amicable between neighbours.

Each case will be looked at individually and a course of action will be decided on. We will only take legal action if there is substantial evidence to present to the court.

If you are experiencing anti-social behaviour we may ask you to attend court to give evidence.

Who else can help?

Contact your local Area Housing Office (see page 9). Out of hours and at weekends, you can call the council on 0117 922 2050.

Bristol Mediation
0117 904 3321

Samaritans
0845 790 9090

Police
01275 818181 (please call 999 if it is an emergency)

Citizens Advice Bureau
0870 121 2134

Age Concern
0800 009966

SARI (Support Against Racist Incidents)
0117 952 5652
Email:
sari@sari.freeserve.co.uk
Further information

Factsheets

Factsheets are available on the following subjects:

- Mediation
- Neighbour agreements
- Acceptable behaviour contracts
- Parental control contracts
- Anti-social behaviour orders
- Parenting orders
- Emergency re-housing
- Racial Harassment
- Notice seeking possession
- Domestic Abuse
- Injunctions
- Possession orders

The Tenants’ Charter

This booklet contains all the service standards for the housing services we provide to tenants.

Complaints, comments or compliments

Bristol City Council is committed to providing a high quality service to all its customers. We welcome feedback from customers and therefore, if you would like to submit a complaint, comment or compliment about the services you have received, you can do so at any of the Area Housing Offices. The Area Office will be able to provide you with a leaflet giving more details about how to submit feedback. Further information can also be obtained from the council's website (www.bristol-city.gov.uk)

All Bristol City Council housing booklets and fact sheets are available from any Area Housing Office or on the council’s website at; www.bristol-city.gov.uk/housing
Area Housing Offices

Below are Bristol City Council Area Housing Offices general enquiries numbers. For a full list of addresses, contact numbers and opening hours contact, or visit, any Area Housing Office.

Ashley: 0117 903 8989 (covering St Pauls, St Agnes, Montpelier, St Werburghs, Kingsdown and Cotham)
Textphone: 0117 903 8982
Fax: 0117 903 8990

Barton Hill: 0117 353 2020 (covering Barton Hill and part of Redfield)
Textphone: 0117 903 9094
Fax: 0117 353 2036

Bedminster: 0117 903 9990 (covering Bedminster, Southville, Ashton, Ashton Vale, Totterdown, Windmill Hill, Redcliffe, Baltic Wharf, Clifton and Hotwells)
Textphone: 0117 903 9092
Fax: 0117 377 2533

Easton: 0117 903 9899 (covering Easton, Lawrence Hill, St Philips, St J udes and Newtown)
Textphone: 0117 909 0066
Fax: 0117 903 9688

Fishponds: 0117 965 3369 (covering Frome Vale, Hillfields, Fishponds, Oldbury Court, Eastville, Frenchay and Stapleton)
Textphone: 0117 903 9080
Fax: 0117 958 3977

Hartcliffe: 0117 964 0770 (covering Hartcliffe and Whitchurch Park)
Textphone: 0117 903 1061
Fax: 0117 946 5293

Henbury: 0117 903 9702 (covering Henbury, Stoke Bishop and Brenty)
Textphone: 0117 903 9082
Fax: 0117 903 9704

Knowle: 0117 971 3449 (covering Hengrove, Stockwood, Filwood, Knowle, Knowle Park, Inns Court, Novers Hill, part of Brislington West - Hungerford Road)
Textphone: 0117 903 9092
Fax: 0117 987 2026

Horfield: 0117 377 3960 (covering Lockleaze, Manor Farm, Horfield, Bishopston and Redland)
Textphone: 0117 903 9088
Fax: 0117 377 3961

Lawrence Weston: 0117 903 8372
Textphone: 0117 903 1733
Fax: 0117 903 8370

Shirehampton: 0117 903 9730 (covering Sea Mills, Coombe Dingle, Shirehampton and Avonmouth)
Textphone: 0117 903 9085
Fax: 0117 903 9737

Southmead: 0117 903 8700 (covering Southmead, Westbury-on-Trym and Henleaze)
Textphone: 0117 903 8699
Fax: 0117 903 8740

St George: 0117 939 3973/4 (covering Redfield, Speedwell, St George, Whitehall, St Anne’s, Broomhill and Brislington)
Textphone: 0117 903 8650
Fax: 0117 939 3977

Stockwood: 0117 977 5133 Sub office (covering part of Brislington, Hengrove, Stockwood and Whitchurch)
Textphone: 0117 903 9091
Fax: 0117 971 2675

Withywood: 0117 964 0170 (covering Withywood, Bishopsworth, Bedminster Down, Highridge and Headley Park)
Textphone: 0117 903 9081
Fax: 0117 964 0079

The Hub: 0117 914 1188
Textphone: 0117 914 1191
Fax: 0117 914 1189

The Hub is an advice service for people without dependent children. It aims to prevent homelessness by providing a multi agency housing advice service.

Out of hours emergencies
Tel: 0117 922 2050
Textphone: 0117 922 3892
Fax: 0117 922 2379
If English is not your first language and you need a translation, we can get one for you.

<table>
<thead>
<tr>
<th>Language</th>
<th>Translation</th>
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| Bengali    | Heke İngiliz zimanë we yë yeke mëne ü pëwëstëyra we bi wegerë heye, em dikarin yekë ji we re bibë
| Chinese    | 如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。 |
| Farsi      | اگر انگلیسی زبان اول شما نیست و شما مترجم نیاز دارید ما می‌توانیم برای شما فراهم کنیم |
| Gujarati   | जो तमामी फॅक्टोर भाषा अंग्रेजी न हो और आप को अनुवाद की आवश्यकता है तो हम आप को प्रदान कर सकते हैं |
| Hindi      | यदि आपकी भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो हम आप को प्रदान कर सकते हैं |
| Kosovan   | Nëse anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkhëm, ne mund të sajgurojmë atë |
| Kurdie     | Weke îngilizë është zinanë këtu nënë ù pëwëstëja we bi wergër hej, em dikarë yekë jë we re bëbi
| Punjabi    | ਜੋ ਤਮਾਸੀ ਫੈਕਟਰ ਭਾਸ਼ਾ ਅੰਗਰੇਜੀ ਨਹੀਂ ਹੋ ਅਤੇ ਆਪ ਨੇ ਅਨੁਵਾਦ ਦੀ ਆवਾਜ਼ ਲਈ ਦੋਖਾਇ ਤੋ ਹੀ ਕਰ ਦਿੱਤਾ ਜਾਵੇ ਤੇ ਆਖੀ ਦੀਆਂ ਲੇਖ ਲਈ ਕੀਤੀ ਜਾਵੇ |
| Urdu       | کہ انگریزی بولی یا جب یہ نہیں ہے تو یہ ہم آپ کو پیش کر سکتے ہیں |
| Viêtnâmêse | Nếu quý vị không thuộc Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản |

If you would like this information in a different format, for example, Braille, audio tape, large print or computer disc please contact your Area Housing Office.