

Useful Contact Details

Cannock Police (non urgent calls)
Tel: **101**

Crime Stoppers
Tel: **0800 555111**

ASB out of hours service
(Don't live with it - Report it)
Tel: **01543 462621**

Neighbourhood Watch
Tel: **01543 464218**

Wolverhampton Mediation Service
Tel: **01902 552792**

Victim Support Staffordshire
Tel: **0300 303 1977**

Estate Management Team
Email: **EMTeam@cannockchasedc.gov.uk**

This leaflet has been approved by tenants



Contact us with confidence

Cannock Chase Council
Civic Centre, PO Box 28, Beecroft Road, Cannock, WS11 1BG
Tel: 01543 462621 • Fax 01543 462317
Email: customerservices@cannockchasedc.gov.uk

This leaflet can be provided in Braille, on audio cassette tape/disk
and **large print** on request to
Cannock Chase Council on 01543 462621.

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Updated October 2016

Anti-Social Behaviour

'Preventing &
Tackling it together'



Introduction

We are committed to helping you stand up to anti-social neighbours and people who behave in an anti-social manner. No one should have to live in a state of fear or inconvenience because of someone else's behaviour.

We will investigate all reports of anti-social behaviour and work with you to find a solution. This may involve recommending mediation.

We have a number of powers we can use against tenants who behave anti-socially, such as Injunctions, Anti-Social Behaviour Orders, Anti-Social Behaviour Contracts, Tenancy Demotion and in some circumstances we can gain possession of the perpetrators home. Information about the use of Legal and Non Legal Tools can be found on the Council website www.cannockchasedc.gov.uk under anti-social behaviour.

This leaflet aims to help you understand how we can assist and how we can work together to tackle anti-social behaviour.

If you, a member of your family or visitors to your home are behaving anti-socially, then you are placing your tenancy at risk. If such behaviour persists we will take action against you, which can result in losing your home.

What is anti-social behaviour

Anti-social behaviour occurs when someone acts in a way that causes or is likely to cause harassment, alarm or distress.

Anti-social behaviour includes, but is not limited to:-

- Criminal activity
- Using or threatening violence
- Racist or homophobic behaviour
- Threatening or intimidating behaviour
- Domestic violence

- Nuisance children
- Playing loud music
- Excessive noise
- Damage to property
- Uncontrolled pets
- Dumping rubbish
- Misusing motor vehicles
- Making malicious complaints

A good neighbour needs to be reasonably tolerant and understanding of other peoples comfort, lifestyle and needs. Before complaining you need to think whether or not the behaviour which is upsetting you is reasonable by discussing this with a member of your family, another representative or a member of staff from the Estate Management team might help you in deciding this.

What you can do

- Speak to the person responsible. They may not know that they are causing a problem
- Report the nuisance or anti-social behaviour
- Provide us with the information we need to take action. Keep a note of all incidents, including dates and times
- If the anti-social behaviour is serious, or someone is committing a crime, you should call the Police immediately
- You can contact the Housing Office and speak to a member of the Estate Management Team during normal office hours

- In some circumstances Environmental Health may be able to provide an out of hours emergency service for dealing with noise nuisance.
- You can make a complaint about ASB in writing, by email, telephone or by visiting the Housing Office
- You can report incidents of ASB (Don't live with it - Report it)out of office hours on 01543 464657
- You can also report ASB on the 'Report It' Section of the Council website www.cannockchasedc.gov.uk

What we will do

- Investigate all complaints promptly and take appropriate action, including possible legal action
- Work with other agencies to tackle problems and provide support
- Listen to you and respect your privacy and wishes. We will not take actions that put you at greater risk without first discussing the situation with you
- Treat racial harassment as a serious offence
- Deal with incidents of domestic violence from the victims point of view
- Encourage tolerance by trying to balance the needs of individuals with their neighbours
- Provide support for witnesses
- Contact the people responsible quickly to try and prevent further anti-social behaviour
- Treat all information received confidentially
- Aim to prevent anti-social behaviour and moderate behaviour before taking legal action