

Rykneld Homes (RHL) takes incidents of Anti-Social Behaviour (ASB) seriously and places a high priority on acting quickly and supporting people through what can be a worrying and stressful experience. We want customers to feel confident reporting problems to us and satisfied with the service they receive.

## What is Anti-Social Behaviour?

**The Anti-Social Behaviour and Crime Act 2014 definition has ASB as:**

- Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person
- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises; or
- Conduct capable of causing housing-related nuisance or annoyance to any person.

**Examples of ASB includes:**

- Hate Crime
- Domestic Violence
- Drugs and alcohol
- Harassment, intimidation and abuse
- Noise Nuisance
- Violence and threats.

**Actions not considered ASB include:**

- General home living such as: flushing toilets, cooking smells, smoking in own home, washing machines, babies crying, sexual noises, shift workers leaving home, people walking on floors or upstairs, doors being shut, loud talking or laughing
- People carrying out DIY jobs
- Where there is no breach in the tenancy i.e. people staring or being inconsiderate
- Noise transference due to poor sound insulation
- Pets straying across garden areas
- Children playing, arguing in the street including ball games, riding bikes or skateboards
- One-off or isolated incidents e.g. a party or an argument or altercation

## How to Report ASB

- Online – complete the online form [www.rykneldhomes.org.uk](http://www.rykneldhomes.org.uk)
- In Person – speak to your Housing and Support Officer
- By Telephone – call us on 01246 217670 between 8am and 5pm Monday to Friday
- By email – Email details to [contactus@rykneldhomes.org.uk](mailto:contactus@rykneldhomes.org.uk)
- In writing – Community Sustainment Team, Rykneld Homes, Pioneer House, Mill Lane, Wingerworth, Chesterfield S42 6NG.

**In an emergency you should always dial 999.**

## Reporting Incidents Out of Hours

If you are experiencing incidents of nuisance, hate crime, domestic violence or ASB outside of normal office hours or at the weekend, you can use our Out of Hours reporting service. They will pass the details to us the next working day. Call – **08000 121 621**.

For more information and signposting to other agencies, visit our website: [www.rykneldhomes.org.uk](http://www.rykneldhomes.org.uk)

## Rykneld Homes' Approach

### Preventative Action

We will take steps to try and prevent ASB from occurring in the first place.

Our Allocations Policy prevents people responsible for ASB from obtaining or moving between Council and RHL tenancies. Our lettings are sensitive particularly in flats towards the mix of age groups mixing who may potentially have conflicting lifestyles.

We also deliver Diversionary Activities working with young people and provide community events during the summer months that educate and engage communities and provide involvement opportunities for customers.

We are committed to ensuring you can enjoy a quiet and peaceful life in your home. We will not tolerate customers being abused, harassed or subjected to noise, nuisance or other ASB from those around them.

All incidents are different and the time taken to complete the investigation and take appropriate action will depend on the circumstances of the individual case.

We work with the Police and other agencies where necessary to resolve matters as soon as possible.

When you first report ASB or harassment to us, we will ask you for full details of what has happened. The information you give us will help us decide what action, if any, to take.

## Questions we may ask:

- What happened?
- When did it happen?
- Where did it happen?
- Who was involved?
- Who witnessed the incident?
- Is this the first incident or has it been happening for a while?
- Have you reported the incident to anyone else (e.g. Police)?

## How we deal with ASB

Once you have reported an incident, a RHL Officer will contact you to discuss, in confidence, the nature of the incident and the possible course of action that may be taken. They will then prepare and agree with you an Action Plan to address your complaint.

### Incident Diaries

In most cases we will issue you with an incident diary to complete. The diaries provide important information that will help us with our investigation. They also provide good evidence if they are written at the time of the incident, to support any legal action taken. This information will help a Judge to understand what you have suffered if the matter goes to Court.

Throughout the investigation, we will continue to monitor and record ongoing work and aim to contact you every 10 working days.

If at any stage of the investigation it is felt that an appropriate intervention could be used you will be advised of this, what is involved and estimated timescale for completion.

We will provide assistance and support to any witnesses throughout and will stay in regular contact to give updates on our progress.

### Other Types of Evidence

Incident Diaries are not the only source of evidence we use. Anything that supports your report and helps us to prove someone has caused harassment or ASB can be used. These could include:

- Statements from other witnesses
- Use of surveillance equipment we can use to record evidence
- Noise monitoring equipment to help investigate complaints of noise nuisance.

