

ANTI-SOCIAL BEHAVIOUR

COMPORTEMENT ANTISOCIAL

COMPORAMENTO ANTI-SOCIAL

ZACHOWANIE ASPOŁECZNE

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TENANT APPROVED



Aire Valley Homes is committed to helping its customers and partners fight crime and anti-social behaviour (ASB). We take all reports of anti-social behaviour very seriously and, as part of our responsibility under the tenancy agreement, we will make sure your reports are investigated.

Equally, it is your responsibility under the tenancy agreement to ensure that you (or a member of your family, your visitors or your agents) do not cause damage, be a nuisance in or near our property, or disrupt the life of your community.



To ensure you enjoy your home and your tenancy we will:

- contact you within 24 hours of any urgent report from you about threats of violence, abuse or any other serious threat of anti-social behaviour;
- where necessary, refer serious cases for further action through the council's Anti-social Behaviour Unit within 24 hours;
- contact you and or the alleged perpetrator within 5 working days to investigate less urgent complaints and agree an appropriate plan of action;
- where necessary, issue you with ASB diary sheets to record any future incidents and will collect these on a regular basis;

- review your case and provide you with an update at least every 20 working days; and
- issue you with a satisfaction survey within 5 working days of your case being closed, and use your feedback to help us improve our service.

Hate Crime and Tension Monitoring:

We take incidents of hate crime seriously and actively monitor community tensions. A hate incident, whether it is name calling in the street, damage to property, or a physical assault, is any incident that makes somebody feel upset that they are being targeted because of their:

- disability
- race
- religion or belief
- gender identity or
- sexual orientation

You do not have to be from a minority community to be a victim of hate crime.

By reporting it you may be able to prevent these crimes happening to someone else. Hate crimes violate your personal and civil rights. It is important that these crimes are reported. Only if a hate crime is reported can the agencies involved act to deal with it.

If you have been a victim, or have witnessed a hate crime, you can report it at one of our offices. Our housing offices and One Stop Centres are Hate Incident Reporting Centres. We have staff that are trained in the recording of incidents who can assist you in getting support.



When we receive a report we will:

- contact you within 24 hours of your hate crime report to us and follow this with a visit to your home where required;
- remove hate crime graffiti within 24 hours of it being reported;
- advise other landlords, where possible and with your permission, of the incident, where the alleged perpetrator is their tenant;

- hold meetings with the Police and other agencies to combat hate crime on a monthly basis;
- monitor and record community tensions within our estates on a weekly basis; and
- report community tensions to Safer Leeds to inform future policy development, and influence local area action plans.

Any of our tenants perpetrating hate crimes will be subjected to enforcement action, under the terms of their tenancy agreement, which could result in the loss of their home.

A PERSON WHO HARASSES SOMEONE ELSE IS AT RISK OF LOSING THEIR HOME. IF YOU WITNESS IT OR EXPERIENCE IT, REPORT IT!



Domestic Violence:

Domestic Violence may take many different forms but the Housing Act 1996 defines it as “Violence or threat of violence from a person who is associated with the person under threat”. Aire Valley Homes views all kinds of Domestic Violence as unacceptable.

Domestic Violence usually involves partners or ex-partners, but it can also include violence between other family members e.g. by children to parents. It can be perpetrated by men against women, women against men or between two people of the same sex. It is the victim’s perception of the situation that is the main focus.

We can help if you are experiencing domestic violence. We recognise that there are many problems associated with domestic violence and that solutions often take time. However, we work with people and agencies that are able to listen and advise with strict confidentiality.

If we receive a report that domestic violence has taken place we will:

- respect the confidentiality of victims and complainants;
- ensure that interviews take place in appropriate surroundings, and that complainants can be accompanied for support if necessary;
- provide “same sex” interviewers, if requested;

