

Homes for Haringey

Statement of Policy & Procedures on Tackling Anti-Social Behaviour



A summary of policy and procedures on anti-social behaviour

As the Council's agent for the management of its' housing stock Homes for Haringey is committed to creating an environment where race crime and anti-social behaviour is not tolerated, to allow council tenants and other residents to live free from violence, disturbance and nuisance. The terms of the Tenancy Agreement between the Council as landlord and its' tenants states that:

All tenants are responsible for the behaviour of members of their household and visitors. You are breaking the conditions of your tenancy agreement if anyone in your home causes alarm, distress, nuisance or annoyance to anyone in the area or around your home.

All conditions of tenancy are fully explained in the Tenants' Charter a copy of which can be obtained at any Customer Services Centre or downloaded from the website:

www.homesforharingey.org

Homes for Haringey is committed to ensuring that complaints of anti-social behaviour are taken seriously and dealt with swiftly. Where residents come forward to give evidence that is used in action to abate anti-social behaviour, Homes for Haringey will ensure that they are supported through this process.

The Housing Act 1996 as amended by the Anti-Social Behaviour Act 2003 (Section 12) requires local housing organisations to prepare:

- Policy and Procedures on Anti-Social Behaviour

and publish:

- A summary statement of current Policy and Procedures on Anti-Social Behaviour.

This document is issued in compliance with this legislative requirement for council tenants and leaseholders. A separate policy and procedure exists for responding to reports of domestic violence.

What is anti-social behaviour?

Anti-social behaviour covers the range of behaviours from low level nuisance to serious harassment which can damage the quality of life and interfere with the ability of people to use and enjoy their home or community.

Homes for Haringey adopts MacPherson's definition on racial harassment as 'an incident which is perceived to be racist by the victim or any other person'.

Examples of anti-social behaviour include, but are not limited to:

- Harassment (which may be motivated by race, sexuality/homophobic hate crime, disability, religion, gender or age)
- Stalking or unwanted attention
- Actual or threatened violence
- Youths or drinkers congregating in an intimidating way
- Aggressive and threatening behaviour
- Intimidation and/or harassment by others
- Verbal abuse (intentional or unintentional)

- Damage to property
- Inconsiderate disposal of household rubbish
- Fly-tipping (illegal dumping of rubbish)
- Inconsiderate parking of vehicles and abandoned vehicles
- Noise nuisance
- Nuisance caused by drug dealing and prostitution
- Overgrown gardens
- Nuisance caused by pets
- Fouling of public areas
- Using accommodation to sell drugs or for other unlawful purposes.

These acts constitute a breach of the Tenancy Agreement and if substantiated, Homes for Haringey will seek to take action. Homes for Haringey's Policy and Procedures give clear guidance on how to deal with all types of anti-social behaviour.

Action in dealing with anti-social behaviour will be monitored by senior staff and includes both the delivery of the strategic objectives and the achievement of performance targets.

The organisation's performance on dealing with anti-social behaviour will be monitored by the Homes for Haringey Board and the Council.

The Council's ASB Partnership Steering Board has identified four strategic objectives which are:

Safeguarding the environment – focusing on enforcement

- Co-ordinating a range of environmental intervention e.g. street scene, lighting, CCTV, waste management, parks and open spaces, wardens

- Co-ordinating and developing appropriate multi agency enforcement activity, services and intervention approaches linked to anti social behaviour e.g. graffiti, noise, animal control, licensing, environmental nuisance and planning.

