

Dealing with antisocial behaviour

We will not accept any form of antisocial behaviour and will take action against anyone who causes antisocial behaviour.

What is antisocial behaviour?

Antisocial behaviour is any kind of nuisance behaviour, unreasonable behaviour or harassment that prevents people enjoying their homes peacefully and quietly.

This can include any of the following.

- Abusive or insulting behaviour.
- Noise nuisance.
- Racial harassment.
- Drug and alcohol related incidents.
- Using violence or threatening to use violence.
- Domestic abuse (physical, emotional, psychological or sexual abuse from a partner, family member or any other person living in your home).
- Using cars or motorbikes illegally (see your tenants handbook).
- Vandalism, graffiti or fly-tipping.

We aim to respond to reports of antisocial behaviour quickly and effectively and help to sort out any problems as soon as possible.

What will WDH do?

If you tell us about an incident of antisocial behaviour we will:

- record the complaint making sure we get as much accurate information as possible;
- start to look into the complaint within two days (within 24 hours if the complaint is about racial harassment or threats of violence);
- keep you involved at all stages of the complaint and tell you about any progress we make;
- take action against the people responsible, wherever possible; and
- work closely with our partners such as Wakefield Council and the police to help deal with the problem.



What action can WDH take?

Wherever possible, we will try to sort out any problems informally and help the people involved to sort out their differences.

We can arrange mediation (independent help to sort out a problem) between the people involved if they agree.

Where there is clear evidence of antisocial behaviour, we can take legal action. This action can include:

- taking out an injunction (a legal order which tells a person what they can or cannot do) against the person responsible;
- giving the person responsible a possession order (an order which means that we can take back their home);
- giving the person responsible an antisocial behaviour order (ASBO) which is a civil court order which tells a person what they can or cannot do); or
- evicting the person responsible (forcing them to leave their home).

Members of your family and your visitors

You are responsible for how your family, other members of your household and your visitors behave.

If you, a member of your family or household or your visitors break the conditions of your tenancy, we will take action against you and you could lose your home.

How do I report antisocial behaviour?

If you want to report antisocial behaviour, please contact us in any of the following ways.

- By phoning OneCALL on 0845 8 507 507. Lines are open 24 hours a day, seven days a week.
- By visiting your local Service Access Point – you can find the addresses in your tenants handbook.
- By visiting our website at www.wdh.co.uk

Contact numbers

OneCALL	0845 8 507 507
West Yorkshire Police (if it is not an emergency)	0845 6 060 606
Crimestoppers (Freephone)	0800 555 111
Safe @ Home (for domestic violence)	0800 9 151 561
Wakefield Council	0845 8 506 506