ANTI-SOCIAL BEHAVIOUR PROCEDURE

Heyford Regeneration are committed to creating an outstanding community here at Heyford Park. This includes doing all we can to ensure our residents do not suffer from the negative effects of anti-social behaviour.

Should you feel you are being negatively affected by anti-social behaviour, this will be addressed in accordance with our Anti-Social Behaviour Procedure. This document explains what anti-social behaviour is and sets out the procedure that we will follow when dealing with a report.

Heyford Regeneration will aim to resolve any reports of anti-social behaviour as quickly and informally as we can, but in extreme cases it may be necessary to revoke the Tenancy Agreement and commence legal action against the person or persons who are causing or allowing the anti-social behaviour.

**1 What is anti-social behaviour?**

Anti-social behaviour covers a wide range of problems that cause fear, worry or distress to others, affecting their quality of life. It can be anything from noise nuisance to violence and serious crimes.

Your tenancy agreement or lease states that you must not behave in an anti-social way. Some examples of anti-social behaviour include (but are not limited to):

• Noisy activities (such as persistent loud music) and shouting

• Persistent dog barking

• Intimidating others

• Behaviour related to alcohol abuse

• Drug related activity

• Vandalism, graffiti or fly-tipping

• Discrimination or harassment (based on race, gender, age, disability, sexuality, religious beliefs etc.)

• Violence and threats of violence

Please refer to your tenancy agreement for further details concerning anti-social behaviour.

**2 I am being affected by anti-social behaviour. How can I solve it informally?**

**a. BE TOLERANT**

It is important to remember that not everything that disturbs you is anti-social behaviour, for example day to day household noise or children playing, so it is unlikely that Heyford Regeneration would get involved with issues such as these.

**b. SPEAK TO YOUR NEIGHBOUR**

If there any hasn’t been any threats or violence involved then you can try sorting out minor issues for yourself, but only if you feel it is safe to do so. Speaking to your neighbour is often the quickest and simplest way to resolve problems.

You should think about what you want to say to them beforehand and try to stay as calm and reasonable as you can throughout the encounter.

**3 How can I formally report anti-social behaviour?**

If an informal resolution has been unsuccessful, or if you do not feel comfortable approaching your neighbour you can formally report anti-social behaviour to our Managing Agent, who will investigate your case.

If the matter relates to noise nuisance you may wish to report this to your Local Council.

If you witness or are the victim of crime please report it to the police.

**4 What will Heyford Regeneration do about formal anti-social behaviour reports?**

If our managing agent receives a report about anti-social behaviour, there is a formal process that will be followed by Heyford Regeneration to resolve the problem.

**4.1 Acknowledging your report**

Once our Managing Agent receives your report, they will assess its urgency. If the matter is deemed urgent (e.g. if it involves violence or threats of violence) an assessment will be carried out within one working day. In all other cases our Managing Agent will aim to acknowledge they have received it and issue you with a reference number within 5 working days. This response will set out our understanding of the circumstances of your case. You will be invited to make any additional comments that you may have in relation to your initial report.

Our Managing Agent will carry out their own investigation into your report. As well as collecting your evidence they may also speak to other residents, and/or other agencies such as the Police to determine exactly what has happened. Within 14 days of you receiving a reference number and receipt of your report, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation and to let you know what actions have been, or will be, taken.

If you wish to make a formal report about anti-social behaviour to us, please address the report to our Managing Agent-

FAO: Managing Agent

Heyford Regeneration

Heyford Park House

52 Camp Road

Upper Heyford

Bicester

OX25 5HD

Or contact us at 0189 238 217 or [info@heyfordregeneration.co.uk](mailto:info@heyfordregeneration.co.uk)

**4.2 Keeping a diary sheet**

To help us with our investigations, we will send you a diary sheet when we issue you with a reference number so that you can keep an accurate record of the anti-social behaviour.

This will allow you to record any incidents, the date and time they occurred and what happened. These records will prove very important if the case ends up resulting in legal action.

**4.3 Non-legal action**

We may take the following action; depending on the type of behaviour:

• Written warning

• Ask the person causing nuisance to sign an Acceptable Behaviour Agreement

• Mediation

**4.4 Legal action**

If non-legal action does not work or is not appropriate, we will consider taking legal action. This could be by applying for an Injunction to restrain the conduct of the person causing anti-social behaviour and/or applying to Court to enforce the tenancy agreement to evict the tenant in question.

**If you feel Heyford Regeneration has not followed this procedure correctly then you can make a complaint. Please refer to our complaints procedure in order to do so.**

**By signing below you agree that you have read, understand and will adhere to Heyford Regeneration’s Anti-social behaviour policy.**

Signed: Date

Date