



PEMBROKESHIRE HOUSING
TAI SIR BENFRO



Neighbours Who Cause a Nuisance

Mae'r daflen yma ar gael yn Gymraeg



Statement and Summary of Policies and Procedures on anti-social behaviour

The law requires all landlords in Wales to publish a statement and summary of policies and procedures on anti-social behaviour.

Statement of Policies and Procedures on anti-social behaviour

What we are trying to achieve as a landlord

Give you the right to occupy your home without interference from us so long as you comply with the terms of your tenancy agreement and have proper respect for other tenants and neighbours.

Our definition of anti-social behaviour

Anti-social behaviour is conduct which is capable of causing a nuisance or annoyance to any person, and directly or indirectly relates to or affects the housing management functions of Pembrokeshire Housing or consists of or involves using or threatening to use housing accommodation owned or managed by Pembrokeshire Housing for an unlawful purpose.

Our Policy

- We will support projects that prevent anti-social behaviour.
- If you are involved in anti-social behaviour as either victim or perpetrator we will provide you with clear service standards on how we investigate and respond to complaints.
- We will co-operate and work with other agencies, for example the Police, Probation, Environmental Health, Social Services.
- We will take action against perpetrators, who fail to change their behaviour by consent. This could result in them ultimately losing their home.
- We will support victims and witnesses.
- Applicants for housing who have behaved in an unacceptable way in the past will not be housed until their behaviour has improved.
- We will take action to evict drug dealers, and convicted drug dealers, and offenders who pose a high risk of causing harm to the public
- A summary of actions taken will be reported to our Board of Management.
- Customer feedback will help us to develop our policy and procedure.



Our Procedures

Our procedures provide guidance to our staff on how to respond to allegations of anti-social behaviour. There is normally more than one course of action and the procedures set out; the range of options and delegated authority. Procedures are updated to reflect changes in the law, and service improvements.

A short guide to the legal action options available to landlords to tackle anti-social behaviour.

Option	What it is and how it happens	Who is involved	Sanctions for not Changing behaviour
Acceptable behaviour contracts (ABCs)	An agreement between the police and a young person (with parental consent) setting out acceptable behaviour.	The police, the young person and their parent(s). May also involve the landlord, youth offending team.	More formal action against the young person and their family for example eviction proceedings, ASBO.
Anti-social behaviour orders (ASBOs)	A court order prohibiting a certain type of behaviour, or excluding someone from an area (all the time or at certain times).	The police, the local authority, the landlord, the person(s) concerned. Plus witnesses and legal representatives at the court hearing.	Breaking the terms of an ASBO is a criminal offence, can result in fines, or prison.
Legal action to end a tenancy, can ultimately lead to eviction.	For most tenants this is a 3-stage process, a notice of seeking possession, followed by a court hearing for possession, followed by an eviction warrant.	The tenant, and the landlord. Plus witnesses and legal representatives at the court hearing.	A demoted tenancy, with less security and less tenancy rights. Losing your home, plus court costs.
Injunctions, a quick solution to serious issues for example violence.	Court order prohibiting an activity.	Anyone can seek an injunction. Plus witnesses and legal representatives.	Arrest and action for contempt of court (fines and/or prison).



Summary of what you and this Association can do

This summary gives you clear information on the range of anti-social behaviour services provided by Pembrokeshire Housing and others. There are two tables, the first lists typical types of anti-social behaviour and how it can be dealt with, the other lists things that can be done to prevent anti-social behaviour.

Table: Type of Anti-social Behaviour

Type of Anti-Social behaviour	What you can do	What we can do	What others can do
Noise problems	Ask them to turn down the noise. Help us take legal action, by collecting evidence and acting as a witness.	Take action for breaching tenancy conditions.	Environmental health officers have powers to prosecute and confiscate sound equipment. Police can intervene if it is a criminal act.
Drug dealing	Inform the police.	Evict on conviction.	Police and courts can act.
Domestic abuse and violence	Inform the police. Support the victim.	Offer the services of Pembrokeshire Women's Aid including refuge accommodation.	Police and courts can act.
Harassment, including racist harassment or intimidation	Help us take legal action by collecting evidence and acting as a witness.	Take action for breaching tenancy conditions. Provide practical support to victim.	Police and courts can act.
Nuisance from vehicles, e.g. joy riding, abandoned vehicles	For joy riding, inform the police; for abandoned vehicles, inform us.	Arrange for abandoned vehicles to be removed.	Local authority has powers to remove abandoned vehicles. Police can confiscate cars used in joy riding.



Types of anti-social behaviour (continued)

Type of Anti-Social behaviour	What you can do	What we can do	What others can do
Irresponsible pet owners	Contact the RSPCA, dog warden, police.	Give guidance on responsible pet ownership, withdraw consent to keep a pet.	Organisations can provide advice and help to re-home a pet. RSPCA and the Police can intervene in criminal cases.
Problems with rubbish	Use the services available for disposal/recycling of rubbish. Inform us, inform the	Provide advice on recycling/refuse services. Clean it up.	Local authority provide a range of services and can take legal action resulting in fines, plus voluntary sector e.g. FRAME.
Graffiti, vandalism.	Police Depending on the	Clean off the graffiti; repair damage.	Police and Courts can act.
Overgrown gardens, hedges	circumstances an offer of help or advice may be welcomed.	Arrange gardening services for vulnerable tenants, or take action for breaching tenancy conditions for those that are able but don't look after their gardens.	Local authorities have powers to deal with some high hedges.



Table: Type of Prevention Service

Type of Prevention service	How you can help	How we can help	How others can help
Mediation services, resolve a dispute by helping to find an agreement between parties.	Taking part in mediation if both parties to a dispute feel it is the way forward.	Encourage the use of mediation; give advice on local mediation services.	Mediation Wales provides advice on mediation services.
Projects involving children and young people.	Know where your children are and what they are doing. Giving practical support to youth projects, play schemes, etc.	Provide practical support to youth projects, play schemes. Sponsor competitions and incentive schemes for children and young people.	Lots of local groups providing different activities.
Designing out crime	Join or start a neighbourhood watch scheme.	Build new homes to "Secured by Design" standard. Work with tenants and crime prevention officers to improve home security through Design Teams.	Extra help is available for vulnerable and older people through the Bobby Van service.
Tenancy Support service, extra help to assist people to sustain their tenancy.	Ask about the services available.	We employ a tenancy support worker and can put people in touch with more specialist support services.	Other agencies provide specialist support services for example Pembrokeshire Women's Aid.







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Pembrokeshire Housing is a Charitable Organisation

Gofynnwch os ydych chi'n eisiau fersiwn Gymraeg o'r daflen yma

Neighbours Who Cause a Nuisance

Office Hours:

Monday to Thursday
9:00 - 17:00
Friday
9:00 - 16:30