Tackling ASB across the range of tenures

- Strengthening the approach within the council housing sector
- Enhancing the role of landlords in the RSL (housing association) sector
- Enhancing the role of landlords in the private rented sector
- Developing effective measures in other sectors (e.g. owner occupiers)

Reducing the opportunity for anti social behaviour focussing on youth

- Coordinating appropriate intervention services
- Developing intervention and common approaches to tackling issues for young people e.g. bullying, poor education

Supporting communities and local neighbourhoods

- Developing and co-ordinating a multi agency, cross partnership anti social behaviour service
- Developing local community strategies in key areas
- Co-ordinating neighbourhood services that impact on anti-social behaviour e.g. wardens,

neighbourhood watch and tenants' associations

The following principles underpin the design and delivery of all strategies and initiatives to deal with anti social behaviour. Homes for Haringey will work with relevant partner agencies where appropriate to achieve the following:

Responses will take into account the needs and concerns of the victim. The officer investigating a report of ASB will assess and determine the best approach to resolve the problem. Resolution will also take into account the views and opinions expressed by the victim. Any information given or passed to Homes for Haringey will be treated in strictest confidence. Where appropriate, issues of vulnerability of the perpetrator (e.g. mental health) will be taken into account with regard to seeking the right solutions.

- **Responses will be prompt and appropriate.** All agencies should provide a response to a request for a service within a specified period according to agreed protocols.
- **Services will be accessible and inclusive.** Services provided either by Homes for Haringey or the Anti Social Behaviour Team within the Council (ASBAT) should be sensitive and responsive to the needs and aspirations of our community, taking full account of their race/ethnicity, gender, sexual orientation, age or disability.

- **Services will promote effective practice based on research and evidence.** High quality research, evaluation, monitoring and review procedures should ensure that those responses and collaborative initiatives to reduce the opportunity of anti social behaviour are balanced and well informed.

- **Services will be coherent in design and delivery.** Services and response activity should be woven together in a coherent, integrated and cross sector form to ensure efficient and effective allocation of resources.

- **Services will promote and enhance communities.** Communities should be empowered and encouraged to contribute towards positive changes within the environment they choose to work and live in in order that improvements can be owned and sustained locally. Services, activity and initiatives should promote community cohesiveness.

Who we can take action against?

Tenants, leaseholders, owner-occupiers and any individual causing distress and/or disturbance to tenants and leaseholders of the Council and other Haringey residents.

Types of remedies/legal action that can be taken by the Council and / or Homes for Haringey

- Issue a warning letter regarding the anti-social behaviour and/or breach of the tenancy/leasehold agreement.

- Get perpetrators to sign Acceptable Behaviour Contracts. We hope that these will encourage them to improve their behaviour.
- Undertake Parental Control Agreements and monitor a parent/carer of a child under the age of ten years to ensure that behaviour of the child is not continuing to cause distress and/or disturbance to others.
- Undertake, in partnership with the Safer Communities Team, Metropolitan Police and partnership agencies, an application to the court for an Anti-Social Behaviour Order (ASBO). Any breach of this type of order is a criminal offence and can result in a prison sentence of up to 5 years or fine or both. Homes for Haringey or ASBAT on behalf of the Council shall assist the Police in obtaining an ASBO where they are the lead officers. ASBOs are similar to an injunction, intended to be a preventative measure, and can be obtained in the Magistrates' Court or in the County Court if associated with a breach of tenancy conditions. They can be made against anyone who is 10 years old or older, who has acted in a "manner that has caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as himself." Orders remain in force for two years or longer in certain circumstances. Parenting orders may be applied to parents or guardians of children aged between 10 and 17 years of age.
- Individual Support orders (ISO) – when applications are made to the court for an ASBO on any young person between the ages of 10 and 17, Homes for Haringey will consider whether an application should be made for an ISO. Where the parents of a young person will not voluntarily engage with the support agencies to tackle the underlying causes that led to the anti social behaviour, Homes for Haringey will apply to the court for an ISO to be attached to the ASBO. This may require the young person to attend support sessions under the supervision of the Youth Offending Team for a period of up to 6 months. Breach of an ISO is a criminal offence which may be punished by way of a financial penalty.
- Serve a Notice of Seeking Possession or Forfeiture of Lease Notice on those who do not address their behaviour or continue to breach their tenancy/leasehold agreement and/or commit a criminal offence.
- Seek possession, through the court, of the homes of those who cause levels of distress and disturbance to others that is totally unacceptable. This will include continuous and persistent anti-social behaviour in the locality. The Council has this power under the Housing Act 1985 and Housing Act 1988. A social landlord can apply to the County Court for an order for possession which could lead to eviction under the powers contained in the Housing Act 1985 and the Housing Act 1988 where nuisance or anti-social

behaviour is affecting the locality.

