Informal Actions

- Warning notices
- Multi-agency caution letters
- Mediation
- Acceptable Behaviour Contracts
- Intensive management/support
- Referral to external support agencies for both the victim and perpetrator
- Implementation of estate agreements
- Regular inspection of estates throughout the district

Formal Actions

- Injunctions
- Termination of Introductory Tenancies
- Demotion of Secure Tenancies
- Possession proceedings
- Anti-Social Behaviour Orders (both criminal and civil)

The creation of sustainable, cohesive and strong communities is of paramount importance to Newark and Sherwood Homes; tackling and reducing anti - social behaviour on our estates is the foundation on which these communities can be built. Working with partners and members of the community also strengthens our commitment and drive to deliver our vision – 'to deliver excellent housing services'.

If you require any further information please contact Newark and Sherwood Homes on 0845 258 5550 or visit www.nshomes.co.uk

NEWARK AND SHERWOOD HOMES
Kelham Hall, Kelham, Newark on Trent, Notts NG23 5QX
Email: housing@nshomes.co.uk

GENERAL ENQUIRIES LOCAL CALL RATE:
0845 258 5550

REPAIRS FREEPHONE:
0800 561 0010

EMERGENCIES OUT OF HOURS FREEPHONE:
0800 561 0010

FAX:
01636 655514

MINICOM:
01636 655960

HAWTONVILLE OFFICE
77c Eton Avenue,
Newark on Trent, NG24 4JH
Tel: (01636) 655503
Fax: (01636) 655504

OLLERTON OFFICE
Sycamore Road,
Ollerton NG22 9PS
Tel: (01623) 860740
Fax: (01623) 860729

www.nshomes.co.uk

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo te2 potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

(Polish)

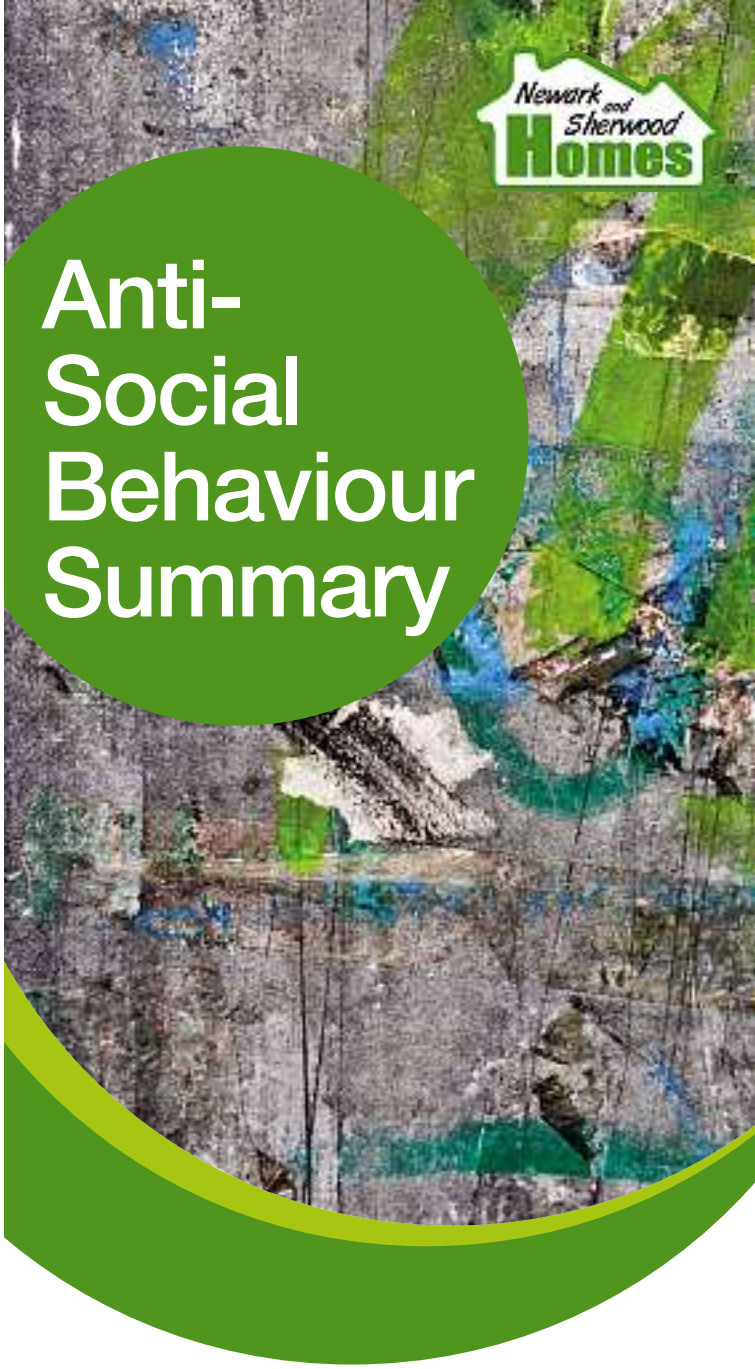
本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

