



Anti-Social Behaviour

Information for Customers

What is Anti-Social Behaviour (ASB)?

The *Anti-Social Behaviour, Crime and Policing Act 2014* says that ASB is "conduct that has caused or is likely to cause harassment, alarm or distress". Examples of ASB include causing damage to property, playing loud music, dumping rubbish and not properly looking after a pet. EPIC`s Tenancy Agreement contains types of behaviour which is unacceptable and which can result in legal action being taken.

What can you do to tackle ASB?

If your neighbour is causing nuisance - such as playing loud music or allowing their dog to bark excessively – you may feel comfortable talking to them politely before contacting us. He or she may not be aware they are causing a problem. Often, neighbours can sort out problems by talking to each other first and seeing each other`s point of view, rather than getting the landlord involved. However, if you feel you are unable to sort out the problem amicably please contact us.

Sometimes ASB is also a criminal matter - for example threats of violence, hate crime, damage to property and drug-related activity. If you experience these problems you should report the matter to the Police as well as to EPIC.

For emergencies (i.e. a serious offence is in progress or has just been committed; someone is in immediate danger; property is in danger of being damaged; a serious disruption to the public is likely) you should contact the Police by dialling 999.

For all other incidents you can call the non-emergency number on 101.

What can EPIC do?

We take all complaints of ASB seriously and we will investigate each complaint that is received. We will need the address of the person you are complaining about as well as details of the problem you are experiencing.

We will investigate complaints of ASB based on the seriousness of the

case - serious cases need more urgent attention than low level cases. We will begin investigating cases within the following timescales:

- Low-risk cases (e.g. dog fouling): Within seven working days.
- Medium-risk cases (e.g. threatening behaviour): Within five working days.
- High-risk cases (e.g. hate crime, violent behaviour): Within one working day.

Where we have evidence of ASB caused by EPIC tenants, their household members or their visitors, we can take various forms of action, including:

- Giving advice.
- Issuing verbal or written warnings.
- Using mediation techniques where appropriate.
- Requiring tenants to sign an undertaking not to behave in a specific way.

In some cases where the above options have failed and problems continue we can seek legal remedies such as:

- Applying to court for an order to evict the perpetrator.
- Applying for an injunction to stop them acting in an anti-social way.

We may need assistance and evidence from people who complain about ASB. You may be asked to complete nuisance logs, or to provide a written statement, which may be used in court.

How to report Anti-Social Behaviour

You can report ASB in the following ways:

- Calling 01782 252575
- Emailing mailbox@epichousing.co.uk
- Via our website - www.epichousing.co.uk/community/anti-social-behaviour

How to Contact Us

 www.epichousing.co.uk

 mailbox@epichousing.co.uk

 01782 252575

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This leaflet can be provided in large print or on coloured paper upon request

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