

If you need this or any other information from Charter Housing in your own language or a different format, please contact us. **We're always happy to help.**



# anti-social behavior

how you can help us...

## find out more

To find out more give us a call on **01633 212375**  
Visit our new website [www.charterhousing.co.uk](http://www.charterhousing.co.uk)  
Come and see us at **11 Devon Place, Newport NP20 4NP**

charter guides



## Charter Housing has a successful record in tackling anti-social behaviour head on.

The Nuisance Prevention Team has been really effective in dealing with tenants' concerns, winning lots of court orders that have stopped people causing a nuisance to others. Where anti-social behaviour has continued, we've secured the powers to evict and to convict.

We're not responsible for how our tenants behave and we're not legally obliged to deal with anti-social behaviour. **However, we know it's important to you, so we have promised to tackle it - but we need your help.**

### Here's how you can assist us...

## please be realistic

You might be annoyed by someone's behaviour, but that doesn't make it anti-social. You might not like hearing people swearing in the street, but we can't deal with it. You might not like children playing outside your house but, unless they're up late at night or damaging property, then there is little we can do. Similarly, while we hate bullying, if young children are being harassed, their parents need to deal with it.

## we need you to stand up

We cannot take action on anonymous complaints or petitions. We need to be sure those complaints are not malicious and unfounded. To do this, we have to speak to the people making them so that we can best sort out their problems. We cannot do this if we don't know who's complaining. At the same time, we need to know who is being complained about.

**Otherwise, we don't know who we're looking for.**

## work with us

We will deal with anti-social behaviour, but we need you to work with us. We need people to realise that anti-social behaviour is the responsibility of everyone who lives in the neighbourhood where it's happening. That helps us to deal quickly and properly with it to make your community a nice place to live once again.