

Anti Social Behaviour

Version 3, December 2007



watmos
COMMUNITY HOMES

WATMOS Community Homes (WATMOS) through the Tenant Management Organisations (TMOs), is committed to achieving an environment in which tenants feel safe and secure. We also need to ensure that you feel able to report cases of anti social behaviour and harassment in the knowledge that your TMO, acting on behalf of their landlord, will take appropriate action.

What is anti social behaviour?

Anti-social behaviour is defined as:

“Behaviour that causes or is likely to cause harassment alarm distress or annoyance to other people.”

Examples of anti social behaviour

Listed below are some types of anti social behaviour

- Harassment of any form.
- Criminal activity including drug dealing.
- Domestic violence and abuse.
- Noise nuisance.
- Untidy gardens.
- Verbal abuse.
- Damage to property.
- Physical abuse or intimidation.
- Nuisance associated with vehicles.
- Nuisance associated with business use of premises.
- Nuisance associated with drug, alcohol and solvent misuse.
- Nuisance associated with pets.
- Any other behaviour that may constitute an anti-social act.



Asking for help because of anti social behaviour

You can write, fax, e-mail, telephone or visit your TMO Office. Details of how to contact the TMO offices are at the end of this leaflet.

What to do if you need to report anti social behaviour outside office opening hours

If your TMO has caretakers that work outside ordinary office hours you can contact them to report anti social behaviour. This can be useful if the caretaker is able to attend and witness or hear the anti social behaviour. You can find out what hours your caretaker works by contacting your TMO using the details at the back of this leaflet.

If you do not have a caretaker or they are not on duty, you will need to wait until your TMO office is open to report anti social behaviour. You should write down what has happened so you can tell the TMO the exact details, including what was said and by whom.

For noise nuisance complaints at the weekend, you can contact Environmental Health Service on 01922 650000. They provide an out of hours service on Fridays (7.00pm – 3.00am), Saturdays (7.00pm – 4.00am), and Sundays (7.30pm – 1.00am).

If you need to contact someone urgently, because of a violent incident or threats of violence, you should contact the Police. You can contact them on 999 in an emergency and 0845 1135000 for a non emergency.



How your TMO will deal with your anti social behaviour problem

Your TMO will

- Aim to see you, or arrange an appointment to discuss your problem within 3 working days, or 24 hours where there is violence or threats of violence or harassment.
- Make a written record of any allegations you make.
- Agree a plan with you to try to resolve the problem including suggesting mediation, if appropriate.
- Offer you a copy of our policies and procedures.
- Try to deal with your problem in confidence.

In return, we ask that you

- Try to sort out minor disputes by talking to your neighbours.
- Act in a considerate way towards others and make sure that members of your family do the same.
- Keep a diary of incidents if we need you to collect evidence.
- Attend court to give evidence unless you are unable to.
- Report all serious incidents, including reporting all threats of violence to the police as well as your TMO.

Your TMO will contact you at least once every 2 weeks to discuss your problem until it is resolved.

Your TMO may involve other agencies to help resolve problems, for example the Environmental Health Department to deal with noise.



Our approach to dealing with anti social behaviour

- WATMOS and the TMO's will work with other organisations in Walsall to find the best ways to prevent and deal with anti social behaviour.
- TMO's will always try to deal with anti social behaviour without having to use the law, for example by offering mediation or through Acceptable Behaviour Contracts.
- TMO's will offer advice and support to complainants and witnesses alike.
- TMO's will offer support and advice to perpetrators to help them change their behaviour.
- WATMOS and the TMO's will always try to be fair to all parties when dealing with anti social behaviour.

Further action

For your TMO and WATMOS to be able to take legal action we will need evidence to be gathered and recorded by you and the TMO. If we cannot get enough evidence, we may not be able to use the law to resolve a case of anti social behaviour.

If a case goes to court, you may be needed to give evidence. Your TMO office will give you support if this happens.

Examples of legal action which may be considered

- Application for an Anti Social Behaviour Order.
- Injunctions with or without the power of arrest.
- Proceedings to demote the tenancy.
- Possession (eviction) Proceedings.



Customer satisfaction

Once your case has been closed, your TMO will ask you how you felt your problem was dealt with. We will welcome your views and use them to improve our service, during and after the process.

