



Anti Social Behaviour

Helping tenants
feel safe in their
homes and where
they live.



This guide explains what we will do as your landlord to help you if you are experiencing anti social behaviour.

It will also tell you what you can expect from our housing staff in helping to keep you and others safe.

Helpful words

Anti-social behaviour



Anti-social behaviour is when someone acts in a way that worries, upsets or frightens people. It can make people scared to go out or afraid when they are in their own home.

Domestic abuse



Domestic violence can be lots of things including hurting you or threatening to hurt you, shouting at you and bullying you, and taking away your money or things you own.

Hate incident and hate crime



A hate incident is when something happens to you which is not a crime but it is because of who you are. A hate crime is when a crime is committed against you because of who you are.

Racism



Racism means nasty or unfair treatment of someone because of where they come from, their language, history, skin colour, religion or culture.

**Golden Lane Housing
wants to keep you safe
from abuse such as
anti-social behaviour,
domestic violence and
hate crimes.**



To help keep you safe Golden Lane Housing will:



investigate every anti-social behaviour report that is reported to us. We will work with everyone to try and help stop the issues.



If you or your neighbours, are having arguments or disagreements about things like, noise late at night, untidy gardens, or damage to your property, we will work with everyone until the issues have stopped.



make sure all information we hold about you is stored securely, so that only people who need to use it can find it.

make sure all information we hold about you is only shared with other people when it is important.

To make sure tenants feel safe in their homes and where they live, we will:



take action to help you before the issues get worse and support you at all times until the anti-social behaviour has stopped.



respond and take action using set timescales.
We will contact you within 24 hours if you are a victim of a hate crime, a hate incident or you are attacked or threatened. We will then visit you within 3 working days.



report any hate crime to the Police



contact you about other anti-social behaviour within 3 working days. We will then visit you within 10 working days.

To make sure tenants feel safe in their homes and where they live, we will:



make a plan with you or your representative and make sure we explain what we will do and when.



work with other people such as the police and social services to keep tenants safe.



keep you updated every 4 weeks, When we visit you we will try to understand how the anti-social behaviour affects you.



Sometimes we might need to take legal action against the people who are committing anti-social behaviour, hate crime or domestic abuse.

To make sure tenants feel safe in their homes and where they live, housing officers will:



deal with all reports of anti-social behaviour.



meet with their manager every 6 weeks to see if the action plan is working.



send you a survey so you can tell us if we have helped.