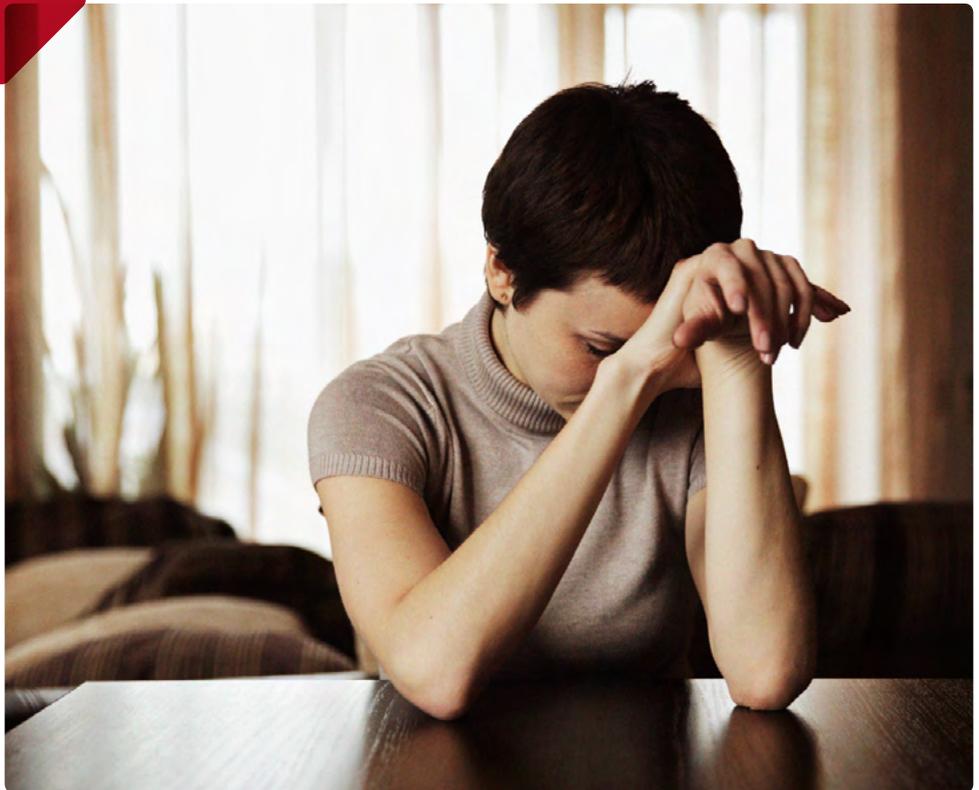
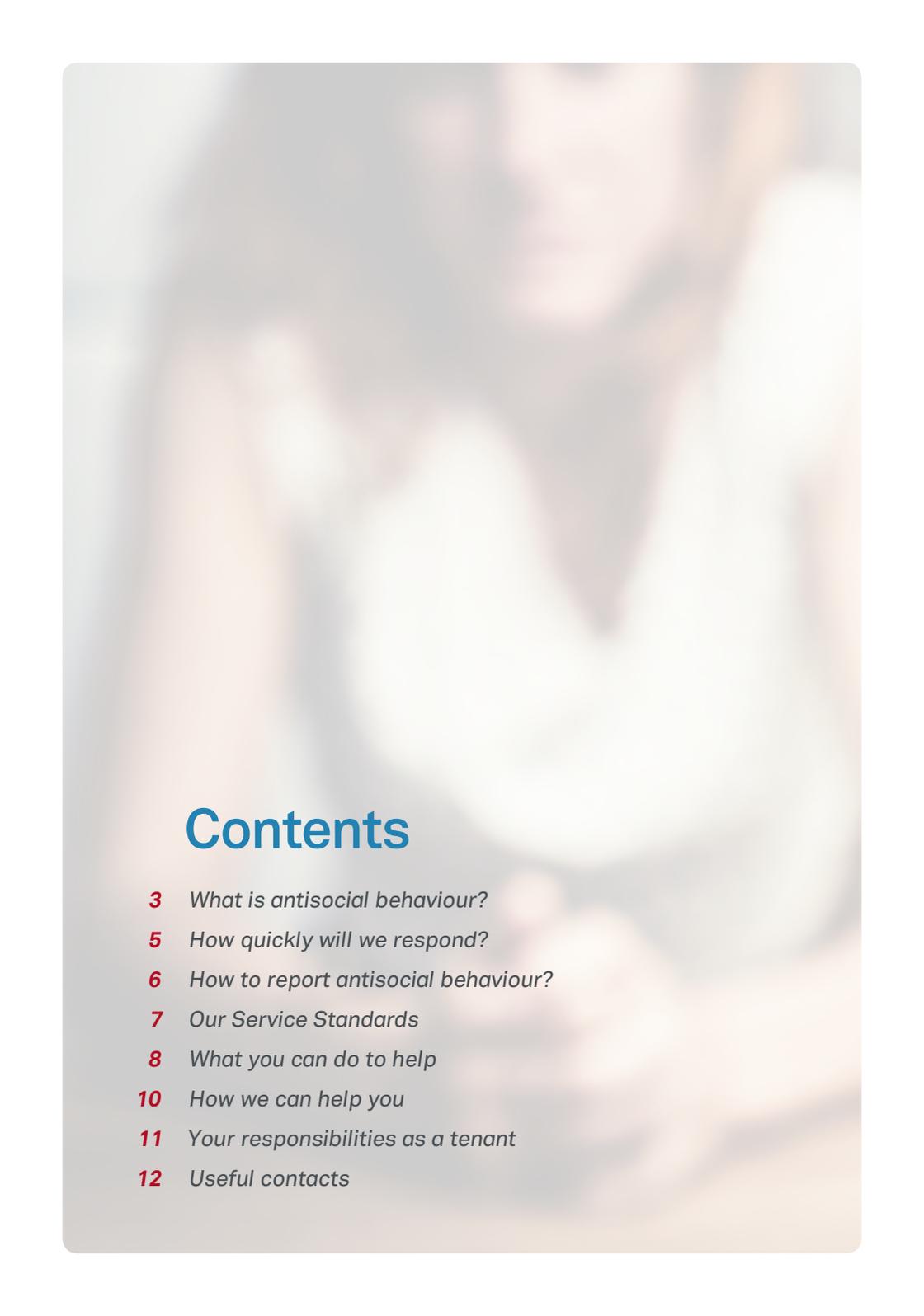


