

# ANTI SOCIAL BEHAVIOUR AND NUISANCE



**Tai Cymdogaeth is committed to ensuring that our residents, their families and visitors are able to live in quiet enjoyment of their home and surroundings**

- ❑ We will treat all our customers fairly and consistently, being sensitive to the situation and the needs of the individual
- ❑ We will make full use of the widest range of actions available to us to address unreasonable behaviour
- ❑ We will take all complaints of anti social behaviour seriously
- ❑ We will offer different ways for you to contact us to report a problem:
  - ⇒ by telephoning 01792 646626 to speak to the Tenancy Management Team Duty Officer
  - ⇒ in writing, by letter or by e mail
  - ⇒ by completing the online Neighbour [Nuisance Report](#), which you can find in the [Tenants Zone](#) of our website: [www.cymdogaeth.com](http://www.cymdogaeth.com)
  - ⇒ by calling at any of our Area Offices
  - ⇒ through an advocate, for example a friend or family member
- ❑ We will put all complaints into Bands A, B or C, with Band A cases being the most serious. This banding will be based on the information provided by you. We will set a time scale within which to respond to you. Some cases take longer to resolve, depending on the severity of the case and gathering evidence. Both the banding and time scales are set out below

## Complaint Banding

Category of Complaint	Initial Response Time*
<b>Band A</b>	<b>48 hours</b>
Harassment, Violence, Assault, Abandoned Property	
<b>Band B</b>	<b>10 working days</b>
Public Annoyance, Noise, Condition of Property, Children, Abandoned Vehicles, Fraudulent Applications	
<b>Band C</b>	<b>15 working days</b>
Vehicle Repairs, Pets and animals, Use of Property	

\* (Excluding Weekends and Bank Holidays)

- We will assess the details of the case immediately and will inform you what we can and cannot do and what you can do to help
- If we cannot help you, we will tell you why and advise you of any other agencies that may assist you in dealing with the problems
- We will ensure that anyone who is complained about has a fair opportunity to tell us their side of the story before we decide what, if any, action to take
- Although we will not hesitate to use legal action if needed, we will always try to solve problems in the way most appropriate to the circumstances. We may need to involve other agencies and will actively encourage the use of mediation in order to resolve appropriate cases
- We will carry out an impartial investigation to obtain facts and evidence, and we will make a decision as to the course of action to be taken, based on those facts and evidence
- If we decide to take legal action, it may be essential for you to give evidence in court. We understand that this can be stressful and we will provide suitable support and protection
- We will keep the victim and witnesses informed of the progress and outcome of the case and ask for feedback on how they feel we handled the case
- We will respect your views about how to proceed and we will respect your confidentiality at every stage of the process
- We will close cases where:
  - ⇒ no further complaints are received after one month
  - ⇒ the anti social behaviour stops
  - ⇒ there is insufficient evidence to take further action
  - ⇒ a victim is required to pursue the matter through another, more appropriate, agency
  - ⇒ there is successful resolution through mediation
  - ⇒ necessary support has been put in place for the perpetrator to avoid a recurrence of acts of anti social behaviour