



Tackling anti-social behaviour

L&Q is committed to creating sustainable communities where our residents and their families can enjoy a quality of life free from anti-social behaviour (ASB).

What is anti-social behaviour?

There is no single definition of ASB, but along with other housing associations, we have accepted that it will commonly involve the following types of behaviour:

Noise: Loud music, shouting, animals, domestic vehicles, burglar alarms, door slamming

Harassment, bullying, or

intimidation: Verbal, written or physical abuse. Racial, homophobic, religious, physical disability or mental health based or other motivation.

Criminal damage: Vandalism, arson, damage to property, damage to vehicles, graffiti.

Environmental: Animal fouling, urinating in communal areas, fly tipping, abandoned vehicles, general rubbish.

Drugs: Streams of visitors/nuisance calls to property, syringes, drug use, drug dealing.

Animals: Uncontrolled dogs, dogs fouling, unsuitable/dangerous pets, breeding of animals.

General dispute: Boundary dispute between neighbours.

General nuisance: Gangs of youths hanging out, begging, street drinking, vehicle repairs in street.

Sexual: Indecent exposure, sexual acts in public places, kerb crawlers, etc

Criminal acts: Theft, joy riding, assault.

Further information

Our leaflet 'Tackling anti-social behaviour' provides more details about managing ASB.

Further leaflets cover:

- Harassment and hate crime
- Noise nuisance
- Neighbour disputes
- Environmental damage and public disorder
- Supporting victims and witnesses
- Prevention and partnership working
- Vulnerable residents.

Our expectations of you

We expect our residents, their family and visitors, to act in a considerate and reasonable way to others living in their locality. Where cases are reported to us we may ask the complainant to keep a record of incidents, consider accepting the help of mediator to resolve disputes and report incidents to other agencies such as the police.

IT IS OUR POLICY TO:

Be responsive.

We will complete an initial assessment of reported anti-social behaviour within 3 days, or 24-hours where reports include alleged violence or threats. We will also monitor the number of reports we receive and take steps to measure the effectiveness of our actions.

Take action.

We will work in partnership with other agencies on initiatives to help prevent ASB and share information to assist with our work. Where we are able to gather enough evidence we will take effective action to address serious ASB. This may include the use of warnings, acceptable

behaviour contracts (ABCs), injunctions, or anti-social behaviour orders (ASBOs), or possession action, which may result in anti-social tenants being evicted. We will offer support to the victims and witnesses during any enforcement action.

Be fair.

We will keep complainants informed of the progress of our investigation and the outcome of each case. In some cases we may reach the conclusion that there is no basis to the complaint made or that the case cannot be pursued due to lack of evidence.

Our commitment to you

Our aim is for you to enjoy living in your new home and that is why we are committed to providing you with an excellent service at all times.

Setting the standards

We have set standards and targets for the areas of service that residents have told us are the most important. These include:

- Maintaining homes
- Moving
- Involving residents
- Dealing with anti-social behaviour
- Rents & service charges
- Complaint & compensation
- Recognising diversity
- Keeping in touch

L&Q's promises

Examples of the promises we make include how quickly we will respond to your repairs requests, what level of estate services to expect and targets for handling transfer requests, as well as dealing with customer enquiries.

We have published these standards with targets, agreed by groups of our residents, in a leaflet called 'Our Service Promise to You'.

We report how well we perform and report the figures with targets for improvement in our Residents Annual Review each year.

Of course things will not always go smoothly, and that is why we want you to tell us if we are not meeting our targets. We can only improve the service and put things right for you as quickly as possible if we learn from our mistakes.



Household problems

If your home has condensation problems, you will often find black mould growing in the corners of the rooms, on windows and on outside walls. This can damage your home and furnishings.

You can help prevent condensation by:

- Keeping air vents in your home open
- Wiping down windows in the morning where water may have collected overnight
- Keeping rooms warm in cold weather
- Opening your windows to allow fresh air in whenever possible
- Not using paraffin or bottled-gas heaters which are not allowed under your tenancy conditions.

For more information about preventing condensation problems, see our separate leaflet 'Keeping out Damp and Mould'.