






In more serious cases, there is rarely an overnight solution. Sometimes, actions can be drawn out over a number of weeks or even months. However, Salvation Army Housing Association, and its representatives, are committed to tackling anti-social behaviour in and around the properties they manage to ensure that residents feel safe in their homes and communities.

EXAMPLES OF ANTI-SOCIAL BEHAVIOUR

- Noise 
- Unkempt gardens (that attract dumping of rubbish and create “eyesores”)
- Using and selling illegal drugs
- Violence or threats of violence & criminal behaviour
- Intimidating gatherings of young people in public places
- Damage to property—including graffiti and vandalism
- Nuisance from vehicles—parking or abandonment
- Uncontrolled pets and animals
- Harassment—including racial and homophobic incidents 
- Bullying—Foyers, Supported Projects & Residential Centres 
- Domestic Violence 
- Carrying air weapons and imitation firearms in public areas
- Throwing fireworks in public areas
- Offensive drunkenness

 *This symbol means that we have other leaflets available about this particular type of anti-social behaviour. Please ask your local SAHA officer or telephone our Customer Services Centre if you would like a copy.*

**Salvation Army Housing Association
Customer Services Centre**

33/35 Chorley New Road, Bolton, BL1 4QR

Phone: 0800 970 6363

Fax: 01204 375768

Email: servicecentre@saha.org.uk

Registered Offices: Barber Surgeons Hall, 1A Monkswell Square, London EC2Y 5BL

SALVATION ARMY HOUSING ASSOCIATION

ANTI-SOCIAL BEHAVIOUR

What is it?
What will SAHA do about it?

ANTI-SOCIAL BEHAVIOUR

Salvation Army Housing Association (SAHA) recognises that anti-social behaviour can have a damaging impact not just on the victim(s) of anti-social behavior but also on the community as a whole. It can lead to existing residents feeling isolated, frightened or unhappy in their homes and result in people feeling they have to move away.

WHAT IS ANTI-SOCIAL BEHAVIOUR?

Anti-social behaviour is behaviour which has caused or is likely to cause harassment, alarm, distress or serious on-going nuisance or annoyance to people.

On the back page of this leaflet is a list of the types of acts that SAHA may class as anti-social behaviour. This list is not exhaustive, it is an example of the kind of behaviour that can be addressed through this policy.

WHAT WILL SAHA DO ABOUT ANTI-SOCIAL BEHAVIOUR?

Salvation Army Housing Association has a 'zero tolerance' approach to anti-social behaviour and will use a full range of remedies to tackle any incidents. This will include warning letters, Acceptable Behaviour Contracts (ABC), Anti-Social Behaviour Orders (ASBO), injunctions, tenancy demotion and in very serious and persistent cases, eviction.

We will also provide support to victims to enable them to become witnesses and, where appropriate, seek support for perpetrators to assist them in addressing their anti-social behaviour.

We will work and share information with other agencies including (but not limited to) the police, local authority and social services in order to find effective ways of tackling anti-social behaviour.

"I'M A VICTIM OF ANTI-SOCIAL BEHAVIOUR

—WHAT SHOULD I DO?"

In an emergency, where the problem involves threatened or actual violence or other types of criminal behaviour, you should telephone the Police on 999.

If you feel that you, or the place where you live is a victim of anti-social behaviour, your first steps depend on the type of problem you are experiencing. For non-emergency cases, you should follow the steps below: -

- Always keep a note of the date, time and details of any incidents. They could be required at a later date. SAHA will provide you with an Incident Diary for on-going problems.
- In some cases, if you feel confident, we recommend that you try speaking to the person causing the problem before approaching the Association.
- If you are unable to speak to the person concerned, please contact the Customer Services Centre on 0800 970 6363 or Centre staff. They will take the details of your situation and be able to give you some immediate guidance and information. Your call will be logged and details passed to your local Officer. Alternatively, speak to your Housing Officer, Support, Project or Key worker in person.
- Your local SAHA officer will contact you within a maximum of 5 working days, depending on the seriousness of the problem. In many cases they will visit you to discuss the problems you are experiencing.
- In consultation with you, SAHA, or SAHA's representative will decide on an action plan to deal with the problem. This may involve other agencies, such as Police, Environmental Services, a mediation group or social services.
- The action plan will be followed through and we will contact you after the case is closed to make sure that the anti-social behaviour has stopped.