

If you would like this information in a different language,  
in large print or on CD, please contact us on 01235 515900.

**Polish** Zachowanie antyspołeczne

Jeśli chcesz uzyskać te informacje w innym języku, dużą czcionką lub na płycie CD, skontaktuj się z nami pod numerem 01235 515900.

**Portuguese** Comportamento anti-social

Se desejar receber esta informação em outro idioma, num tamanho de letra maior ou em CD, queira contactar-nos através do número 01235 515900.

**Bengali** অসামাজিক আচরণ

যদি আপনি এই তথ্য একটি ভিন্ন ভাষায়, বড় অক্ষরের ছাপায় অথবা সি.ডি'তে চান, তাহলে অনুগ্রহ করে 01235 515900 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

**Chinese** 反社會行爲

若您需要以其他語言撰寫、以大字體顯示或以 CD 方式儲存的此資訊，請致電 01235 515900 聯絡我們。

**Albanian** Sjellja antishoqërore

Nese deshironi kete informacion ne gjuhe te ndryshme, te shtypur apo ne CD, ju lutemi te na kontakton ne numrin 01235 515900.

**Slovakian** Asociálne správanie

Ak požadujete túto informáciu v inom jazyku, vytlačenú s veľkými písmenami alebo na disku CD, kontaktujte nás na čísle 01235 515900.

**Soha Housing**, Royal Scot House,  
99 Station Rd, Didcot OX11 7NN

**Tel:** 01235 515900

**Fax:** 01235 515970

**Email:** [housing@soha.co.uk](mailto:housing@soha.co.uk)

**Website:** [www.soha.co.uk](http://www.soha.co.uk)



21 06/09

## Anti-social behaviour



**Working with tenants, we have put together the following standards for how we will deal with anti-social behaviour. We will:**

- Respond to reports of urgent or serious reports of anti-social behaviour (e.g. assault, racial harassment, domestic violence, serious harassment, threats with intent) within 24 hours
- Respond to reports of anti-social behaviour in writing within 7 calendar days
- Handle information which tenants give us sensitively and confidentially
- Develop an action plan with you to tackle the problem
- Thoroughly investigate all complaints of anti-social behaviour that are reported to us, keeping you informed of progress
- Work with our partner agencies, such as the police, to prevent and deter anti-social behaviour



**What is anti-social behaviour?**

Anti-social behaviour can take many forms – it might be a problem with your neighbour which can be quickly resolved, or it might be something much more serious, such as hate-related harassment.

As a Soha Housing tenant, you must remember that you are responsible for your own actions and the behaviour of other members of your household and visitors to your home.



**Types of anti-social behaviour can include:**

- Hate-related (harassment based on race, gender, disability status, religion, age or sexual orientation)
- Verbal abuse/harassment/threats
- Vandalism/damage to property
- Pets/animal nuisance
- Pets/animal nuisance
- Nuisance from vehicles
- Drugs/substance misuse/drug dealing
- Alcohol-related nuisance
- Domestic violence/abuse
- Other physical violence
- Litter/rubbish/fly tipping
- Garden nuisance
- Misuse of communal areas/public spaces/loitering
- Prostitution/sexual acts/kerb crawling
- Other criminal behaviour/crimes

Soha has signed up to the Government's Respect Agenda and is a member of many local partnerships set up to tackle anti-social behaviour.

## What can I do?

If you are having a problem with your neighbour, talking to them is often the simplest way to resolve things. Politely point out to them how their behaviour is affecting you. They may not actually realise that their actions are causing problems to others.

We will always ask you if you have spoken to your neighbour when you contact us, so do try that before reporting any complaints to us.

### Some tips for talking to your neighbour:

- Think about what you want to say before approaching them
- Try and choose a good time to speak to them
- Be clear about what the problem is and how it is affecting you
- Keep to the point. Don't mention events that may have happened in the past
- Keep the conversation calm and friendly
- Listen to the other person's point of view

If your neighbour becomes unreasonable and you have not been able to work out an agreement between you both, then walk away from the situation and report the complaint to us.

If the problem is more serious, please contact us in the first place.



As well as contacting Soha Housing you should also do the following:

- If you think a crime has been committed, you should contact the Police
- If your complaint is about noise nuisance, you should contact your local Environmental Services at your District Council to have your complaint registered

This is important as Soha Housing may need to work with these agencies to deal with your complaint

## How do I report complaints of anti-social behaviour to Soha Housing?

You can report complaints of anti-social behaviour to Soha by:

- Telephoning Customer Services on 01235 515900
- By visiting Soha Housing's website [www.soha.co.uk](http://www.soha.co.uk). You will find the anti-social behaviour reporting form on the Tenancy Information page
- By email to [housing@soha.co.uk](mailto:housing@soha.co.uk)
- In writing to Soha's office in Didcot
- Direct to your Neighbourhoods Officer while they are out on their visits

You will need to give us your name and address for us to be able to deal with your complaint.

We will also need the names and addresses of the people you wish to complain about and the times, dates and a full description of the incident(s). We will ask you

if you have reported the incident(s) to the Police or Environmental Services.

We will handle the information you give us sensitively and will respect confidentiality. If we need to disclose your identity, we will always get permission from you first.

## What can Soha Housing do to help?

Soha Housing will take all complaints of anti-social behaviour seriously and we will do all we can to resolve your problem.

Sometimes there is little or nothing that we can do to help but, where this is the case, we will be honest with you and will give you additional advice where we can.

We work closely with the Police, District Councils and other agencies to resolve problems that our customers may experience.

We will talk to your neighbours on your behalf and will keep you up to date with the progress of your complaint.

We do rely on our customers reporting problems and incidents to us and in cases of neighbour disputes we may ask for you and your neighbours to join in with our Mediation Service so that we can help you to resolve your problems.

In cases of serious anti-social behaviour Soha Housing will consider using the following options:

- Acceptable Behaviour Contracts (ABCs)
- Parental contracts
- Joint visits with Police/Environmental Services

- Incident diaries
- Mediation
- Family support referrals

In extreme cases of anti-social behaviour Soha Housing will consider using the following against those proven to be committing anti-social behaviour:

- Serving of Notice of Seeking Possession
- Demotion Order
- Parenting Order
- Anti-Social Behaviour Order (ASBO)
- Injunction
- Possession Order/eviction