

Anti-social behaviour



Catalyst
Housing

**Stamping out
anti-social behaviour**

Anti-social behaviour isn't fair

We take reports of anti-social behaviour seriously and work with residents and other agencies to put things right.

What is anti-social behaviour?

Anti-social behaviour ranges from noise nuisance (such as playing loud music or carrying out noisy activities 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, harassment or nuisance to someone else, they are anti-social. Your tenancy agreement or lease states that you must not behave anti-socially.



What can I do about anti-social behaviour?

Try to sort out minor issues like noise nuisance yourself. Speaking to your neighbour is often the quickest and easiest way to solve problems.

We also arrange mediation as a way of helping neighbours resolve their conflict. This is where an independent person discusses the problem with everyone involved and helps them find a solution – see page 10 for more details.

If the anti-social behaviour is on-going, please contact us. We will give you a diary sheet so you can keep an accurate record of any incidents – dates, times and what happened. This will help us collect evidence which we can use if we need to take the perpetrator to court.

If the problem is serious or repeated, please report the anti-social behaviour to Catalyst and the police. Remember that if you witness or are a victim of crime please report it to the police – call **999** for emergencies or **101** for non-emergencies.

How can I report anti-social behaviour?

- Call Catalyst on
 - **0300 456 2099**
(London customers)
 - **0300 456 2090**
(south east customers)
- Use the form on our website at www.chg.org.uk
- Visit your local office
- Contact the police on
 - **999** for emergencies
 - **101** for non-emergencies



What happens when I report it?

We investigate all reports of anti-social behaviour.

If you report it, we will:

- acknowledge your report
- give you a reference number
- ask for evidence – we'll send you diary sheets so you can keep an accurate record of what's happened
- once you have sent us the evidence (diary sheets), keep you informed about the progress
- produce an action plan and make sure we keep you updated

Please remember that we need accurate evidence from you about what has happened, who caused the incidents and what action has already been taken.

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.



The table below shows our response times for anti-social behaviour incidents:

Category	Examples	Response time
Severe	Drug dealing	Straightaway
	Violent or abusive behaviour (such as domestic abuse or racial harassment)	
	Arson	
	Other serious criminal behaviour	
Urgent	Hateful or offensive graffiti	Within 24 hours
	Serious noise disturbance	
	Non-violent racial harassment	
	Abandoned cars that are causing a danger	
Moderate	Non-violent unreasonable behaviour or intimidation	Within three working days
	Suspicion of drug dealing or other illegal activity	
	Dumping rubbish and fly tipping	
	Neighbour disputes	
Minor	Dog nuisance such as fouling or barking	Within seven working days
	Abandoned vehicles or inconsiderate parking	
	Non-offensive graffiti or non-dangerous vandalism	

What Catalyst can do about anti-social behaviour?

We work closely and in partnership with local residents, other voluntary and statutory agencies, the council and police to take action against people who are causing distress to their neighbours.

There are several things we can do, depending on how serious the situation is. Actions include:

- writing to the residents concerned and arranging meetings with them
- arranging mediation sessions with the parties involved (see page 10 for more details)
- if the problem persists, and you have strong and accurate evidence against the person causing the anti-social behaviour, we can take legal action and possibly evict the perpetrator



Racial harassment

We treat a racist incident as any incident that is perceived to be racist by the victim or any other person. We believe harassment is a deliberate act designed to interfere with the peace, safety or comfort of an individual or group.

Racial harassment includes verbal abuse, physical assault, malicious phone calls, threats or property being damaged or vandalised. It also includes harassment that is because of your colour, race, religion, nationality or ethnic and national origin.



If you or someone on your behalf reports racial harassment, we will:

- contact you within two working days
- investigate all incidents and establish a course of action with you
- work with the police to investigate the issue because racial harassment is a criminal offence
- repair any damage and remove any graffiti within 24 hours after taking photographs as evidence
- provide extra security measures to help you feel safer in your home if needed
- maintain close contact with you and any witnesses
- talk to you about your housing options including whether it is safe for you to stay in your home
- check with you how you feel your case was handled, making sure we take on your views

Please note that the action we take to tackle the racial harassment will depend on how severe it is.

Noise nuisance

We often get complaints about noise. Please be considerate to your neighbours by following our tips on how you can keep the noise down.

- Don't play music or the TV too loudly. To reduce the noise, turn down the bass on the system especially after 11pm
- If you're having a party, let your neighbours know beforehand or even better, invite them along
- Carry out noisy activities (such as using power tools or playing musical instruments) at a reasonable time – not early in the morning or late at night
- When buying household appliances, opt for the low noise versions
- Place noisy equipment (such as dishwashers, stereos and TVs) on carpets or rubber mats to reduce the vibration. Don't put them against walls which you share with your neighbours
- Avoid revving up your car or motorbike in the street and only use the horn in an emergency
- If you have wooden or laminate flooring, lay rugs or mats to reduce the noise

If your neighbour is being anti-social, please speak to them to sort out the issue informally.



Domestic abuse

Domestic abuse is when someone close to you (usually your partner, ex-partner or immediate family member) behaves towards you in a way that causes physical, mental, or emotional damage. It need not necessarily be physical violence – domestic abuse can include psychological, sexual, or financial abuse.

If you report domestic abuse to Catalyst, we will:

- meet you at a time and location that is most convenient to you
- allow you to bring a friend to the meeting if it makes you feel more comfortable
- treat any information you give us confidentially
- work with the police to investigate whether any crime has been committed
- refer you to other organisations for more support
- arrange for someone to go home with you if you are frightened to return to your home
- improve the security in your home if you do not wish to leave your home
- if you wish to move home we can refer you to the council for temporary accommodation or help you look for somewhere new to live
- take court action against the abuser to evict them from the property

If you or someone you know is experiencing domestic abuse, confidential help and support is available from:

- National Domestic Violence Helpline: **0808 2000 247**
- Women's Aid: **0808 2000 241**
- Men's Advice Line: **0808 801 0327**
- Broken Rainbow (for LGBT survivors): **0300 999 5428**
- Forced Marriage Unit: **020 7008 0151**
- Solace Women's Aid: **0808 802 5565**
- Police Community Safety Units: call **999** for emergencies and **101** for non-emergencies



Mediation

Mediation is an effective way of resolving disputes without the need to go to court. It involves an independent third party (a mediator) discussing the problem with everyone involved and helping both sides coming to an agreement.

Mediation can be a practical way to deal with many issues. These could include disagreements with neighbours about noise levels, children's behaviour, pets, parking issues or anti-social behavior.

Mediators don't advise people in a dispute, instead they help them communicate with each other, clarify issues, explore solutions and work out an agreement.

If you're having a dispute with your neighbour, contact your neighbourhood manager to find out how mediation can help you.



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 بالغة 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 બ્રેલ, 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.

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Catalyst Housing Ltd

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26–30 Uxbridge Road
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Tel: **0300 456 2099**
(London customers)

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

www.chg.org.uk



**Catalyst
Housing**

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