

Willow Tree Housing Partnership Limited (WTHP) believes that all residents have the right to enjoy their homes without nuisance or annoyance from their neighbours. Where there is anti-social behaviour (ASB), WTHP will work in partnership with, and offer support to, residents to find a resolution to the problem. Where appropriate, WTHP will take legal action against residents who cause ASB.

## Confidentiality

WTHP treats all reports of ASB confidentially, this means that we will not tell the perpetrator who has made the complaint against them. In some cases, however, it is obvious who has complained or possible to make assumptions about who has complained. We will not tell the Police or any other local agency if you have made a complaint, unless you give us permission to.

## What is anti-social behaviour?

Anti-social behaviour is any behaviour that may cause alarm, distress or upset to other residents. This includes, but is not limited to:-

- noise nuisance, loud music, shouting, parties etc
- rowdy behaviour
- intimidation or harassment
- violence against people or property
- targeting people because they are members of particular groups such as, race, sexuality, gender, religion, disability etc
- committing crimes that cause a nuisance or annoyance to others
- nuisance from pets, such as dog barking or fouling
- inconsiderate behaviour such as untidy gardens, dumping rubbish, parking problems and car repairs

## What can I do if I am experiencing anti-social behaviour?

The first thing we expect you to do is to speak to the person who is causing the problem. Sometimes a quiet word with the person, or where appropriate, their parents, may resolve the problem. If after having spoken to the person the matter is not resolved, or if there is violence involved, you should report the problem to us. We will discuss with you the options available, this may include: -

- keeping a record of the ASB by filling out a diary of events
- recording noise on a device and submitting this to us
- reporting ASB to the Police
- reporting ASB to the Local Authority such as Environmental Health

## Mediation

In many cases mediation is the best way to resolve ASB. Mediation is about helping you to sort out the problem by giving everyone the chance to talk, in a safe and controlled way. You do not necessarily have to meet the other person. WTHP may suggest mediation where we think this may give the best outcome.

## What will WTHP do?

WTHP will respond to all reports of ASB promptly. We base our approach on the needs of the person reporting the ASB. We will treat all reports of ASB seriously and all people who complain sympathetically. You can expect us to:-

- Discuss with you the type of ASB and how we are going to try to help you to resolve the situation.
- Seek your permission before contacting any other agencies or the perpetrator of the ASB.
- Recommend outside agencies which may be able to provide support and practical help. This might include the Police or the ASB unit of your local council.
- Provide additional security measures, if this is appropriate. In exceptional circumstances we will work with other agencies to assist you in moving to another location to protect your safety.
- Keep you informed on the progress of your complaint as required. If legal action is proposed we will agree with you how we will support you through the process.

## What happens if the behaviour continues?

We will require you to complete ASB Diary Sheets. This provides us with evidence of specific times and dates when the ASB happens, how serious it is and the impact this has on you. This is a requirement if the case goes to Court, as we will need to provide evidence of the ASB. WTHP can provide diary sheets to help you do this.

In the most serious of cases, or where ASB is persistent and excessive, WTHP has a number of legal remedies available. This can lead to Anti-Social Behaviour Orders, an injunction for ASB or the eviction of tenants, however, this is always the last resort and the process is likely to take some time.

## Domestic Violence

WTHP is committed to providing a confidential and caring response to any reports of domestic violence. We always consider reports of domestic violence as serious incidents and treat them as such.

## Racial and Other Forms of Harassment

Where anyone reports racial or other forms of harassment, we will treat these as such and as serious incidents. WTHP has a specific policy to deal with harassment.

## Who else may be able to help?

You could contact Shelter, the Local Authority ASB Unit or your local Citizens Advice Bureau.

### Head Office registered at:

Eastbridge House, Pill Road, Rooksbridge,  
Somerset BS26 2TN

### Devon Office:

Floor 4, Studio 5-11 Millbay Road, Plymouth,  
Devon, PL1 3LF

Tel: **01934 750780**

**[customerservices@willowtreehousing.org.uk](mailto:customerservices@willowtreehousing.org.uk)**

**[www.willowtreehousing.org.uk](http://www.willowtreehousing.org.uk)**