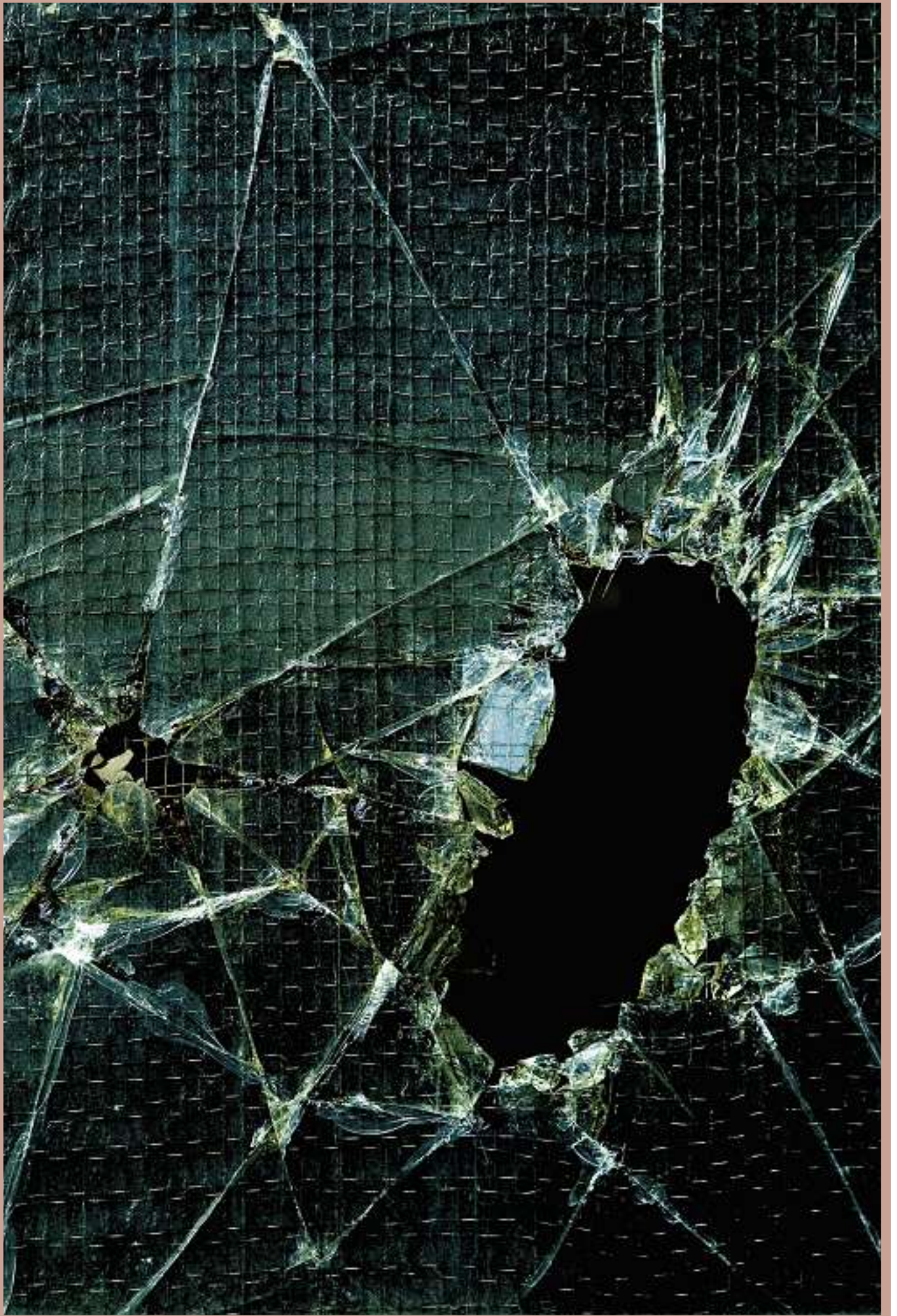


- take action against perpetrators where we can and make every effort to support victims in their homes;
- work with other agencies that could help, and, with the victim's consent, disclose information to them;
- discuss and agree a course of action with the complainant within 5 working days of your report; and
- exercise discretion on whether to charge for repairing damage to property.

All our staff will give as much support and advice as we can on:

- emergency housing;
- support to help you stay in your own home;
- any referral to the Homeless Outreach Service;
- housing applications, tenancy rights and related matters; and
- Leeds Victim Support or other support agencies.





Do you need this leaflet in a different format? For any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1774**.

Avez-vous besoin de ce dépliant dans un format différent? Pour l'obtenir dans un autre format, à savoir en gros caractères, sur CD/cassette audio, en Braille ou dans une autre langue, téléphonez au **0113 214 1774**.

Você precisa deste folheto informativo em formato diferente? Para solicitar qualquer outro formato, incluindo-se letras de imprensa maiores, CD audio ou cassette, em código braile ou tradução para outra língua, por favor telefone para **0113 214 1774**.

Potrzebny inny format? Aby otrzymać tę ulotkę w innym formacie, w tym dużym drukiem, na płycie CD/kasecie audio, pisaną brajlem lub przetłumaczoną na inny język, prosimy zadzwonić pod nr: **0113 214 1774**.

نایا تو نم زانیارنامہیہ بؤ شیوازیکی تر دهخوازیٹ؟ بؤ ہر شیوازیکی تر، وک پیتی گورہ، کاسیت
یان سی دی دہنگ، برایمل بؤ نابینا یان وەرگنیرابیت بؤ زمانیکی تر، تکایہ پھیوہندی بکہ بہ تلمہفونی
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کیا آپکو یہ کتابچہ کسی مختلف شکل میں درکار ہے؟ یہ کتابچہ کسی بھی دوسری شکل
(جسمیں بڑے حروف کی لکھائی، آڈیو / سی ڈی ٹیپ ، بریل یا ترجمہ شامل ہیں) میں
حاصل کرنے کیلئے فون نمبر 0113 214 1774 پر رابطہ قائم کریں۔

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