- Apply to the court for an injunction that will exclude individuals from their homes, or from visiting the homes of tenants, or from an area, to ensure that their behaviour stops. An injunction is a civil remedy which is obtained through the County Court and either compels a person to do something or forbids a person from doing something. The breach of an injunction is not, in itself, a criminal offence but it is contempt of court and could lead to a fine or imprisonment. Injunctions under s.222 of the Local Government Act 1972 remain available but the Housing Act 1996 increases the powers available to local authorities, particularly in the case of nuisance or anti-social behaviour. The Housing Act 1996 also allows for the power of arrest in relation to a breach or an anticipated breach of the terms of the tenancy agreement. The use of injunctions is further extended under the Anti-Social Behaviour Act 2003.
- Where owner-occupiers are involved in anti-social behaviour, either the Council or Homes for Haringey may take legal action or support legal action against the owners.

Please note that each case reported is different and for this reason legal action in some cases may not be an appropriate solution.

Other legal measures to address anti-social behaviour include:

- **Housing Act 1996 Exclusion from the Waiting list:** This legislation allows local authorities the power to exclude certain categories of people from the housing waiting list, for example, those with a record of serious anti-social behaviour.
- **Protection from Harassment Act 1997:** This legislation provides a power of arrest and the possibility of a restraining order being obtained in the Magistrates' Court which could carry a penalty of up to 5 years' imprisonment. The intention is to prevent a perpetrator from entering an estate and/or harassing others.
- **Civil Evidence Act 1995:** In civil proceedings, either in the County court or the Magistrates' Court, hearsay evidence is admissible. This allows evidence to be given where a witness is too frightened to attend court personally.
- **Confiscation of Alcohol (Young Person Act 1997):** A police officer can require that intoxicating liquor be handed over by certain people in certain circumstances in certain places.
- **Sex Offenders Act 1997:** The legislation requires the police to maintain a register of sex offenders who fall within the remit of the legislation. A risk assessment is carried out by a variety of agencies on people who are registered and pose a risk to the community. Homes for Haringey will participate in these risk assessments as required.
- **Criminal Justice Act 2003.** The Act imposes a duty on housing authorities to co-operate with the Police, Probation and the Prison Service in establishing arrangements to assess and manage the risks posed by sexual and violent offenders and other offenders who may cause serious

harm to the public. Complaints of this nature are referred to the Local Authorities Multi-Agency Public Protection Panel.

- **Environmental Protection Act 1990:** Imposes a legal obligation on local authorities to investigate complaints of statutory nuisance, which includes noise nuisance. Extreme noise can lead to equipment being seized and prosecution can lead to a fine. Legal action can be taken in the Magistrates' Court. Homes for Haringey liaises very closely with Environmental Services in cases where it is appropriate to use this legislation to abate noise nuisance and will take action under the Tenancy Agreement in cases where an Abatement Notice has been served.
- **Child Safety Orders:** This enables a child to be placed under the supervision of a responsible officer [usually a social worker or member of the Youth Offending Team] for, normally, three months.
- **Parenting Orders:** This may be imposed by the court at the same time as an ASBO is granted and require parents or guardians of children between 10 and 17 years of age to attend counselling or guidance sessions.
- **Local child curfews [as amended by the Anti-Social Behaviour Act 2003]:** These are designed for the police to deal with unsupervised children on the streets at night.
- **Power to remove truants:** This enables a police officer to take a child believed to be truanting back to school.
- **Reparation orders:** This requires young offenders to make amends to their victim or the wider community. Homes for Haringey holds regular meetings with partner agencies to consider and monitor the use of such measures as

mentioned above to abate all forms of anti-social behaviour.

