



### Anti-social behaviour and hate incidents

As a resident of Karibu, you are entitled to the peaceful enjoyment of your home. We are committed to addressing and taking appropriate measures in response to any Anti-Social Behaviour that impacts the quality of life in your community.

### What is Anti-Social Behaviour

A person's behaviour is anti-social if it could:

- harass, scare or upset someone else
- cause a nuisance or annoy someone else in or around their home, or
- cause housing-related nuisance or annoyance.

This sort of behaviour is illegal under a number of Acts, including the Anti-social Behaviour, Crime and Policing Act 2014.

Examples of anti-social behaviour can include:

- regular noisy and/or abusive behaviour
- vandalism
- graffiti
- intimidation
- public drunkenness
- littering
- fly-tipping
- illegal drug use, or
- dogs barking excessively.

Some behaviour, even though it may cause a nuisance and feel anti-social, might not be treated as anti-social behaviour. For example:

- one-off parties and barbecues, providing they don't get out of control
- occasional noise or disturbances



## CONTACT US

If you have further questions, please contact us.

📱 **Use your My Karibu app**

☎ **Phone:** 020 8607 7777

✉ **Email:** [info@karibu.org.uk](mailto:info@karibu.org.uk)

🌐 **Visit our website:** [www.karibu.org.uk](http://www.karibu.org.uk)

✍ **Write:** Karibu Community Homes, Unit 3, 8 Kew Bridge, Brentford TW8 0FJ

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- children playing
- occasional barking dogs
- noisy domestic appliances (like washing machines or vacuum cleaners)
- minor vehicle repairs
- gossip
- arguments
- babies crying
- sounds of everyday living, such as doors opening and closing, or people going up and down stairs
- clashes of lifestyle, including cultural differences
- people falling out – including children, and
- comments made on social media.

### How we will respond

We take reports of anti-social behaviour from our residents, staff and other witnesses or landlords.

If you report anti-social behaviour, our service team will:

- respond, investigate and gather evidence
- keep your identity confidential, unless you give us permission to share it
- keep you updated every 10 working days, unless we have agreed otherwise, and
- take appropriate action to resolve the problem.

### How we prioritise cases of anti-social behaviour

We group all cases of anti-social behaviour into four categories.

**Hate incidents** are where the victim has been targeted because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. These are 'protected characteristics' under the Equality Act 2010. We respond to reports of hate incidents within one working day.



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**Personal incidents** are where the victim has been targeted personally.

**Nuisance** is where anti-social behaviour is affecting the local community in general.

**Environmental anti-social** behaviour is when someone's actions affect the wider environment, such as public spaces or buildings.

We respond to personal, nuisance and environmental cases within three working days.

### Support for victims

If someone is a direct victim of the anti-social behaviour, we complete a risk assessment and draw up an action plan.

As the victim, we may categorise your risk as standard, medium or high. We will use this risk assessment to decide how to prioritise your case and keep you safe. We may also involve the local Community Safety Team or refer you to other agencies for support.

Our action plan will set out in writing:

- the steps our anti-social behaviour investigator will take, and
- what we will ask you to do. We will give you a copy of the plan.

### Gathering evidence

We will:

- visit you at home, unless we agree this is not necessary, or you ask us not to
- speak to other witnesses
- consider asking you to keep an incident diary
- use evidence from our CCTV systems, hidden cameras, noise recordings and personal observations
- interview the alleged perpetrator, unless you feel this is not appropriate, or you don't want them to know you have made a complaint, and
- where helpful, work with other agencies, such as the police, social services, the local authority and other landlords – attending multi-agency meetings and taking part in a case review



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### Case reviews

A person can normally use the ASB Case Review process if they have suffered three incidents of ASB within the last six months and believe inadequate action has been taken. However, if the ASB is of a Hate Crime nature, then the threshold will usually be one incident within the last six months where the victim considers inadequate action has been taken.

Local authorities are required to publicise details of how an ASB case review can be initiated in their area, including providing appropriate contact details.

[END]

### What action we will take

We aim to resolve low-level cases quickly and we may offer to arrange mediation.

We will start off by applying the lowest appropriate level of sanction. This may include informal measures such as:

- verbal or written warnings
- acceptable behaviour contracts
- good neighbour agreements
- parenting contracts
- extending a starter tenancy, and/or
- serving a Notice of Seeking Possession.

After applying a sanction to your perpetrator, we will contact you 10 working days later to check if the anti-social behaviour has stopped. If it hasn't, we will add further sanctions.

In serious cases, or where informal sanctions have not worked, we may take legal action. This could include:

- demoting a tenancy



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- taking out an injunction
- applying for a Suspended Possession Order
- ending a starter tenancy, or
- getting an Eviction Order.

Before taking legal action, we will check our case against the Equality Act 2010, to make sure we take into account someone's vulnerabilities.

### How we monitor this service standard

Our Housing Manager receives information about how long we take to respond to cases and the risk assessments and action plans we draw up.

When we close your case, we will write to you explaining the outcome. We will invite you to complete a satisfaction survey, so that you can give us feedback and tell us how you feel about the way we handled things. If you think we are not meeting the standards we have set out in this leaflet, please let us know.

Our Community Safety Manager will review cases that may not have been dealt with satisfactorily and decide on further action.

### Translation

Please ask us if you would like us to translate this document. We will do all we reasonably can to meet your request.



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