

we'll support you...

Being a witness can sometimes be difficult.

We will help you with support throughout the whole process and keep you up-to-date with what is happening. We will give you action and support plans, including extra security if you need it. We will also stay in regular contact - by letter, by phone or by visiting you - and we'll tell you how other agencies can help. We'll also give you an interpreter if you need one.

please be realistic...

We need your help in successfully stopping anti-social behaviour, coming forward as a witness for example. We cannot deal with matters that annoy you, such as children playing out in the street. For more information on how we need your help, please see our information leaflet **Anti-social behaviour - How you can help us.**

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.**

find out more

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



housing people

anti-social behavior and hate crime

charter guides

Anti-social behaviour and Hate Crime: How we can help you?

Anti-social behaviour and hate crime has a huge impact on families and communities. At Charter we take it so seriously that we have a specialist Nuisance Prevention Team to deal with it.

The team have been very successful in taking legal action and they work with you to stop both hate crime and anti-social behaviour.

This leaflet tells you how we deal with hate crime and anti-social behaviour and how we support you at the same time.

what is anti-social behavior?

- ✓ Persistent nuisance
- ✓ Noisy neighbours
- ✓ Harrassment and intimidation
- ✓ Uprovoked assault and/or aggressive behaviour

These are just some examples of anti-social behaviour.

what is hate crime?

If you are experiencing any of the above because of your nationality, ethnic origin, colour, political or religious beliefs, sexuality, age or disability then you are experiencing hate crime. In this leaflet, references to anti-social behaviour also include behaviour as a result of hate crime.

how we can help you...

- ✓ Quickly investigate any complaint of anti-social behaviour
- ✓ Where there has been violence or the threat of violence, we'll begin dealing with it in one day
- ✓ Let you know what you have to do to help us deal with your problem
- ✓ Use a range of legal and non-legal solutions to stop the bad behaviour
- ✓ Work with other agencies if we need extra help
- ✓ Work with your neighbours to make your community safe
- ✓ Let you know if we are unable to take action and why
- ✓ Respect your privacy. We won't tell anyone who you are unless you say we can. Any information you give us is protected under the Data Protection Act

how we'll respond to your complaints...

- ✓ Unless we need to take quick legal action, all complaints go to our Resolve Assessment Service, which specialises in neighbourhood disputes. Everyone involved is given the chance to sort it out without it getting worse. Most people find that they don't need any more from us following a Resolve visit
- ✓ Where anti-social behaviour continues, we'll work with you to gather evidence, such as incident logs, before agreeing a plan of action with you
- ✓ Our investigations may lead on to court orders to stop anti-social behaviour, eviction proceedings or non-legal solutions such as mediation
- ✓ We'll respond to your written complaint about anti-social behaviour in 10 days and serious complaints (such as violence or threats of violence) in one day. If we need to, we'll take immediate legal action
- ✓ The Resolve Assessment Service aims to deal with a complaint in 10 days