

# Tackling anti-social behaviour (ASB)

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This booklet explains what ASB is, how to report it and the support on offer from our specialist team.



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## How to report ASB

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You can report ASB to us by:

Calling: 0800 0322 433 or by speaking to your CLO  
Visiting: one of our area offices or at the address below  
Emailing: [asb@rhp.org.uk](mailto:asb@rhp.org.uk)  
Writing to: The ASB Team, RHP  
Premier House, 52 London Road,  
Twickenham, TW1 3RS

Where crime or violence is involved, always speak to the police. In an emergency call the police on 999.

## Tackling ASB at RHP

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At RHP we are committed to providing homes that people want to live in, in communities where people feel safe and in areas that people feel proud of.

Richmond is statistically one of the safest areas in London. That's something Richmond Housing Partnership (RHP) are proud to be a part of but we know that despite this there can be problems when people are inconsiderate in the way they behave. We work with local authorities, the police and other agencies to prevent and restrain anti-social behaviour and to take action against those who cause distress by behaving badly.

In most cases, anti-social behaviour can be resolved. If you tell us about the problems you are experiencing we will act efficiently and effectively to try to resolve the problem.

In some cases the process is more complex. We'll need more help from you and of course you'll need more support from us. We understand that it can be intimidating to report ASB and act as a witness so we will support you at every step of the process.

The only way we can successfully take action against those causing distress is by working with you.

Together we can stop ASB.

## What is anti-social behaviour?

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**We define anti-social behaviour as:** ‘Any behaviour which causes significant or repeated nuisance or annoyance to any person, or behaviour which involves using or threatening to use force or violence or where our housing is used for an unlawful purpose.’

At RHP we understand the effect that anti-social behaviour (ASB) can have on the lives of our customers and we are committed to taking action where possible to prevent and resolve these problems. **However, it is important that we are clear with you about what ASB is, and what action we can or cannot take, so that you can be sure you have received the best possible service from us.**

We believe that nuisance behaviour falls into two groups:

**Neighbour noise, pet nuisance, fly tipping, neighbour disputes, graffiti, untidy gardens, vandalism, youths congregating, etc.** These are issues that our Customer Liaison Officers (CLOs) will deal with as an everyday part of their job. Whilst all of these behaviours are a nuisance, they are not considered to be anti-social behaviour. Our Customer Liaison Officers will talk to the residents causing the nuisance and ask them to stop. If the behaviour continues, or gets worse, we can sometimes take action against the resident, such as issuing an Acceptable Behaviour Contract or seeking an Anti-Social Behaviour Order.

**Threatening behaviour, hate crime, criminal behaviour, violence, arson, drug misuse or dealing, etc.** All of these behaviours are defined as anti-social behaviour and are dealt with by our specialist ASB team. The ASB team works closely with other agencies, such as the Police, to tackle these activities and can use a range of remedies including, ultimately, asking the Court to evict the tenant causing the nuisance.

<b>Category</b>	<b>What we CAN do</b>	<b>What YOU can do</b>	<b>What we CAN'T do</b>
Neighbour noise, pet nuisance, fly tipping, neighbour disputes, graffiti, untidy gardens, vandalism, youths congregating, etc. <b>Responsibility:</b> CLO	<ul style="list-style-type: none"> <li>• Tell the resident to stop the nuisance behaviour, offer mediation between neighbours, enter into Acceptable Behaviour Contracts</li> </ul>	<ul style="list-style-type: none"> <li>• Talk to your neighbour about the nuisance, report the behaviour to your CLO, report noise nuisance to the council's noise nuisance team.</li> </ul>	<ul style="list-style-type: none"> <li>• Take action against normal household noise, such as TV noise, doors shutting, children playing, washing machine and vacuum cleaner noise, etc.</li> </ul>
Serious and Persistent Noise Nuisance <b>Responsibility:</b> ASB Team	<ul style="list-style-type: none"> <li>• Offer mediation</li> <li>• Non legal/Legal remedies</li> <li>• Keep you updated with case progress</li> <li>• Work in partnership with other agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Talk to your neighbour about the noise</li> <li>• Report incidents to your CLO</li> <li>• Keep a Diary of incidents</li> <li>• Report incidents to the Local Authority Noise Nuisance Team</li> <li>• Take up our offer of mediation</li> </ul>	<ul style="list-style-type: none"> <li>• Take action against normal living noise (see box above)</li> <li>• Take action without evidence.</li> </ul>
Drug/ Alcohol Abuse <b>Responsibility:</b> ASB Team	<ul style="list-style-type: none"> <li>• Non legal/Legal remedies</li> <li>• Update you with case progress</li> <li>• Work in partnership with other agencies and provide specialist support</li> </ul>	<ul style="list-style-type: none"> <li>• Report the incident to RHP</li> <li>• Report the incident to the Police</li> <li>• Keep a diary of incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Audit what's happening without completed Incident Diary Logs</li> <li>• Take legal action without the co-operation of witnesses/ victims</li> </ul>

