

HOW WE CAN HELP WITH ANTISOCIAL BEHAVIOUR

All of you should feel safe and comfortable in your neighbourhood and your home should feel peaceful and secure. So how everyone behaves really matters. Living in a built-up part of inner London means there will always be some noise and lifestyles may clash or may not be to your taste. Antisocial behaviour is a much more serious matter. It can cause extreme distress, even fear. Or it may be lower level activity but repeated so often you grow to dread the next episode.

If you are experiencing antisocial behaviour that is also criminal you should report it to the police. This could be (as examples) domestic abuse, stalking or harassment, hate crime, vandalism or drug dealing. See page four for more on how to report crime.

What is antisocial behaviour?

Antisocial behaviour is activity well beyond behaviour that annoys but isn't a regular event or might just be other people getting a bit loud or boisterous.

Where an activity gets out of hand, is threatening or distressing or there are repeated episodes, we need you to tell us so we can investigate and find a remedy. Examples can include:

- * extremely noisy parties for unusually large numbers of people
- * drug- or alcohol-fuelled nuisance, including fighting
- * stalking, harassment or hate crime
- * criminal behaviour or activity, eg prostitution or selling drugs
- * actual or threatened violence, or physical abuse.

What is not ASB?

Examples of behaviour we do not class as antisocial behaviour include:

- * any noisy activity if done at a reasonable time and frequency (see also the next three activities)
- * mowing the lawn or using other powered garden equipment
- * vacuuming or using other domestic appliances like a washing machine
- * doing DIY repairs
- * everyday living noise, eg walking on laminate flooring wearing shoes
- * cooking smells
- * children playing in their home, close by or in a designated playing area

- * (in most situations) children playing ball games
- * a dispute between you and a neighbour.

Talking to your neighbour

Sometimes the problem can be sorted by discussing the activity with your neighbour. If their visitors are the cause they may not even realise this so might appreciate your telling them.

Reporting the problem to us

We take all reports seriously but need to first decide if it right for us to step in or if another approach might get a more helpful outcome for you.

You can report it to our housing and communities team by:

phone	020 7704 2324
email	info@barnsbury.org
our website	barnsbury.org
in writing	4-6 Colebrooke Place London N1 8HZ

What we will do first

We will listen carefully to what you tell us has happened and how it affected you. We will also talk to you about possible ongoing risks to you and to others and how best to manage these.

If your report meets our criteria for antisocial behaviour we will first do a risk assessment to identify all possible risks to you, to other neighbours and also to the person whose behaviour you have reported.

If we think there is a more constructive way to approach the problem you have reported we will discuss this with you.

If you do not agree with how we have dealt with the behaviour reported you can make a complaint and we will investigate this fairly and promptly.

Acting on your report

If we agree that this is a case where we need to step in we will investigate tactfully and discreetly.

Our risk assessment will determine how quickly we act. It will also be a useful guide to possible health and safety risks, to you and to others.

If you or another person are considered vulnerable we will make your case a priority.

Getting useful evidence

Incident diary

We will ask you to keep an incident diary, logging the time and other details of every episode of the antisocial behaviour you have reported. You should also note down in the diary how it has affected you.

This diary is an extremely important record. Without strong evidence like this we cannot act against the person or people causing the problem.

Witnesses

Have other people witnessed this behaviour? If yes, we may want to interview them.

Proof of noise nuisance

We might also install noise monitoring equipment to record sound.

The person reported

We will interview the person you have reported unless you think this will likely make the problem worse. In that case we would instead send a letter to all residents nearby and likely affected.

Involving other local services

We work closely with Islington Council's antisocial behaviour team. We will talk to them, to the police, to other council services and to local agencies in case they have any useful knowledge and to share what we know.

If you report persistent or repeated antisocial behaviour to us, or another local service, we or they can ask for an antisocial behaviour review involving all relevant agencies, including us.

You too can ask for an antisocial behaviour review if you think we have failed to act after three reports in less than six months about this problem.

Acting on what we find

If we have clear evidence to take action against the person reported we will:

- * firstly try to stop the offending or otherwise harmful behaviour by enforcing their tenancy agreement
- * only if we think it appropriate we may try to set up informal chats between them and the neighbours affected by their behaviour

- * in more challenging cases get them to sign up to a Good Neighbour agreement or agree to an acceptable behaviour contract.

Any action we take must be fair and proportionate to what they have done.

If tougher action is needed

If the problem does not stop we will take tougher action, including using the law as best we can with the evidence.

Eviction is a last resort which we only use for extreme unacceptable behaviour over a period of time. **It can only be done with a court order from a judge.** We also need to give full consideration to **protected vulnerabilities**, yours or those of the person you report.

Noisy neighbours

Islington Council's environmental health team may be able to help with very loud music, 'pay for' parties, alarms ringing nonstop or excessive DIY noise.

Call out-of-hours: 020 7527 7272

The out-of-hours service runs Sunday to Thursday nights to 2am, and Friday and Saturday nights, from 5pm to 4am.

www.islington.gov.uk/community-safety/anti-social-behaviour

Immediate danger or a crime

If a problem is serious or criminal and an emergency call the police on 999.

If it is not an emergency call 101 or report it at www.met.police.uk/ro/report and/or to your Safer Neighbourhood team at <https://tinyurl.com/3vztjz2x>

You can find our antisocial behaviour policy on our website at barnsbury.org or call or email us and we will send a copy out to you.

USEFUL CONTACTS

Barnsbury Housing Association

4-6 Colebrooke Place
London N1 8HZ

 020 7704 2324


info@barnsbury.org

Islington Council

 020 7527 7272

islington.gov.uk

Metropolitan Police

 999 for emergencies

 101 to report non-emergency criminal behaviour

We process and store personal information and data in line with the General Data Protection Regulation (GDPR) 2018. All antisocial behaviour investigations are dealt with in line with our GDPR-related policies.

DO YOU NEED HELP TO READ OR SPEAK ENGLISH?



We can use a **translator** if English is not your first language.