

Easy read guide: Anti Social behaviour policy



This is an easy read guide to help you understand Golden Lane Housing's Anti-Social Behaviour Policy.

This guide is for people with a learning disability.



What is this policy about?

- This policy is about keeping you, your home, and your community safe.
- It explains what anti-social behaviour is and what Golden Lane Housing will do to help stop it.

What is anti-social behaviour?

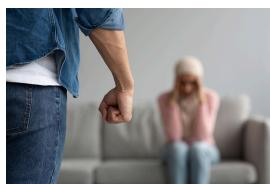


Anti-social behaviour means doing things that upset, scare, or bother other people.

Some examples are:



- Hurting people or damaging things.
- Shouting, swearing, or using threatening words.
- Bullying or picking on someone because they are different (this is called hate behaviour).



- Domestic violence (hurting someone in your home).



- Making lots of noise, like loud music late at night.



- Using drugs or alcohol in a way that causes problems for others.



- Using shared areas badly or leaving rubbish everywhere.



- Making up stories or false complaints about someone

Some things are NOT usually anti-social behaviour:



Children playing.



Normal sounds like doors closing or washing machines.



Family arguments.



Parties, if they are not too noisy or too later

What will Golden Lane Housing do?

Golden Lane Housing wants everyone to feel safe and happy in their home. Golden Lane Housing will:



- Help stop anti-social behaviour before it starts.



- Make it easy for you to report problems.



- Listen to you and keep you updated.

- Treat everyone fairly and with respect.

- Work with other people like the police or social services if needed.

- Support people who are affected by anti-social behaviour.

How can I report anti-social behaviour?



You can tell Golden Lane Housing if you have a problem by:

- Phoning: 0300 003 7007
- Emailing: enquiries@glh.org.uk
- Telling your Housing Officer



What happens after I report it?



- Golden Lane Housing will listen to you and take your report seriously.
- They will look into what happened.
- They might talk to other people who can help.
- They will keep you informed about what is happening.
- Golden Lane Housing will try to solve the problem quickly and fairly



What if someone makes a false complaint about me?



- Golden Lane Housing will check if complaints are true.
- If someone keeps making up stories, Golden Lane Housing may take action against them.

What is hate crime?



- Hate crime is when someone is picked on because of who they are, like their disability, race, religion, or other personal reasons.
- Golden Lane Housing does not allow hate crime and will act quickly to stop it.



What if I need extra help?



- Golden Lane Housing understands some people need more support.
- They will work with you and other people who help you, like family or support workers

Your rights



- You have the right to feel safe in your home.
- You have the right to be treated fairly and with respect.



- If you are not happy with how Golden Lane Housing deals with your complaint, you can ask for it to be looked at again (this is called an appeal).

Keeping your information safe



- Golden Lane Housing will keep your information private and safe.
- They will only share it with people who need to know to help you.

If you need this information in another way



- You can ask Golden Lane Housing for this policy in a different format, like large print or audio.



If you are worried or have questions, talk to your Housing Officer or contact Golden Lane Housing.