(Mandarin)

Se gostaria de ter este documento noutro idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Portuguese)

Signing | The Big Word Translation Services | Audio Tape



Anti-Social Behaviour Summary

"to deliver excellent Housing Services"

Anti-Social Behaviour Summary

Newark and Sherwood Homes aims to deliver the best possible service for tenants and leaseholders who are experiencing anti – social behaviour.

This summary leaflet explains how we will deal with anti - social behaviour on our estates and within our communities.

We recognise that successfully tackling and reducing levels of anti - social behaviour within the district will help build sustainable and cohesive communities, making them stronger and safer for people to live in.

The Tenancy & Estate Team are responsible for estate management; including anti - social behaviour and all incidents of anti- social behaviour should be reported to them in the first instance.

For further details on Tenancy & Estate Team and the area they cover please visit our website at www.nshomes.co.uk.

What is Anti – Social Behaviour?

Anti - social behaviour can be defined as 'conduct capable of causing a nuisance or annoyance to any person'. This covers a whole range of behaviour and is outlined within the Tenancy Agreement as follows:-

You must not cause a nuisance, annoyance or disturbance to any other people. Examples of this would include, but are not limited to:

- loud music;
- persistent arguing;
- door slamming;
- dog barking or fouling;
- drunkenness;
- dumping rubbish;
- failing to control the behaviour of children;
- repairing vehicles;
- doing DIY at unreasonable hours;
- trespassing.

The Tenancy & Estate Team implement Newark and Sherwood Homes Anti - Social Behaviour Policy, when tackling anti - social behaviour on the estates throughout the district and will deal with the perpetrators in a timely and proportionate manner. A copy of this policy can be found on our website or by ringing our Customer Access Team on 0845 258 5550.

If the perpetrators are tenants, living in properties managed by Newark and Sherwood Homes, then action can be taken by enforcing the conditions within the tenancy agreement, or for leaseholders under the terms of their lease.

This is not always a quick process and often involves the gathering of evidence over a period of time.

When the perpetrators are not tenants or leaseholders then alternative methods can be used. This often involves a multi agency approach with the Police, Newark and Sherwood District Council's Anti-Social Behaviour Team and legal support.

How can I report Anti-Social Behaviour?

We have the following methods that you can use:

- Telephoning our Customer Access Team on 0845 258 5550
- Visiting any of our offices - Hawtonville (Eton Avenue), Ollerton (Sycamore Road) or Kelham Hall
- On line via www.nshomes.co.uk
- Email into housing@nshomes.co.uk
- Writing into the Team here at Kelham Hall.

In all cases of anti - social behaviour we work hard to maintain confidentiality. We also aim to provide support where the nature of the complaint leads to the alleged perpetrator working out who has made the complaint.

Tackling Anti-Social Behaviour at Newark and Sherwood Homes

Newark and Sherwood Homes will consider a variety of options when investigating allegations of anti - social behaviour.

As members of the Community Safety Partnership the adoption of a multi agency approach is one often used by Newark and Sherwood Homes. There are also a range of informal and formal actions that we can pursue.