Helping you deal with antisocial behaviour





Contents

- 3** *What is antisocial behaviour?*
- 5** *How quickly will we respond?*
- 6** *How to report antisocial behaviour?*
- 7** *Our Service Standards*
- 8** *What you can do to help*
- 10** *How we can help you*
- 11** *Your responsibilities as a tenant*
- 12** *Useful contacts*

What is antisocial behaviour?

‘Behaviour that disturbs, annoys or interferes with a person’s ability to go about their lawful business.’
(WA Police)

What is classed as antisocial behaviour?

Antisocial behaviour (ASB) can include:

- > playing loud music or causing inconsiderate noise
- > domestic violence
- > physical violence
- > verbal abuse or other threatening behaviour
- > not keeping pets under control, including dogs barking and fouling
- > neighbour nuisance
- > illegal use of a property
- > drug or alcohol abuse, and
- > damaging property.

This is not a complete list. Each case of ASB is assessed on an individual basis.

Our commitment

We will respond to all complaints of antisocial behaviour, wherever they may come from, if they are about our tenants, their families or visitors to our tenants. We will take all reports of antisocial behaviour seriously and investigate them.

What is not classed as ASB?

You should be reasonably tolerant and understanding of different lifestyles and the behaviours of others. You may see or hear something that you think is wrong or different to how you would behave but it would only be classed as ASB if it causes alarm, harassment or distress to someone.

If you report someone, they will be able to argue their case. You need to be sure about why you are making a report, and that you are not over reacting to a situation that other people would find acceptable.