- **Anti-Social Behaviour Act 2003:** This important piece of legislation strengthens the powers of landlords to deal with anti-social behaviour in the following ways :
 - **A power of arrest:** can be attached to an injunction obtained through the Local government Act 1972 if there is a threat of violence or use of violence or there is significant risk of harm.
 - **Closure Orders**
The police have power to close premises that are used for the production, supply or use of Class 'A' drugs but only when associated with serious nuisance or disorder. The police serve a Closure Notice on the premises; they must then apply for a Closure Notice within 48 hours. Homes for Haringey is committed to working in partnership with the police and residents in order to provide sufficient evidence to the court detailing incidents of drug dealing or nuisance from the premises. If the Closure Order is granted by the court, the property will remain closed for a period of 3 months. The setting up of a crack house on an estate or in the community can have an adverse effect on the quality of life of local residents. Homes for Haringey will seek possession through the court of the homes of those who cause nuisance and distress to local residents by using the property for drug usage or drug dealing.
 - **Proceedings for Possession:** The Act allows courts to take the following issues into account when they are considering issuing possession orders

- *The effect on those in the locality if the nuisance is repeated.*
- *The effect of the nuisance on those in the locality.*
- *The continuing effect of the nuisance.*

- **Anti-Social Behaviour Injunctions:** The legislation now gives housing associations and local authorities the power to injunct anyone – not just tenants – who are causing a nuisance which affects the way estates are managed. It also gives protection to those engaged in lawful activity on the estate or members of the landlord staff carrying out their duties.
- **Dispersal Orders:** can be used to disperse congregations of people whose presence is intimidating or threatening.
- **Police Reform Act 2002:** It is now possible for Interim ASBOs to be granted, for a fixed period of time, to prevent further anti-social behaviour pending the full ASBO being obtained.
- **Demoted Tenancies:** Registered Social Landlords and Local Authorities can apply to the County Court for a demotion order. If a secure tenancy is demoted then, for a period of 1 year, the tenant has some rights reduced and repossession during the year becomes easier. Homes for Haringey will utilise this power in all suitable circumstances.

Prevention of Anti-Social Behaviour: Homes for Haringey is committed to preventing and deterring anti-social behaviour. There are a range of measures:

Welcome Visit: New tenants will be visited by their Tenancy Management Officer (TMO) shortly after moving into their new home. An

explanation of the key areas of the tenancy agreement will be given with particular attention to the tenant's obligation to behave in an acceptable manner.

Mediation Service

Homes for Haringey and the Council will use the services of an independent organisation that offers mediation in order to try to resolve disputes between neighbours. We will, with the consent of all parties to the dispute, refer all appropriate cases to them to see if they can assist in resolving the issue.

The types of situation they can assist with are noise, boundaries, youth nuisance, parking, pets, rubbish, shared space and lifestyle differences.

In all appropriate cases we will pass the details onto the Mediation Service for them to discuss the benefits of mediation with the parties concerned and assist them in resolving the dispute. The Mediation Service extends its service to young people to resolve anti-social behaviour.

Diversions Projects for Young People

Homes for Haringey in conjunction with the Council helps to organise diversionary projects for young people, including summer and play activities each year. Monies are allocated to supporting the play programme on estates during summer school holidays. Bringing youths together can help to build community cohesion. We make use of Acceptable Behaviour Contracts (ABCs) to reform behaviour and offer floating support/tenancy support schemes in compliance with the Supporting People programme.

Hate Crime

A multi agency steering group exists specifically to review incidents of hate crime. An action plan is produced annually.

Role of Neighbourhood Wardens

The aim of the Neighbourhood Warden Scheme is to reduce the fear of crime, reduce crime, tackle anti-social behaviour, improve the local environment and build strong communities.

Neighbourhood Wardens actively engage in local initiatives on estates, for example, with youth services, fun days and local trips.

Good Neighbour Agreements (GNA)

We are beginning to use these to support community development and empowerment. They are essentially a formal agreement between a group of residents, setting out precisely how they will behave in a neighbourly fashion towards each other.