Complaints about the service

Your TMO has a complaints procedure for you to use if you are unhappy about the way they have dealt with your problem. Leaflets on how to complain are available from your TMO office or speak to a member of staff.

Reporting to tenants

WATMOS will report to our tenants on how well we and the TMO's deal with reported cases of anti social behaviour and on successful court cases in our annual report.

A full copy of our anti social behaviour policies and procedures is available at your TMO office.



Who to contact

You can contact your TMO at the following

Avenues TMO Office

10/11 Second Avenue
Brownhills, Walsall, WS8 6JA

☎ 01922 427652

☎ 01543 452905

✉ avenues@watmos.org.uk

Burrowes Street TMO Office

Burrowes Street
Walsall, WS2 8NN

☎ 01922 613292

☎ 01922 746949

✉ burrowes@watmos.org.uk

Chuckery TMO Office

2 Brookes House, Tantarra
Street

Chuckery, Walsall, WS1 2HS

☎ 01922 644456

☎ 01922 640841

✉ chuckery@watmos.org.uk

Delves East and West TMO Office

West Bromwich Road
Delves, Walsall, WS5 4NW

☎ 01922 720790

☎ 01922 638658

✉ delves@watmos.org.uk

Leamore TMO Office

1 Dover House
Providence Close
Leamore, Walsall, WS3 2AW

☎ 01922 493266

☎ 01922 475181

✉ leamore@watmos.org.uk

Sandbank TMO Office

1a Clarke House
Bloxwich, Walsall, WS3 2HG

☎ 01922 400333

☎ 01922 400219

✉ sandbank@watmos.org.uk

Twin Crescents TMO Office

11 Grove Crescent
Pelsall, Walsall, WS3 4NG

☎ 01922 682539

☎ 01922 864109

✉ twincrecents@watmos.org.uk

Watmos Community Homes

29 Stafford Street
Walsall WS2 8DG

☎ 01922 471910

☎ 01922 612967

✉ info@watmos.org.uk

You can find more information about WATMOS and the TMO's at www.watmos.org.uk



This leaflet is about **Anti social behaviour**. If you need help reading or understanding the contents of this leaflet, please contact your TMO Manager who can arrange any of the following: Large print, Braille, audio tape or other languages.

Punjabi

ਇਹ ਲਿਫ਼ਲੇਟ ਗੈਰ-ਸਮਾਜਿਕ ਵਰਤਾਉ ਬਾਰੇ ਹੈ। ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਲਿਫ਼ਲੇਟ ਦੀ ਵਿਸਥਾਰਤ ਪੜਨ ਜਾਂ ਸਮਝਣ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤੇ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਟੀਐਮਓ ਪ੍ਰਬੰਧਕ ਨਾਲ ਗੱਲ ਕਰੋ ਜੋ ਹੇਠ ਲਿਖੇ 'ਚ ਕਿਸੇ ਦੀ ਚੀ ਵੇਵਰਸਾ ਕਰ ਸਕਦਾ ਹੈ:

ਇਸਨੂੰ ਵੱਡੇ ਛਪੇ ਵਿੱਚ ਉੱਤਪਾਦਿਤ ਕਰਨ ਲਈ
ਇਸਨੂੰ ਬ੍ਰੇਲ ਵਿੱਚ ਉੱਤਪਾਦਿਤ ਕਰਨ ਲਈ
ਇਸਨੂੰ ਤੁਹਾਡੇ ਵੱਲੋਂ ਚੁਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਆਡੀਓ ਟੇਪ ਉੱਤੇ ਉੱਤਪਾਦਿਤ ਕਰਨ ਲਈ
ਇਸਨੂੰ ਤੁਹਾਡੇ ਲਈ, ਉਸ ਭਾਸ਼ਾ ਵਿੱਚ ਪੜਨ ਲਈ ਜਿਸ ਤੋਂ ਤੁਸੀਂ ਵਧੂ ਜਾਣਕਾਰ ਹੋ, ਕਿਸੇ ਬੰਦੇ ਲਈ