Here are some examples of what we would not consider ASB:

- > babies crying
- > cooking odours
- > normal behaviour occurring at unusual times, because of different working patterns, provided that the resident is attempting to keep disturbance to a minimum
- > one off parties, e.g. Birthday party where there is no evidence that the problem will be regular
- > clash of lifestyles
- > children's play
- > retaliatory or 'tit-for-tat' disputes between two households.

How quickly will we respond?

By 'respond' we mean taking appropriate action including contacting the Police, other specialist agencies or interviewing the person who reported the incident. This will not necessarily mean we are able to 'resolve' the case within those timescales.

We prioritise all ASB incidents according to how serious they are:

Category	Response time	Types of behaviour
One	Within 24 hours	<ul style="list-style-type: none">> violence or threatened violence towards a person> destruction of property> a situation where there is real harm to a person or property (for example, if someone is storing explosive materials).
Two	Within 5 working days	<ul style="list-style-type: none">> any other complaint not covered above such as noise nuisance, caused by pets or animals, or criminal behaviour.

Confidentiality

We will not reveal your identity unless you agree that we can. We may need to share your information with other agencies but will ask for your permission before we do this.

How to report antisocial behaviour?

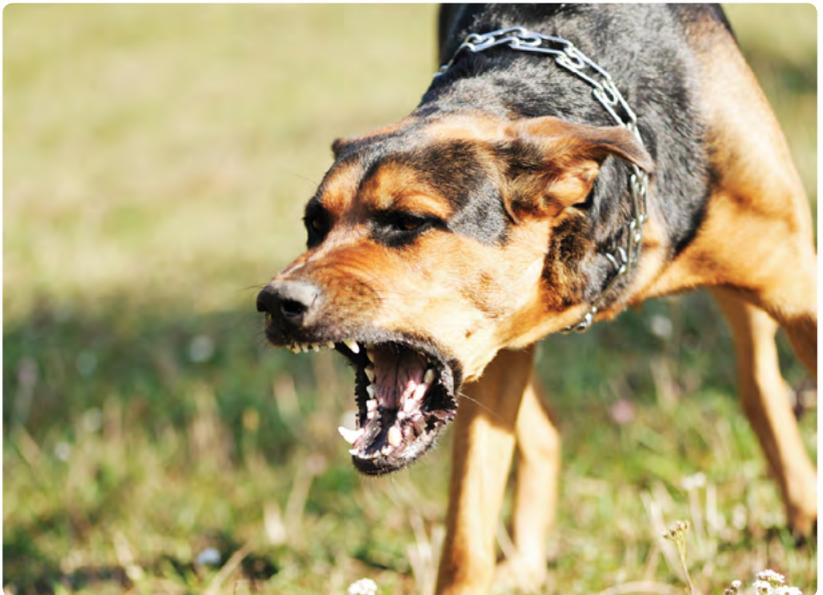
Contact us

If you have tried to speak to the person committing the antisocial behaviour (ASB) without success, or don't feel that it is appropriate to speak to them, please contact your housing coordinator and explain the problems you are having in the first instance.

Contact other agencies

It is important that you also report ASB to other appropriate agencies.

- > If you are witnessing excessive noise, you should also contact Environmental Health at your local council.
- > If it is a criminal matter, you must report it to the Police.
- > In an emergency, phone 000.



Our Service Standards

Our service standards set a minimum standard that we work to, so that you understand what level of service you can expect from us.

What standards you can expect when you report antisocial behaviour (ASB):

- > We take zero tolerance approach to antisocial behaviour and will work in partnership with other agencies, such as the Police to prevent and tackle ASB and crime.
- > When you report ASB to us, we will contact you within our agreed response times and give you the name of the person dealing with your case.
- > We will treat reports of ASB confidentially.
- > We will agree an action plan with you, advising what we can do and what you can do to resolve things.
- > We will keep you informed of any progress but also expect you to keep in contact with us until it is resolved.

What we expect from our tenants:

- > We expect you to keep to the terms of your tenancy agreement and not act in an antisocial way.

