

CORNWALL  
HOUSING

# Tackling Anti-Social Behaviour

Information for Tenants



A CORNWALL  
COUNCIL COMPANY

[cornwallhousing.org.uk](http://cornwallhousing.org.uk)

This leaflet explains what anti-social behaviour is, how to report it and what you can expect from Cornwall Housing in tackling ASB

*We will do our utmost to support victims and witnesses and to keep you informed of the progress being made*

## Cornwall Housing Policy Statement

Cornwall Housing will not tolerate acts of anti-social behaviour being perpetrated on any estate it manages or owns. It recognises that such behaviour can have a devastating effect on individuals and communities, and it acknowledges that dealing with anti-social behaviour is a high priority for all tenants.

Cornwall Housing will work tirelessly with its tenants and other agencies to ensure that the estates it manages or owns are safe, pleasant places to live. It will use all legal tools available to deal with anti-social behaviour; however, it will ensure that any action it takes against perpetrators is both reasonable and proportionate.

Full versions of our **Anti-Social Behaviour** and **Good Neighbour Policy** are available by contacting Cornwall Housing.

## What is anti-social behaviour?



### Examples include:

- Noise nuisance (for example: loud parties; shouting; noise from TV or hi-fi equipment; alarms).
- Criminal damage and vandalism.
- Rowdy or nuisance behaviour.
- Physical violence against people and property.
- Domestic abuse.
- Verbal abuse/harassment/intimidation/threatening behaviour.
- Hate related incidents based on race, nationality, sexual orientation, gender, disability, religion or age.
- Dealing or supplying drugs, or use of premises for other unlawful purposes.
- Alcohol or drug abuse.

## What is **not** anti-social behaviour?



### Not all nuisance is considered

### anti-social behaviour. Examples include:

- Noise from children playing.
- Personal differences/family disputes.
- Disagreements about parking.
- Civil disputes such as boundary issues.
- Living or domestic noises, including conversation heard through walls or floors, neighbours walking around their home, noises travelling through ceilings or walls due to poor insulation or normal domestic activity such as vacuuming or using washing machines and normal vehicle noise.



Feedback from one of our residents:

“ ***So often you hear of things not working, but on this occasion, we cannot fault the support we have received from Cornwall Housing, and to see the collaboration with Devon & Cornwall Police and Social Care work as it is supposed to is amazing*** ”

## Supporting you

If you are experiencing anti-social behaviour, we encourage you to speak to us.

### We will:

- Agree an action plan and assign an officer to lead on your case.
- Investigate your complaint by gathering evidence and keep you updated with our progress.
- Consider early intervention such as mediation and acceptable behaviour agreements.
- Provide you with additional support if required.
- Work with other agencies such as the police to consider preventative measures.
- Give advice about your personal safety.
- Help you to understand the process of tackling anti-social behaviour.
- Let you know we've resolved your case and when we'll refer for closure.

### What we expect from residents:

- You and anyone else whose behaviour you're responsible for (including children) not to commit ASB, hate incidents or crimes.
- You to resolve minor disputes with your neighbours.
- Provide evidence to investigate your complaint.





*We believe that everyone has the right to the peaceful enjoyment of their home*

## The Community Safety Team

Cornwall Housing has a specialist team, the Community Safety Team, who deal with incidents of anti-social behaviour involving their tenants. Each area has a designated Community Safety Officer who investigates reports of anti-social behaviour and aims to resolve any issues by working alongside the local community and local agencies such as Devon and Cornwall Police. If anti-social behaviour can be evidenced, Cornwall Housing may take action against any tenants involved.



## Tools to deal with anti-social behaviour

Any enforcement action taken will be reasonable and proportionate to the nature of the case and the evidence provided. Cornwall Housing may take the following action:

- Issue verbal warnings.
- Issue written warnings.
- Issue a final warning contract.
- Extend an introductory tenancy.
- Terminate an introductory tenancy.
- Serve a notice to seek possession of their property.
- Apply for a Criminal Behaviour Order (in conjunction with Devon and Cornwall Police).
- Apply for an Civil Injunction (in conjunction with Devon and Cornwall Police).
- Apply for a Closure Order on the property (in conjunction with Devon and Cornwall Police).
- Seek possession of the property (Eviction).

## ASB Case Review

The ASB Case Review is a legal process that every local authority area must have in place with its partners linked to the use of a Community Trigger. It allows any victim of ASB or a representative of that person with their permission, who are concerned about the progress or outcome of their ASB case to request a review, which can result in recommendations being made.

To meet the requirements of the Community Trigger threshold, one of the following criteria must be met:

- Three or more complaints in the last six months from one individual about the same problem, or
- One incident motivated by hate in the last 6-months from one individual.

An ASB Case Review can be requested by contacting Cornwall Council's Community Safety Team. CHL is Cornwall Councils ALMO and will fully participate in any review held.

## How to apply

### 1. By phone

Call Devon and Cornwall Police on 101 and ask to request an 'ASB Case Review' (or 'activate the Community Trigger'). If you are deaf, hard of hearing or speech impaired, you can text phone 18001 101.

### 2. Online

Contact Devon and Cornwall Police at

**<https://www.devon-cornwall.police.uk/advice/advice-and-information/asb/nw/request-asb-case-review-community-trigger/>** and fill in the online form

Email Anti-Social Behaviour Team at **[antisocialbehaviour@cornwall.gov.uk](mailto:antisocialbehaviour@cornwall.gov.uk)** and ask to request an ASB Case Review

### 3. By post

Requests for ASB Case Reviews can be posted to this address, Community Safety Team, Cornwall Council, St John's Hall, Penzance, TR18 2QW.

A printable version of the application form can be found at

**[www.cornwallhousing.org.uk/residents-area/your-neighbourhood/asb](http://www.cornwallhousing.org.uk/residents-area/your-neighbourhood/asb)**

# How to report anti-social behaviour to Cornwall Housing?

To report incidents of anti-social behaviour involving Cornwall Housing tenants you can do so in one of the following ways:

By our online form [www.cornwallhousing.org.uk/residents-area/your-neighbourhood/asb](http://www.cornwallhousing.org.uk/residents-area/your-neighbourhood/asb)

By email [info@cornwallhousing.org.uk](mailto:info@cornwallhousing.org.uk)

By telephone **0300 1234 161**

By text **07941 712 712**

By post to  
**Cornwall Housing Ltd  
Chy Tревail  
Beacon Technology Park  
Bodmin  
PL31 2FR**

**CORNWALL  
HOUSING**

[www.cornwallhousing.org.uk](http://www.cornwallhousing.org.uk)

If you would like this information in another format or language please contact:

Cornwall Council, County Hall, Treyew Road, Truro TR1 3AY

Telephone: 0300 1234 100

Email: [enquiries@cornwall.gov.uk](mailto:enquiries@cornwall.gov.uk)