

We are able to have some information translated into other languages. Please ask for more information about this

ENGLISH

‘የተወሰኑ መረጃዎችን ወደሌሎች ቋንቋዎች እንድትተርጎሙ ማድረግ እንችላለን። ይህንን አስመልክቶ ተጨማሪ ማብራሪያ ከራሳችን እባክዎን ይጠይቁ።’

AMHARIC

‘نحن قادرون على الحصول على بعض المعلومات التي ترجمت إلى لغات أخرى. الرجاء طلب مزيد من المعلومات حول هذا.’

ARABIC

‘আমরা কিছু তথ্য অন্য ভাষায় অনুবাদ করতে সক্ষম। এই বিষয়ে অনুগ্রহ করে আরোও তথ্যের জন্য জিজ্ঞাস করুন।’

BENGALI

Nous tenons à votre disposition les renseignements traduits dans différentes langues. Merci de nous contacter pour plus d'information

FRENCH

‘ਅਸੀਂ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਵੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਪੁੱਛੋ।’

PUNJABI

Możemy przetłumaczyć informacje na inne języki. Prosimy pytać o więcej szczegółów na ten temat

POLISH

Podemos traduzir algumas informações noutras linguas. Solicite mais informação sobre este tema

PORTUGUESE

‘ہم کچھ ایسے معلومات حاصل کرنے کے اہلیت رکھتے ہیں جو دیگر زبانوں میں ترجمہ شدہ ہے۔ اس کے بارے میں مزید معلومات کے لئے براہ کرم پوچھیں۔’

URDU

‘ما می توانیم بعضی اطلاعات را که به زبان های دیگر ترجمه شده اند، فراهم کنیم. لطفاً برای اطلاعات بیشتر در این مورد تقاضا کنید.’

FARSI

Waxa aanu awoodnaa in aanu hayno warbixino ku turjuman luuqadaha kale. Fadlan waydii wixii warbixin dheeraad ah ee ku saabsan arrinta

SOMALI

نیمه‌ده‌توانین هاندئ زانیاری تر وەرگیرینه‌وسەر زمانه‌کاتی تریش. تکایه‌یۆ ده‌سته‌به‌کردنی زانیاریی زۆرتەر، په‌یوه‌ندیمان پێوه‌یکهن.

KURDISH

Tokoki kobongola kamwa makambo na minoko mosusu. Sala osenga mayebisi mosusu na maye matali likambo oyo

LINGALA

ብኻልኦ ቋንቋታት ዝተተርጎሙ ገለ ብሪጌታ ክህልዎና ክኢልና ኣሎና። ብዛዕባኹ ዚምልከት ተወሳኺ ብሪጌታ ንምርካብ ድማ ብኻብሪትኩም ኤተቱና።

TIGRINYA

Tinogona kuti zvimwe zvinyorwa zviiswe mune mimwe mitauro. Ndapota kumbira ruzivo rwakawedzerwa pamusoro peizvi.

SHONA

This document is also available in:



Large print



Audio CD



Braille



Other languages



staffordshire HOUSING ASSOCIATION

# Anti-social behaviour and neighbour problems



We will take action to tackle anti-social behaviour (ASB) caused by anyone living in or visiting our homes.

### What is anti-social behaviour?

SHA has adopted the government's definition of anti-social behaviour which is "conduct which is capable of causing nuisance or annoyance to any person [or] conduct which consists of or involves using or threatening to use housing accommodation ...for an unlawful purpose".

Examples of ASB include behaviour such as:

- loud music, shouting, disturbance from parties, or excessive noise from TVs, radios or hi-fi equipment
- intimidation, harassment, aggressive and threatening language or violent behaviour
- graffiti, vandalism and damage to property
- supplying drugs from a property, theft or burglary from property or vehicles
- hate behaviour - targeting someone because of their ethnic background, sexual orientation, gender, age, religious beliefs, mental health or disability

### How we will tackle ASB.

Reports will be investigated fully, promptly and efficiently. We will work with other agencies to provide support

to victims and take action against people who commit ASB.

### Reporting ASB.

You can report ASB to our housing team by any of our usual contact methods. In an emergency, don't hesitate to call the police on 999.

### How we deal with reports of ASB.

We will deal with all reports seriously and in confidence. We will deal with anonymous reports, but if we cannot ask for more information or evidence we may not be able to take action.

In most cases we will interview the person allegedly causing the nuisance and ask them to change their behaviour. We will tell them about the action we will take if they do not comply with their tenancy conditions. If someone is at risk of harm, we may take immediate legal action.

We do not need evidence to conduct an investigation, but we do need evidence if we are to take legal action. If you report ASB, we might ask you to keep records of incidents. In more serious cases, you might have to attend court as a witness.

### Will I need to confront the person I have complained about?

We do not suggest you put yourself at risk, but if the situation you report does

not involve threats, violence or harassment then we may suggest you talk the problem through with the other person involved. If you feel uneasy we can set up a meeting for you and be there with you.

Alternatively we may suggest you use a mediation service to see if a mutually agreeable solution can be worked out.

### What happens after I report ASB?

We will discuss the details of your initial complaint with you. This will lead to some initial decisions about how we can best deal with your problem together and how we may be able to support you.

We will prepare an action plan for dealing with the complaint of ASB you have made.

We will explain who you should contact if there are further problems and we will agree with you how we will keep you informed of progress made on dealing with the problems you have reported.

### Further information.

This leaflet gives an outline of our policies and procedures on ASB. If you would like a copy of our full policies and procedures, please ask your housing officer who will be happy to help.

# How to contact us

## Phone.

- To report a repair call 0800 00 99 00
- To report an emergency repair out of office hours call 0800 00 99 00
- To report anti-social behaviour out of office hours call 0845 680 5105
- For all other enquiries, call our main switchboard on 01782 744533

## Email.

[mailbox@staffshousing.org.uk](mailto:mailbox@staffshousing.org.uk)

## Address.

Staffordshire Housing Association  
308 London Road  
Stoke on Trent  
ST4 5AB

## Website.

[www.staffshousing.org.uk](http://www.staffshousing.org.uk)

## Office opening hours.

Our office is open from 8.30 am to 5.30 pm from Monday to Friday.