

# 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.

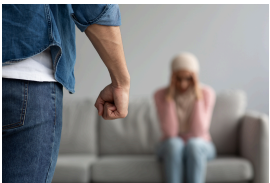
Some examples are:



- 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](mailto: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.