Role of the Concierge Service

Where the Concierge Service operates it provides a daily face-to-face interaction with local residents. They have a role in monitoring CCTV equipment and reporting incidents of anti-social behaviour to the specialist Anti-Social Behaviour Team (ASBAT), the Area Offices and the Police to take appropriate action. Incidents that are witnessed by the concierge can be used as evidence in support of Homes for Haringey or the Council taking legal action to prevent anti-social behaviour.

Role of the Professional Witness

Homes for Haringey or the Council will employ professional witnesses where appropriate. Their role is to witness acts of anti-social behaviour. The evidence gathered is used to

assist us in pursuing legal action against perpetrators.

The Professional Witness also assists us in identifying unknown perpetrators, which is vital in implementing tenancy enforcement measures. They also provide support to victims of anti-social behaviour and other witnesses assisting Homes for Haringey or the Council with legal action.

Covert Surveillance

The Regulation of Investigatory Powers Act 2000 (RIPA) regulates the use of covert surveillance. By its' very nature covert surveillance is likely to interfere with an individual's Article 8 Rights (within the Human Rights Act) and therefore any such interference has to be necessary and proportionate. In order to achieve this, the Council will ensure that any project using covert surveillance techniques is properly authorised under RIPA by officers with this specific responsibility. Personal data collated from covert surveillance remains subject to the provisions of the Data Protection Act 1998. Such covert surveillance projects may include for example installing a hidden camera in a shared area that has been subjected to repeated vandalism.

Working in Partnership

Homes for Haringey works closely with a number of agencies to address issues of anti-social behaviour.

This may include: sharing information to identify perpetrators; sharing information to enable legal or non-legal remedies to be used to resolve issues; or jointly supporting victims of harassment. Homes for Haringey is a partner agency signed up to the Haringey Community Safety

Partnership's Information Sharing Protocol. We also work in partnership to prevent racial harassment and anti-social behaviour through a range of community initiatives and youth work. Agencies that we work with include the Police, the Safer Community Team, ASBAT, Adult Services, Children's Services Probation, youth offending services and the Equalities Unit. Community and voluntary organisations can also provide advice and support as well as act as advocates on behalf of victims.

Rehabilitation of Perpetrators

Homes for Haringey and the Council will balance the need for strong action with the need to rehabilitate perpetrators.

This is particularly relevant when considering issues of ASB that are the direct or indirect consequence of:

- Drug abuse
- Alcohol abuse
- Mental Health problems
- Misdirected youths.

The ASBAT will convene a multi agency meeting as required to provide a platform for discussion and will organise referrals to support agencies where perpetrators may be vulnerable on one or more of the above grounds.

Juvenile perpetrators often experience problems with their family and school due to their behaviour. We will attempt to ascertain the causes of the juvenile's anti-social behaviour and involve their parents/guardian. If appropriate, schools are also contacted to obtain information, as are other agencies, e.g. Children's Services.

Homes for Haringey promotes and openly advocates the use of Acceptable Behaviour Contracts to moderate juvenile behaviour and operate an effective monitoring system for any breaches.

Juveniles who have signed ABCs are included in youth diversionary projects, which operate in selected areas in partnership with the Safer Communities Team. The Council employs youth workers to engage with other disaffected youths on council estates.

Cross Tenure

Anti-social behaviour reported from residents residing on cross tenure estates will be dealt with on a case-by-case basis.

The Council is committed to ensuring that all residents in the borough, irrespective of their tenure, are able to live free from intimidation. To this end, the Council has produced a toolkit containing:

- A victim support pack
- A resident's guide to dealing with ASB
- Diary sheets for recording incidents.

The toolkit will assist residents in identifying cases of anti-social behaviour and harassment, to guide them through the processes involved in helping us to respond adequately and promptly to a case. The toolkit contains details of remedies that the Council can take and details of referral agencies that are able to support and assist complainants. If you live in the private rented sector or are an owner-occupier you can report incidents by contacting

the Anti Social Behaviour Line on 0845 671 1177. Anti Social Behaviour Officers will provide advice and assistance as far as possible. Alternatively you can also report incidents to the **Housing Advice Team on 020 8489 4309.** In cases involving registered social landlords/private landlords the Council will attempt to refer complainants back to their relevant landlord for the appropriate action to be taken.