*Table continued overleaf...*

Category	What we CAN do	What YOU can do	What we CAN'T do
Hate Crime <b>Responsibility:</b> ASB Team	<ul style="list-style-type: none"> <li>• Investigate the report</li> <li>• Enforce the tenancy agreement</li> <li>• Provide specialist support</li> <li>• Take legal action e.g. injunction, possession order.</li> </ul>	<ul style="list-style-type: none"> <li>• Report the incident to RHP</li> <li>• Report the incident to the Police</li> <li>• Keep a diary of incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Audit what's happening without completed Incident Diary Logs</li> <li>• Take legal action without the co-operation of witnesses/ victims</li> </ul>
Domestic Violence <b>Responsibility:</b> ASB Team	<ul style="list-style-type: none"> <li>• Investigate the report</li> <li>• Provide victim support</li> <li>• Provide specialist support</li> <li>• Assist with temporary re-housing</li> <li>• Take legal action</li> </ul>	<ul style="list-style-type: none"> <li>• Report the incident to the Police</li> <li>• Report the incident to RHP</li> <li>• Keep a diary of incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Audit what's happening without completed Incident Diary Logs</li> <li>• Take legal action without the co-operation of witnesses/ victims</li> </ul>
Using or threatening to use violence <b>Responsibility:</b> ASB Team	<ul style="list-style-type: none"> <li>• Investigate the report</li> <li>• Enforce the tenancy agreement</li> <li>• Take legal action e.g. injunction, possession order</li> </ul>	<ul style="list-style-type: none"> <li>• Report the incident to RHP</li> <li>• Report the incident to the Police</li> <li>• Keep a diary of incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Audit what's happening without completed Incident Diary Logs</li> <li>• Take legal action without the co-operation of witnesses/ victims</li> </ul>

## What to expect from our team

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### Our service standards:

If you report an incident of serious anti-social behaviour such as racial harassment or where there is physical violence or a threat of physical violence, our specialist ASB team will visit you at your home or another place convenient for you within one working day. For cases of more minor nuisance, such as those listed in box 1 of the table above, your Customer Liaison Officer will acknowledge your phone message, letter or email within two working days and make arrangements to meet with you at a convenient date and time.

- We will agree an action plan with you and confirm this in writing. If there is little that we, as your landlord, can do to resolve the problem you have reported, we will tell you and give you advice as to what else you could do to resolve things.
- We will tell you clearly what we can and cannot do to help. We will not make promises that we cannot keep.
- We will keep you informed and updated at least once every 10 working days with written progress reports on the action points agreed.
- During the investigation we will ensure that your details are not disclosed to any third party, unless you agree to it.
- If your complaint is not resolved within 12 weeks we will review it with you and agree what should happen next. We will then issue a new action plan.

## What remedies are available to deal with ASB?

These are the non-legal remedies we can use to intervene and prevent anti-social behaviour:

- Mediation
- Informal warnings
- Referring the problem to enforcement agencies such as the police or local authority Environmental Health Department
- Partnership working with other agencies such as Social Services or Youth Services who have additional skills and powers, e.g. to organise parenting contracts
- Support for vulnerable perpetrators to help them control their behaviour, e.g. where this is due to mental health problems
- Physical improvements, e.g. better lighting in communal areas where appropriate
- Community development projects, e.g. diversionary sports activities for young people
- Acceptable Behaviour Contracts (ABC)
- Parental Control Agreements

If these fail to produce any improvement we will consider the use of legal enforcement measures including:

- Injunctions
- Anti-social Behaviour Orders (ASBO)
- Possession Orders
- Demoted tenancies

## **What are your responsibilities as a resident?**

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Many RHP homes are close together with shared communal spaces. Some noise and lifestyle differences are inevitable. We expect our customers to be considerate to their neighbours and neighbourhood, to be responsible for the behaviour of their household and visitors, and to comply with the conditions of their tenancy or lease prohibiting nuisance and anti-social behaviour.

## **How does RHP prevent ASB?**

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Prevention is an essential part of Richmond Housing Partnership's approach to anti-social behaviour. We run a number of initiatives that seek to neutralise and reverse the effects of anti-social behaviour and we support schemes run by voluntary agencies and community groups.

These include voluntary mediation, football coaching and IT clubs for young people, joint work with the Community Safety Partnership to combat anti-social behaviour across the Borough and the provision of tenant support services for those who have difficulty maintaining their tenancy due to vulnerability.

