

# Dealing with Anti-Social Behaviour

## Frequently Asked Questions

### **Q. How do I make a complaint?**

**A.** Often a direct and informal approach to the person responsible for the nuisance is the best way of improving the situation. This is especially true of neighbours who may be unaware that their actions are causing you distress.

### **Q. What if this does not work?**

**A.** Report the matter to your Customer Services Officer at Three Rivers who will take the details and advise you of what will happen next. If the situation is so distressing that it needs to be dealt with immediately, you should contact the police.

### **Q. What details will the Customer Services Officer need?**

**A.** The Customer Services Officer will require as much information as possible such as date(s), time(s), witnesses and details of the incident(s).

### **Q. What happens next?**

**A.** Your complaint will be investigated and it may be necessary to speak to witnesses and the person you have made the complaint against. Once all the evidence has been gathered, the Officer shall advise you of what action, if any, will be taken.

### **Q. What else should I do?**

**A.** It is important that you keep a diary of any incidents that cause you distress. Keep a simple list of dates, times and witnesses so that evidence is built up. Diaries are available from Three Rivers.

### **Q. Can I remain anonymous?**

**A.** Three Rivers will try to protect your privacy at all times but this may not always be possible. If court action is necessary, you will probably have to be named. Otherwise evidence you have supplied cannot be used.

### **Q. What action will Three Rivers take if the anti-social behaviour is proved?**

**A.** A number of actions can be taken, but the one used in your case will depend upon the circumstances. Examples include:

- a. Verbal warning
- b. Written warning
- c. Legal notice
- d. Eviction
- e. Behaviour contract

**Q. Can a tenant be evicted for causing anti-social behaviour?**

**A.** We will take steps to evict someone if the situation is serious and the person has ignored our instructions to amend their behaviour. Eviction is the last resort and it can be a lengthy process via the County Court. The final decision on whether someone should be evicted is made by the courts.

**Q. Is court action always necessary?**

**A.** No. Court action will only be taken in exceptional circumstances and in the most severe of cases.

**Q. Can I complain to someone else?**

**A.** Yes, you can complain directly to the Environmental Health Officer at your local council. You can also complain directly to the Magistrates' Court but it is important that you speak to the Court Clerk before commencing any action.

**Q. How will the Customer Services Officer keep me informed of progress?**

**A.** The Customer Services Officer should advise you of what he/she proposes to do and what occurs afterwards. They will monitor your case and contact you four weeks after your last enquiry to check on the situation.

**Q. What if I am unhappy with the way Three Rivers Housing is dealing with my situation?**

**A.** Three Rivers has a complaints procedure, which can be found on the website, [www.threerivershousing.co.uk](http://www.threerivershousing.co.uk)