After we have investigated your complaint we will tell you:

- > about any action we have taken to deal with the problem
- > why we are not able to take action
- > if we do not have enough evidence to take action, and
- > we will help you to try and find another solution.

What you can do to help

Talk to the person committing the antisocial behaviour if you feel confident, the first thing you should do is talk to the person committing the antisocial behaviour (ASB). When people live close together, they don't necessarily realise that they are disturbing others. Explain to them, politely, that they are causing a problem.

Tell us what is happening

If that doesn't work, the next step is for you to contact us.

After you have made your first report, you need to keep your Housing Coordinator up-to-date. If we do not hear from you, we will assume the problems have stopped.

Gather evidence

It can take time to gather evidence and understand the problems occurring. Therefore, we need you to give us accurate information about ongoing incidents. You can do this by completing the incident record sheets that we will give you. Please be patient, irregular and complicated problems can take time to gather evidence on.

Be realistic

When you report a problem to us, think about why you are reporting it and what you want to achieve. This will help us to deal with the issues more appropriately.

You need to be realistic about what can be achieved. We need evidence of ASB before we can take legal action.

Use other agencies

Other agencies such as the Police and Environmental Health have different powers to deal with ASB. It is important that you keep in contact with all relevant agencies and we will help you to do this.

Don't take matters into your own hands

Regular reporting is the only effective way to deal with ASB. Sometimes you can feel angry or upset towards the people involved. If you react in a negative way towards these people, we might get counter complaints against you.



How we can help you

Reporting and case management

Once you have reported an antisocial behaviour (ASB) incident, your Housing Coordinator will create an action plan with you, to try to deal with the problem. They will stay in contact with you throughout the investigation.

Advice

Advice is only effective in the least offensive levels of ASB. In some instances we will be able to resolve problems by offering advice to both parties.

Mediation

Mediation is a discussion process between the person who is accused of being antisocial and the person who has reported the ASB. Mediation can be a face to face conversation with the help of a mediator, or with the mediator going between each party. For it to be successful, both parties must be willing to take part and be flexible.

When something upsetting is happening, it is hard to see or accept that the other person could be feeling the same way. Mediation helps people to see others' perspectives and to go on and live happily in their neighbourhoods.

Partnership working

We work with partner agencies to resolve ASB problems by jointly gathering information and providing support for victims and witnesses. We also work together to target areas that experience ASB more often than others.

We work with partner agencies including:

- > The Police
- > Local councils
- > Environmental Health
- > Department of Child Protection

Supporting witnesses and victims

We support victims and witnesses of ASB by:

- > dealing with reports quickly
- > involving you in the action plan to resolve the issue
- > keeping you up to date, and
- > referring you to appropriate support services.

If you have to be a witness in court, we will support you at all stages.

Your responsibilities as a tenant

Every Foundation Housing tenant has signed a tenancy agreement. The agreement describes your rights and responsibilities and ours.

You, or anyone living in your home or visiting must not use the premises, or cause or permit the premises to be used, for any illegal purpose or cause or permit a nuisance.

We expect our tenants to show consideration to their neighbours and not to commit, or allow their family or visitors to cause a nuisance or annoyance.

Who am I responsible for?

You are responsible for your own behaviour and the behaviour of everyone else (including children and pets) who lives in or visits your home.

Useful contacts

Your Housing Coordinator:

Phone:

Email:

Foundation Housing reception:

(08) 9227 6480

Police:

Environmental Health:



www.foundationhousing.org.au

E: admin@foundationhousing.org.au

Perth

131 Brisbane St
Perth WA 6000

T: (08) 9227 6480

F: (08) 9227 5611

Midland

6/17-19 Foundry Rd
Midland WA 6056

T: (08) 6274 3900

F: (08) 9227 5611

Joondalup

6/129 Grand Bvd
Joondalup, WA

T: (08) 9400 5000

F: (08) 9227 5611

Broome

34 Frederick St
Broome, WA 6725

T: (08) 9193 7641

F: (08) 9193 7687