## Support for victims and witnesses

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Witnesses are crucial to stopping ASB. The evidence of someone who was there when an incident took place is more powerful than hearsay or professional witness statements and can cover more incidents than a surveillance operation. It demonstrates the true distress caused and the damage ASB causes to individuals, families and communities. Witnesses will be supported throughout the whole process, from report to court proceedings, remedy and beyond. The amount of support you need will vary depending on your circumstances and the types of ASB you have reported.

The first and most important support we offer is to reassure you that, except in some very serious circumstances, the information you give us will be kept in the strictest confidence. Our support services range from helping you to make a report or helping you give evidence in court to, in very rare and serious cases, finding a new home.

We will:

- Keep you informed of what actions we are taking and let you know what to expect next
- Remain alert to any potential risks
- Give you details of an emergency out-of-hours contact
- Let other relevant officers, such as caretakers and scheme managers, know what is going on so they can keep a 'look out'.
- Where necessary, assess your home for protection measures such as installing new locks on windows and doors or installing a panic button and provide you with a personal alarm
- Put you in touch with other residents who can offer support

- Discuss and plan every stage of any necessary legal action with you, for example when we serve papers, the exchange of witness statements, the court hearing, and the implementation of the remedy
- Consider applying to the court for an immediate order such as an interim injunction or ASBO (these can be served without notice and often have an immediate impact)

We may ask you to give evidence in court. If this does happen we will support you throughout the process and beyond.

We will:

- Arrange a visit to the court in advance of the hearing so you can get to know the layout
- Ask the court for a private waiting room
- Arrange transport to the court
- Make arrangements/cover the costs of any childcare or dependent care
- Consider reimbursement for time off work, and other expenses incurred
- Accompany you to the court hearing
- Ask for a police presence in the court

After you have been to Court we will:

- Inform victims, witnesses, the community and relevant agencies about successful legal action
- Recognise you for taking a stand and helping to support us and your community
- Publicise successes through targeted leaflets and posters, which can be effective in strengthening the community, encouraging future witnesses and helping to monitor any potential breach of orders.
- Provide ongoing support for as long as you feel it is necessary and as long as reasonably practical

## Unfamiliar words used in court

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**Affidavit** - a written description of events that a witness must swear or affirms is true in court.

**Affirm** - confirm the truth of something in court - a non-religious alternative to swearing an oath.

**Anti-social Behaviour Order (ASBO)** - an order from a court which prohibits someone from specific anti-social behaviour acts and/or from entering defined areas (exclusion zones).

**Barrister** - a legal representative who can put someone's case to a court and question witnesses.

**Breach** - when someone ignores an injunction or an ASBO or breaks the conditions in it.

**Committal case** - a court case held when someone breaks an injunction - the judge could send (or 'commit') them to prison.

**Complainant** - the person who has suffered from (and complained about) someone's behaviour.

**Contempt of court** - disobeying the court, e.g. breaking an injunction.

**County court** - the court where a civil case is heard.

**Defendant** - the person a case is being brought against.

**Ex-parte injunction** - a type of injunction used in cases that need immediate action because of violence or threats. The person complained about does not have to be informed of the court hearing.

**Injunction** - an order from a court that tells someone to stop doing a certain thing or to do a certain thing.

**Magistrate court** - the court where a criminal case is heard.

**Perpetrator** - the person engaging in anti-social behaviour.

**Plaintiff** - the person or organisation bringing the case.

**Possession case** - a hearing to decide if a tenant should be evicted from their home.

**Solicitor** - a legal representative and adviser.

**Statement** - a written record of events which a witness signs as true.

**Suspended possession** - a possession order that is only enforced if the perpetrator breaks the conditions set by the judge. If the perpetrator behaves, no further action is taken.

**Suspended sentence** - a sentence that is only enforced if the perpetrator breaks the conditions set by the judge.

**Swear on oath** - how someone who has a religious faith confirms they will tell the truth – usually whilst holding a religious text sacred to them.

**Tenancy agreement** - the legal contract of rules between the landlord and a tenant.

**Undertaking** - a promise made to the court by a perpetrator to do a certain thing, or not do something.

**Without Notice injunction** - a type of injunction used in cases that need immediate action because of violence or threats. The person complained about does not have to be informed of the court hearing.

