

Better

neighbourhoods



**Catalyst
Housing**

**Stamp out
anti-social behaviour**

Anti-social behaviour isn't fair

You and your neighbours have the right to live in a safe and peaceful community. Together, we can make this happen.



What is anti-social behaviour?

Anti-social behaviour ranges from noise nuisance, such as playing loud music late at night, to serious crimes such as drug-dealing and violence. It also includes property damage, such as vandalism and graffiti.

If your actions cause alarm, distress or nuisance to someone else, they are anti-social. Your tenancy agreement states that you must not behave anti-socially.

What can I do about anti-social behaviour?

Please try to sort out minor issues like noise nuisance yourself. Speaking to your neighbour is often the quickest and easiest way to solve a problem. Stay calm and reasonable – getting angry doesn't usually help.

If the problem is serious or repeated, please report it to us or to the police. You can also join or set up a local anti-social behaviour panel. Through this panel, you can work with other residents and your neighbourhood manager to tackle anti-social behaviour in your neighbourhood. Call us to find out more.

How can I report anti-social behaviour?

- Call us
- Use the form on our website
- Visit your local office
- In an emergency, always call **999**

Your neighbourhood manager carries out regular estate inspections and local surgeries. We warmly invite you to come along. These are an ideal opportunity for you to raise any day-to-day concerns. Call us or visit our website to find out upcoming dates.

What happens when I report it?

We investigate all reports of anti-social behaviour. We will acknowledge your report, give you a reference number and keep you informed about progress. If you report a serious incident, we'll arrange a face-to-face meeting with you.

You can find more information about the process on our website.

How quickly will Catalyst respond?

It depends how serious the situation is. For severe incidents which involve threats or violence, we will respond straightaway.

For minor incidents such as daytime noise, littering or mild graffiti, we may take up to seven days to get back to you.

Keep it down!

We often get complaints about noise. Please be considerate – especially late at night. Loud parties, music, tv, shouting, and barking dogs disturb your neighbours. Please keep the noise down.



What can Catalyst do about anti-social behaviour?

We work closely with local residents, the council and police to take firm action against people who are causing distress to their neighbours. There are several things we can do, depending how serious the situation is.

Actions include:

- letters and meetings
- mediation*
- court cases
- eviction

** Mediation is when a trained independent person listens to both sides of the story, and helps you decide together what to do about the problem. We offer a free mediation service for neighbours who are arguing about something. Call us to find out more.*

Bin it!

We often get complaints about litter. Please help keep your neighbourhood clean. Put litter in bins and don't dump rubbish or furniture in communal areas. If you have a garden, please keep it tidy.



Youth projects: sign up now

Our young adults' forum, Successful Futures, gives 17–25 year olds the chance to have their say about the services in their area.

Call **Katerina Getsevich** on **020 8832 3204** to find out more.

Our charity, Catalyst Gateway, runs youth projects that help steer young people away from crime. These projects range from 1:1 mentoring and activity schemes to employment and skills training.

Call **0845 437 9705** to find out about youth projects in your area

This leaflet gives information about anti-social behaviour. If you need any of this information in large print, Braille, or audio-tape or explained in your own language, please contact us on the number below.

Arabic

تمتلك هذه الوثيقة بالمعلومات اللازمة عن كيفية تعاملنا مع السلوك المعادي للمجتمع. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Hindi

यह दस्तावेज़ इस बारे में जानकारी देता है कि हम असामाजिक व्यवहारों से कैसे निपटते हैं। अगर आप इस जानकारी के किसी भी हिस्से को ब्रेल, सीडी, ऑडियो टेप में चाहते हैं या अपनी भाषा में समझना चाहते हैं, तो कृपया नीचे दिए गए नम्बर पर हमसे सम्पर्क करें।

Portuguese

Este documento proporciona-lhe informações sobre como lidar com comportamentos anti-sociais. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Somali

Dokumentigan wuxuu ku saabsan yahay in sida noo qaybinno dabecadda xun ee bulshada. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Gujarati

આ દસ્તાવેજ અમે અસામાજિક વર્તણૂક કરનાર સામે કેવી રીતે કાર્યવાહી કરીએ છીએ તેની માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Polish

Niniejszy dokument zawiera informacje o naszych sposobach postępowania w przypadkach zachowania aspołecznego. Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod podanym niżej numerem.

Punjabi

ਅਸੀਂ ਗ਼ੈਰ-ਸਮਾਜਿਕ ਵਿਹਾਰਾਂ ਨਾਲ ਕਿਵੇਂ ਨਜਿੱਠਦੇ ਹਾਂ, ਇਹ ਦਸਤਾਵੇਜ਼ ਇਸ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬ੍ਰੇਲ, ਸੀਡੀ, ਆਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

Urdu

یہ دستاویز سماج مخالف سلوک سے نمٹنے کے سلسلہ میں معلومات فراہم کرتا ہے۔ ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔

0300 456 2099

**Better Homes.
Better Service.
Better Future.**

Catalyst is one of the leading housing associations in London and the South East. We aim to be a catalyst for change and improvement wherever we work.

CHL004-02 Anti-social behaviour 09/11

Catalyst Housing Ltd

Ealing Gateway
26-30 Uxbridge Road
London W5 2AU

Tel: **0300 456 2099**
(London customers)

Tel: **0300 456 2090**
(South East customers)

www.chg.org.uk



**Catalyst
Housing**

A charitable housing association, IPS no.16561R