Data Protection and Information Exchange

Homes for Haringey is a signatory to the Information Sharing Protocol within the Community Safety Partnership, this includes:

- Guidance on the data protection implications of the Crime & Disorder Act 1998
- Briefing on the Human Rights Act 1998
- A guide to test the balance of public interest against the test of fairness to disclose information.

Training Programme

All Homes for Haringey tenancy management staff and officers in the Anti-Social Behaviour Team receive training on the policy and procedures and on any legal/statutory changes as they occur. Joint training is undertaken with partner agencies on ASBOs and ABCs.

Protecting our Staff

Homes for Haringey will not tolerate abuse or threats towards its employees or contactors. Legal action will be taken against residents who assault, threaten to harm or who verbally abuse staff. Action may be taken by written warning or making an application for an injunction and / or

possession where threats to harm or assault staff have occurred. Homes for Haringey will seek to support staff in any criminal proceedings taken by the Crime Prosecution Service.

How to report Anti-Social Behaviour or Harassment:

All reported cases will be referred to the Anti Social Behaviour Team (ASBAT) for assessment and appropriate action will then be taken.

Please call either:

Haringey's anti social behaviour line:

0845 671 1177

Homes for Haringey's direct line:

Freephone 0800 195 3404

Or 8489 5611

Alternatively incidents may be reported at one of the customer services centres:

North Tottenham Customer Services Centre

639 High Road; Tottenham; N17 8BD

South Tottenham Customer Services Centre

Apex House, 820 Seven Sisters Road; Tottenham; N15 5PQ

Wood Green Customer Services Centre

Ground floor, 48 Station Road, Wood Green, N22 7TY

Hornsey Customer Services Centre

Broadway Annexe, Hornsey Town Hall, Crouch End, N8 9JJ

Broadwater Farm Neighbourhood Office

**108c Gloucester Road, Tottenham,
N17 6GZ**

Private tenants and owner occupiers can also make a report of ASB to:

**Prevention and Options Service
Housing Advice Team, Apex
House, 820 Seven Sisters Road;
Tottenham; N15 5PQ
020 8489 4309**

If you are a housing association or registered social landlord (RSL) tenant you should contact your housing association.

**If you feel you are in any danger,
you should phone the police
immediately.**

In cases of **noise nuisance** contact the Councils' call centre on 0845 055 0921
Alternatively, contact the Council's Noise Team
During office hours: 0800 195 3404
Outside office hours: 020 8348 3148

If you have **problems with dogs or other animals** you can contact the Animal Welfare and Control Team on: 020 8489 5546.

If you wish to report an **untaxed and/or abandoned vehicle** you should contact: 0845 073 6904

If you have problems with **rubbish or waste** you should contact:
020 8885 7700

If you have problems with **graffiti** you should contact 0845 073 1979

All reports may also be made in writing to any of the addresses shown above.

All Homes for Haringey tenants or leaseholders can also report

matters directly to tenancy management staff whose details can be obtained from phoning Homes for Haringey directly. These details will also be posted on estate notice boards.

What can you do?

- Report incidents of anti-social behaviour to your area office, via the ASB direct line and if appropriate, to the Police. The incident will be passed onto a specialist Anti-Social Behaviour Officer or to a tenancy management officer from the area housing team who will contact you. When reporting incidents to the police ask for a reference number, the name of the person that you spoke to and pass this information to your area office or ASBAT.
- Keep a written record of all incidents, e.g. when the incident occurred, what happened and who was there.
- Tell us the names of those who are behaving in an anti-social manner.
- If you do not know the individuals, take note of what they look like and what they wear. Details such as these often assist us and the Police in identifying individuals.
- If the issue is a problem of noise nuisance, you should in the first instance try to resolve the matter by discussing the problem with your neighbour.
- Tell us what you want us to do. We will only act with your written consent and you can remain anonymous to the alleged perpetrator if you so choose. However, in some cases remaining anonymous is not possible. You can discuss this with the Anti-Social Behaviour Officer at the first point of

contact which may be by telephone.