Hindi

यह इन्होहार गैर-सामाजिक आचरण के बारे में है। यदि आपको इस इन्होहार की विषयवस्तु पढ़ने या समझने के लिए मदद की जरूरत है, कृपया अपने टीएमओ प्रबंधक से संपर्क करें जो आपके लिए निम्न में से किसी की भी व्यवस्था कर सकता है:

इसे बड़े प्रिंट में उत्पादित करने के लिए
इसे ब्रेल में उत्पादित करने के लिए
इसे आपके द्वारा चयनित भाषा में ऑडियो टेप पर उत्पादित करने के लिए
आपके लिए, इसे ऐसी भाषा में पढ़ने के लिए जिससे आप अधिक परिचित हों, किसी व्यक्ति के लिए

Urdu

یہ کتابچہ سب معاشرتی رویے کے بارے میں ہے۔ اگر آپ کو اس کتابچے کے مضمون کو پڑھنے یا سمجھنے میں مدد کی ضرورت ہو، تو براہ کرم اپنے ٹی ایم او مینیجر سے رابطہ کریں جو مندرجہ ذیل میں سے کسی کی بھی انتظام کر سکتا ہے:

تاکہ یہ بڑے چھاپ میں بنایا جائے
تاکہ یہ بڑے بڑے (کوڑھٹ) میں بنایا جائے
تاکہ یہ سننے والی ٹیپ میں آپ کی انتخاب کی زبان میں بنایا جائے
کوئی شخص جو امر کو آپ کی زبان میں پڑھے جس سے آپ زیادہ واقف ہیں

Gujarati

આ પત્રિકા અસામાજિક વર્તણૂક વિશે છે. જો તમારે આ પત્રિકામાંની માહિતી વાંચવા કે સમજવામાં મદદની જરૂર હોય તો કૃપા કરી તમારા ટીએમઓ મેનેજરનો સંપર્ક સાધી જે નીચેનાંથી કોઈની પણ વ્યવસ્થા કરી શકશો:

તેને મોટા અક્ષરમાં છપાવવાની
તેને બ્રેલમાં છપાવવાની
તેને તમારી પસંદગીની ભાષામાં કેસેટમાં તૈયાર કરાવવાની
કોઈ એવી વ્યક્તિ જે તે તમને તેને જેનાથી વધુ પરિચિત હો એવી કોઈ ભાષામાં વાંચી સંભળાવશે

Bengali

এই পুঁক্তিকাট হল অসামাজিক আচরণ সম্পর্কে। এটিস বিষয়ক পড়তে বা বুঝতে আপনান যদি সাহায্য লাগে, অনুগ্রহ করে আপনান টি এম ও ম্যানেজারের সাথে যোগাযোগ করুন যিনি নিচে উল্লেখিত যে কোন একটির ব্যবস্থা করবেন:

এটি বড় প্রিন্ট দেওয়া
এটিকে ব্রেইলের মাধ্যমে উপস্থাপিত করা
আপনান পছন্দনই ভাষায় এটিকে অডিও টেপের মাধ্যমে উপস্থাপিত করা
আপনি যে ভাষায় বেশি স্বচ্ছন্দ সেই ভাষায় কেউ আপনাকে এটা পড়ে দেবেন

Arabic

هذه النشرة حول السلوك الاجتماعي المضاد. إن كنت بحاجة للمساعدة في قراءة وفهم محتويات هذه النشرة، فالرجاء الاتصال بمدير TMO الذي باستطاعته ترتيب أي من الأمور التالية:

لإنتاجها بحروف كبيرة
لإنتاجها بلغة بربل لفاقي البصر
لإنتاجها على شريط صوتي باللغة التي تختارها
لقرائتها لك من قبل شخص باللغة التي تعرفها

Somali

Macluumaad Sidahan wuxuu ku saabsan yahay **Dhaqanka aan wanaagsanayn**. Haddii aad u baahan tahay caawin akhriska ama fahamka waxa uu ka kooban yahay macluumaad sidahan, Fadlan la xirii Maamulahaaga TMO kaasoo kuu diyaarinaya mid kasta oo arrimaha hoose ah:

In iyadoo far waawayn ah la helo
In iyadoo farta Indhoolayaasha ah la helo
In iyadoo cajalad dhagaysi luqadada aad doonayso ah la helo
In lagu helo qof kuugu akhriya luqadda aad doorbido