



What actions do you take to deal with an ASB case?

The Tenancy Compliance Officer assigned to your case will speak to you and agree initial actions, as detailed in the attached action plan.

The actions following this will depend on the type of issue, frequency, evidence available, impact and risk to other residents.

We will try to resolve issues informally and only consider legal action as a last resort when the issue is so serious that legal action is necessary and proportionate.

Early/informal interventions may include:

- Warnings (verbal or written)
- Visits with partners e.g. the Police
- Tenancy Sustainment Contracts
- Mediation referrals
- Practical deterrents such as CCTV
- Use of noise monitoring equipment
- Addressing support needs

Legal powers we may use include:

- An injunction, which may include excluding someone from entering a specific location
- Working with partners for a closure order or a partial closure order on a property
- Tenancy enforcement including possession proceedings
- Working with partners to issue community protection notices

Will you keep me updated?

Yes, we will contact you as a minimum every 2 weeks or at a more regular frequency if requested and agreed with you. We will also provide you with a new action plan every 3 months.

Can someone be arrested for anti-social behaviour

Many issues of anti-social behaviour are also a criminal matter and could result in the perpetrator being arrested.

If you witness a crime you need to report it to the police immediately, and you must also let them know if you are concerned about your safety. Once you have reported the incident(s) to the police, please contact us.

Is anyone else informed about my report?

We will not disclose your details to an alleged perpetrator of anti-social behaviour or others involved, but they may make assumptions where a report has come from. We may share your details with partner agencies such as the police or local authority to offer you support or assist in resolving the ASB issues.

I feel unsafe, can I move home?

NPH can help you feel safer in your home through arranging a security survey to be carried out by police staff. Following which, we will consider any recommendation made to ensure your home is safe and secure. This could include measures such as window locks, door/window alarms and letter box jammers.

We would only consider moving a victim of anti-social behaviour in extreme circumstances, where there is a risk of serious and imminent harm that cannot be managed by other measures or police intervention.

We would be led by the police in such circumstances and require written confirmation from them that a move is necessary. Alternatively, your housing officer is available to discuss other moving options such as a mutual exchange.

I'm worried the problem will start again if you close my case. Can my case stay open forever?

We appreciate you may be concerned about a problem starting again, but each case that is open on our system relates to that current incident or issue. We cannot keep a case open continuously if all actions have been completed or the problem has stopped. Even if a case is closed, the case can be reopened if the problem reoccurs.

Your Tenancy Compliance Officer will always contact you before your case is closed and discuss the reasons for its closure.

Will the perpetrator be evicted?

We would only consider eviction in the most serious of cases and if all other proportionate actions have been attempted first. NPH cannot evict a tenant without a court order, we provide the court with evidence, and they decide whether it is lawful and appropriate to evict someone.

The court will not evict a tenant unless we can evidence that all other proportionate options have been tried first.

What if I am unhappy about how my ASB case has been handled by NPH?

We always strive to deliver an outstanding service but realise that there may be occasions when things go wrong. If you are not happy with the service you have received or how your case has been handled, you can let us know by making a complaint.

It gives us with an opportunity to put things right and helps us to review and improve our services. You can do so online at www.nph.org.uk/give-us-feedback or you can call the customer service team on **0300 330 7003**.

What if I have further questions?

If you have further questions, please contact the Tenancy Compliance Officer managing your case using their contact details found at the top of this letter.

Alternatively, you can call the Tenancy Compliance Team on **0300 330 7003**, or email us at **asb@nph.org.uk**