- If you are witnessing actions of anti-social behaviour or racial harassment directed at other residents, it would assist us in helping them if you could pass the details to us.

What will Homes for Haringey do?

Homes for Haringey and / or the ASBAT team will respond to reports of anti-social behaviour swiftly and efficiently. The action we take will depend on the seriousness of the complaint. Any action will be agreed between Homes for Haringey or the ASBAT team and the complainant.

Severe action will be taken against perpetrators where justified. Homes for Haringey or the ASBAT team will use the range of legal and other remedies available to abate anti-social behaviour.

The action that we will take will depend on the types of issues that are reported, the powers we have to address those issues and the type of action that you consent for us to take. Advice and assistance will be given about what we can do to support you and help you resolve your issues.

Where you report acts of actual or threatened violence we will:

- Contact you to assess your case within 1 day
- Offer you an interview to discuss your case within 1 further day
- Agree with you the action we will take within 3 days
- Interview the perpetrator within 3 days
- Complete a review of the case within 25 days.

Where you report behaviour that prevents you from the peaceful and quiet enjoyment of your home or your community or is a breach of tenancy / lease conditions we will:

- Contact you to assess your case within 1 day
- Offer you an interview to discuss your case within a 5 further days
- Agree with you the action we will take within 7 days
- Interview the perpetrator within 7 days
- Complete a review of the case within 36 days.

For nuisance cases where no corroborative evidence can be ascertained (i.e. one on one complaints) Homes for Haringey reserves the right to inform you and the alleged perpetrator that the case shall be referred to the independent Mediation Service.

Where you report behaviour that is not considered as a breach of the tenancy/leasehold agreement and for which Homes for Haringey has no further legal powers upon which to act, we will:

- Write to you within 7 working days of receiving your complaint and inform you that there is no action that we can take and provide you with advice on further action that you may wish to pursue.

We will recommend that you make use of the Mediation Service to assist you to resolve the issue. We ask complainants to discuss this option with us.

Your case will be monitored monthly by the ASBAT Team Leader as well as the Tenancy Management Team Leader.

A full policy statement can be provided on request.

Support for Complainants and Witnesses

In all cases, we will keep you informed through regular contact with you, either in writing, by telephone or by visiting you.

In all cases, where consent to act is given, and where our investigations warrant it, Homes for Haringey or ASBAT will take action against those whose behaviour causes distress and/or disturbance to others. Where you act as a witness in any legal matters we will support you through that process.

In all cases, Homes for Haringey will support complainants and witnesses as follows:

- Extra security measures including installing additional locks, spy holes, panic alarms will be considered and discussed with you.
- Where remaining in your home will pose a threat to the safety of yourself or your family, we will provide emergency temporary accommodation and assist you in moving to permanent accommodation in exceptional circumstances.
- Officers will provide support directly to you particularly if you are assisting Homes for Haringey or the Council with legal action; referrals are made to other agencies and service departments with your consent, e.g. Victim Support, Social Services.
- We will work with the Council's Equalities Unit which provides support to and can act as advocates on behalf of

complainants experiencing racial harassment.

- Referrals are made to the Council's Housing Advice Team for additional support to private sector tenants who are experiencing harassment and may also be vulnerable on grounds of age or mental illness.
- Provide practical support during court cases in providing transport to and from court and further legal protection following court cases to protect you from any reprisals.
- Written and verbal communication will be in a language of your choice or based on your needs, e.g. use of British Sign Language, Braille etc.

Useful Contact Numbers:

**Anti Social Behaviour Line:
0845 671 1177**

**Homes for Haringey:
Freephone 0800 195 3404
or 8489 5611**

**Out of hours emergencies:
020 8348 3148**

**Crimestoppers:
0800 555 111**

**Police stations (local)
0208 808 1212**