## Useful contact numbers - Richmond

<b>Police (In an emergency dial 999)</b>			
Richmond & Twickenham Police		0300 123 1212	
Crime Stoppers		0800 555 111	
Police Crime Prevention Office		0208 247 5872	
Police neighbourhood watch		0208 247 5804	
Police Community Safety Unit		0208 247 7204	
<b>Police Safer Neighbourhood Teams (SNT)</b>			
Hampton	0208 721 2909	North Richmond	0208 721 2928
Hampton Nth	0208 721 2745	South Richmond	0208 721 2006
Hampton Wick	0208 721 2908	South Twickenham	0208 721 2910
Ham & Petersham	0208 948 8571	Teddington	0208 721 2748
Heathfield	0208 721 2913	Twick. Riverside	0208 721 2749
Kew Team	0208 721 2930	West Twickenham	0208 721 2927
Mortlake & Barnes	0208 721 2007	Whitton	0208 721 2008
<b>Social Services</b>			
Social Services - Richmond / Hampton		0208 891 7971	0208 714 4251
<b>Mental health</b>			
Richmond East/West		0208 940 3331	
Teddington/Hampton/Twickenham		0208 977 3156	
<b>Domestic violence</b>			
Police Domestic Violence - Richmond		0208 247 7204	
<b>Vehicle</b>			
Abandoned Vehicle Removal Richmond		0208 891 7052	
Parking (parking@richmond.gov.uk)		0208 891 7071	
<b>London borough of Richmond upon Thames</b>			
Civic Centre - Richmond		0208 891 1411/0208 744 2442 (24hr)	

## Useful contact numbers - Hounslow

<b>Police (In an emergency dial 999)</b>	
Hounslow Police	0300 123 1212
Feltham Police	0300 123 1212
Crime Stoppers	0800 555 111
Police Community Safety Unit – Hounslow Borough	0208 721 9104
<b>Police Safer Neighbourhood Teams (SNT)</b>	
Hounslow Central	0208 721 2530
Hounslow Heath	0208 721 2601
Hounslow South	0208 721 2531
Feltham North	0208 721 2753
Feltham West	0208 721 2540
Anti-social Behaviour – Hounslow:	0800 085 65 75
<b>Social Services</b>	
Adult & Children's Social Care Services	0208 583 3100
Alcohol, Drugs & Substance misuse – Hounslow	0208 583 3100
<b>Mental health</b>	
Hounslow Community Mental Health Trust	0208 354 8354
<b>Vehicle</b>	
Abandoned Vehicles Removal – Hounslow	0208 583 5555
<b>London Borough of Hounslow</b>	
Civic Centre – Hounslow	0208 583 2000 out of hours emergency no: 0208 583 2222
Street care & cleaning - Hounslow	0208 583 5555

## Useful contact numbers - national

<b>Domestic violence</b>	
Women's Aid and Refuge	0208 742 3526
Domestic Violence Helpline (Women and Children) National	0808 200 0247
Rights Of Women – Sexual Violence- Legal advise	0207 251 8887
Domestic Violence Helpline (Men)	0808 801 0327
Broken Rainbow – lesbian, gay, bisexual and transgender	0845 260 4460
National Domestic Violence Helpline Freephone 24hr	0808 2000 247
<b>Child support</b>	
NSPCC	0808 800 5000
Childline	0800 1111
<b>Victim/witness support</b>	
Victim Support – Main national number	0845 303 0900 (24hr)
Talk to Frank (Drugs Help Line)	0800 77 66 00
Victim Support - Richmond Borough	0208 948 7010
<b>Vehicle</b>	
DVLA untaxed vehicle hotline	0800 0325 202
<b>Miscellaneous</b>	
Samaritans	08457 90 90 90
Age concern – London general@aclondon.org.uk	0207 820 6770
Age Concern – national number	0800 00 99 66

## **What if you are unhappy with our service?**

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If you are unhappy with our service, you can log a complaint with any member of our staff via the Customer Service Centre freephone on 0800 0322 433, via our website [www.rhp.org.uk](http://www.rhp.org.uk), in writing, or in person at any of our offices. You will be given a unique reference number and sent a copy of our complaints procedure. This is also available online at [www.rhp.org.uk](http://www.rhp.org.uk).



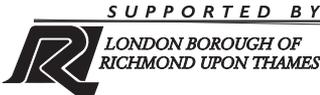
## Notes

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# Accessibility

At RHP we are committed to a policy of equal access to all of our information. If you would like this booklet supplied in alternative formats, such as Braille, large print, on audio tape or in another language, please contact us on **0800 0322 433**, send an email to **communications@rhp.org.uk** or write to us at the address below.

Albanian	Sipas kërkesës, ky dokument gjithashtu gjendet edhe në gjuhë të tjera, me shkrim të madh dhe në formë dëgjimore.
Arabic	هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.
Bengali	এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে এবং অডিও টেপ আকারেও অনুরোধে পাওয়া যায়।
Farsi	این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.
Gujarati	આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.
Hindi	अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है
Polish	Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formie audio.
Punjabi	ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।
Somali	Waxaa kale oo lagu heli karaa dokumentigaan luqado kale, daabacaad ballaaran, iyo cajal duuban haddii la soo waydiisto.
Urdu	درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔



RHP registered charity no. 1080789  
Document reference: ASB01/2

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Institute of  
Customer Service