## Resolutions

### Informal Action

Where appropriate we will use informal or non-legal action to try and reach a resolution.

### Neighbour Disputes

If you feel a neighbour is acting unreasonably towards you, it may help to speak to them about the problem. You may be surprised to find they are unaware of how their actions are affecting you. Talking to each other can clear up misunderstandings and often problems can be resolved in this way.

Do not speak to your neighbour when you are angry. If your discussion is not going well, walk away. Never get involved in an argument.

### Mediation

Your Community Sustainment Officer may suggest mediation, which is a way of helping people deal with disputes and reach some kind of agreement that everyone can live with.

Mediators help people discuss the problem – they do not judge or take sides. Mediation is voluntary, confidential and free, but not compulsory.

### Breach of Tenancy Conditions

Tenants of North East Derbyshire District Council (NEDDC) and RHL are required to comply with the conditions set out in their Tenancy Agreement. Section 5 – Respect for your neighbours and community sets out:

*You are responsible for ensuring the reasonable behaviour in your home, garden or on any part of the estate or neighbourhood of your visitors and all members of your household (including children and any lodgers or sub-tenants). "Reasonable behaviour" here means behaviour that respects the rights of others to peaceful enjoyment of their home and neighbourhood and does not cause, or is capable of causing nuisance, annoyance, distress, alarm or harassment to other people.*

We will take appropriate action if the tenancy conditions are breached such as serving a Notice of Seeking Possession.

### Legal Action

Many cases are resolved without Court action but if it is necessary, our Officers will be present at all stages to support you.

### Secure Home

In more serious cases we will consider what steps we can take to make people feel more secure in their home, for example:

- Additional security measures
- Use of surveillance equipment
- Providing information for witnesses from other agencies as appropriate
- Working with the Police to apply for injunctions.

## **Working in Partnership**

Rykneid Homes are part of the North East Derbyshire Community Safety Partnership. Our Community Sustainment team works with the Police, NEDDC and other local agencies to resolve more serious ASB cases. Under the Anti-Social Behaviour Crime and Policy Act 2014, our Community Sustainment Officers will use the following legal remedies to tackle ASB:

- Public Spaces Protection Orders (PSPO)
- Community Protection Notices
- Fixed Penalty Notices – this is a fine of up to £100
- Anti-Social Behaviour Case Review.

To find out more about the Community Safety Partnership visit: <https://www.north-east-derbyshire.gov.uk/documents/north-east-derbyshire-community-safety-action-plan-2023-24/download>

## **Confidentiality and Witness Support**

It is reasonable to expect that incidents of ASB would be discussed between the relevant parties in an attempt to resolve the situation prior to our involvement.

There will be times when this is not possible or there is a genuine reason for not being able to approach the alleged perpetrator, such as fear of reprisals and/or if a complaint is very serious or of a sensitive nature.

As part of any report of ASB and the investigation, it is essential that we maintain the confidentiality and trust of the person making the report and/or witnesses involved in the case. If appropriate, without identifying them to the person causing the nuisance. This may prevent further reprisals and possible serious incidents being directed towards them.

We acknowledge that there may be occasions when we are unable to protect their identity due to serious specified incidents such as Safeguarding children/adults. In these circumstances, the person making the report and/or witnesses will be advised of this and offered support, if appropriate.

## Useful Contacts

Derbyshire Police .....	999 /101
CrimeStoppers .....	0800 555 111
North East Derbyshire District Council .....	01246 231111
Rykneld Homes Out of Hours Reporting Line .....	0800 121 621
Stop 24-hour National Domestic Abuse Helpline .....	0808 2000 247
The Elm Foundation (Derbyshire Domestic Violence and Sexual Abuse Service) .....	01246 540464
Derbyshire Victim Services (Remedi) .....	0114 253 6669
Safeguarding Concerns – Adults and Children .....	01629 533190
Homelessness .....	01246 231111
Report Fly Tipping or Graffiti .....	01246 231111

## NO ENGLISH? NO PROBLEM

If you require this publication  
in large print or braille  
please call us on

**01246 217670**

**Rykneld**  
HOMES  
at the heart of communities



### Język polski

W Rykneld Homes zależy nam na dostarczaniu doskonałej jakości usług naszym lokatorom, dzierżawcom i mieszkańcom. Aby porozmawiać z nami po polsku zadzwoń pod numer

**01482 971724**



### For all other languages

**01246 217670**