



Caredig

Anti Social Behaviour Explained



People • Homes • Communities

What is Anti-Social Behaviour?



Caredig believes everyone has a right to lead their lives in any manner they choose as long as it does not affect the quality of life of those around them.

This requires tolerance and respect of the needs and lifestyles of other people.

Anti Social Behaviour, commonly known as ASB, can be caused in a variety of ways.

This leaflet will clarify what is and what is not ASB and gives information on how to report your concerns.

Although it is difficult to define, there are some types of behaviour that are not classed as ASB and will not be investigated by Caredig.

Examples of reports that are Not classed as ASB

Living / household noises such as;

- Flushing toilets
- DIY
- Cooking smells
- People walking within their homes
- People smoking in their homes or gardens
- People talking at normal volumes in their home Washing machines/ Vacuums
- Babies crying or playing
- Children playing or arguing
- Riding scooters / Skateboards / Bikes
- Playing football in the street
- People being inconsiderate or thoughtless
- People looking or staring
- Lifestyle or personal disputes
- One off parties / BBQ's

We understand that the above behaviours may cause upset and frustrations, however this does not mean it is ASB or a breach of Contract. Therefore, we as a Landlord, will not investigate or take any action in the above situations.

Visit the www.caredig.co.uk website for advice on how to approach a neighbour to resolve the situation yourself.



Examples of reports that Are classed as ASB

- Actual or threat of physical violence
- Hate Crime (Is an act or threat of violence or hostility directed towards somebody because of their racial, sexual orientation or identity, disability or religion)
- Mate Crime (Is a form of crime in which a perpetrator befriends a vulnerable person with the intention of then exploiting the person financially, physically or sexually)
- Criminal behaviour & theft
- Vandalism / Damage
- Verbal abuse
- Intimidation / Harassment
- Drug and substance misuse
- Alcohol related nuisance

The above concerns must also be reported to the Police on 101 (non-emergency), 999 (emergency)

- Noise nuisance (Persistent noise can be defined as constant over several days a week for minimum periods of 60 minutes or more)
- Nuisance from pets & animals e.g. fouling
- Vehicle nuisance
- Poor condition gardens or homes
- Litter / Rubbish / Fly tipping

The above concerns will be dealt with in line with our ASB & Community Safety Policy which is available to view on our website or if you require an alternative format, please speak to your Community Housing Officer

How to report ASB

- ✓ Contact the Housing Services Team 01792 460192
- ✓ Go to www.caredig.co.uk to use our interactive website to make a report or find your Community Housing Officer details to contact them direct
- ✓ Visit us between 9am and 5pm at 43 Walter Road, Swansea SA1 5PN
- ✓ Write to us at 43 Walter Road, Swansea SA1 5PN
- ✓ Contact the Front of House team in your scheme
- ✓ Speak to your Support team

We understand making the report can be a distressing time and will offer kindness and support throughout the process.

We also understand that some people may want to remain anonymous, please be assured that we treat your personal details with the utmost care and confidentiality. We will do our best to protect your identity but your allocated officer will advise you if this is not possible, for example if the incident is one that you are directly involved in.

If you chose not to leave your name and contact details, we will not be able to pursue your complaint as we will be unable to substantiate your concerns.

What happens next?

We will try to resolve all ASB complaints as quickly as possible.

As a minimum standard, we will provide a named contact in Caredig (your Allocated Officer) who will contact you within 5 working days of receiving your report to discuss your concerns.

Your Allocated Officer will:

- Agree how you would like to be contacted & updated
- Discuss a realistic timescale of the investigation & potential outcomes
- Provide an action plan detailing what they will do but also what is expected of you as the person making the report.

Your Allocated Officer may ask you to do the following:

- Contact the Police
- Keep a log of all incidences
- Record noise nuisances via the Noise App for a period of time, usually this will be for 2 weeks
- Capture evidence – the Allocated Officer will discuss if this is appropriate. Do not put yourself at risk to take photos / videos of another person
- On completion of the investigation, we will ask you to complete a short survey of your experience. This will help us improve and shape services for the future.



If you are unhappy with the service you have receive, you can contact us and we will investigate your complaint in line with our published complaints policy which is on our website or at our offices

Caredig

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www.caredig.co.uk

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