

Feel Good About  
**Coming Home**

# Anti-Social Behaviour

What can you expect from us

we deliver

family  
mosaic

# What you can expect from us

At Family Mosaic we want to provide you with a high quality service around managing Anti-Social Behaviour. This sets out the standards you can expect.

# Access to our services

**There are a range of ways  
you can contact us:**



## **Dedicated Customer Care Line**

0300 123 3456 and press option 2  
to speak to a housing officer.



## **Via email**

[customercareline@familymosaic.co.uk](mailto:customercareline@familymosaic.co.uk)



## **Via letter**

Family Mosaic  
Albion House, 20 Queen Elizabeth Street,  
London, SE1 2RJ or  
Family Mosaic  
Pembroke House, Northlands Pavement,  
Pitsea, Essex SS13 3DU.



## **Through our web site**

[www.familymosaic.co.uk](http://www.familymosaic.co.uk)

## **What is anti-social behaviour?**

Anti-social behaviour can be excessive noise or other actions that disturb or upset other people in your neighbourhood.

Below are some examples of behaviour that can be anti-social:

- Abuse, harassment, threats of violence and assault
- Loudly playing audio equipment such as a TV, hi-fi or car radios
- Using noisy domestic appliances late at night, such as a washing machine
- Dumping rubbish or abandoning cars
- Slamming doors, arguments and shouting.

## **What is not anti-social behaviour?**

Behaviour which results from different lifestyles or which would not generally be considered unreasonable is not anti-social behaviour.

It is important to be tolerant of other people's lifestyles and that neighbours make an effort to get on.

We will not usually take action in circumstances such as the following:

- One-off noise nuisance, party or bonfire
- Normal living noises, such as walking across the floor, closing doors, flushing the toilet
- Personal petty arguments between two households
- Parking disputes on roads, pavements etc

- Minor lifestyle disagreements such as noise of children playing, smoking or cooking smells
- Children falling out with each other.

### **What Family Mosaic will do**

- We will provide you with information about managing anti-social behaviour
- We will provide some initial advice on how best to resolve your problem
- We will make an appointment available to you within 5 working days (24 hours if it is an emergency) to carry out an interview
- We will explain what we can do to assist and discuss what you can do to help yourself
- We will interview any other witness(es) and talk to the alleged offender if appropriate within 10 working days
- We will agree an action plan with you within 15 working days
- After one month we will review any information you have collected on diary sheets and consider further action
- We will keep you informed of any action we are taking
- We will work in partnership with other agencies such as the police and professional witnesses to gather evidence and deal with anti-social problems
- We will treat all information confidentially and not pass it to others without your permission.

## **What Family Mosaic won't do**

We will not get involved in anonymous complaints, personal arguments or non-housing matters.

## **Action Family Mosaic may take**

We will always try to resolve issues amicably between parties, but as a last resort we may take legal action against the person causing the nuisance where there is clear proof of serious anti-social behaviour.

This could lead to them losing their home. Legal action involves a court hearing where we must prove the seriousness of the situation. It is very difficult to prove anti social behaviour without your support and evidence.

The courts require a large amount of evidence that serious and persistent nuisance has taken place before they consider whether it is reasonable to grant a possession order, an injunction or an Anti-Social Behaviour Order. Gathering suitable evidence can be a lengthy process.

## **Dealing with anti-social behaviour yourself**

### **Talking to your neighbour**

We often find that initially dealing with the problem on a personal level is the best approach. First of all, you should speak to whoever is causing the problem.

They may not be aware that they are disturbing you and a compromise may be reached.

Before approaching your neighbour you should think about what you are going to say:

- Be clear about what the problem is and how it affects you
- Think about what the outcome is likely to be and stay calm, friendly and reasonable
- Listen to your neighbour and think about things from their viewpoint
- Try not to bring up incidents from the past especially if they are not relevant to the present dispute. Try instead to look to the future and how you want things to change

- If your neighbour is unreasonable – leave the discussion.

If you have experienced violent behaviour or harassment from your neighbour in the past, or feel threatened by them, you should not attempt to resolve the matter yourself.

## **Working with us to resolve anti-social behaviour**

### **Reporting the problem to Family Mosaic**

If you are unable to resolve the problem yourself contact our Customer Care Line on 0300 123 3456 (option 2) or [customercareline@familymosaic.co.uk](mailto:customercareline@familymosaic.co.uk) and let them know about the problem. They will give advice about how to deal with it.

## **Reporting the problem to the Police**

If you witness a crime or are a victim of crime, you should always report this to the Police and obtain a crime reference number.

If the perpetrator is a Family Mosaic tenant, this will help us in taking action against them, if required.

## **Reporting the problem to other agencies**

Contact the Council or another local agency. The Customer Care Line or your Neighbourhood Manager will be able to provide details of other people that may be able to help. Noise nuisance should be reported to your local Council's noise team.

## **Keeping an ASB diary**

We may ask you to keep a diary, a detailed record of the nuisance, including the type of nuisance and when it occurs.

These details will be useful if you contact Family Mosaic or the Council. Your Neighbourhood Manager can provide you with diary sheets or you can call the Customer Care Line on 0300 123 3456 (option 2).

## **Engaging in mediation**

If you are unable to resolve the problem yourself we often recommend mediation in cases where there is a dispute. We use an external mediation agency that is not biased in any way.

It is a good way of helping people understand each other's point of view.

Mediation does not take sides, but tries to find the middle ground that you can both agree on and work from there.

If you are not willing to engage in mediation the case may be closed if there are no other options.

### **Help us to resolve anti-social behaviour by:**

- Attending review meetings with us
- Helping us work with the Police and Environmental Health
- Providing witness statements

- Understanding the difficulties posed if the perpetrator has special/ support needs
- Attending court to give evidence.

We are committed to offering a good service but dealing with anti-social behaviour can be a lengthy process.

Legal action can only be taken with independent evidence and your support.

### **Avoiding anti-social behaviour**

We expect all tenants to show consideration and respect towards their neighbours. It is a breach of your Tenancy Agreement to behave in a way that causes nuisance to others.

The best thing to do is avoid action that might cause a nuisance to others:

- Do not carry out loud work at night, such as DIY and vacuuming
- Warn your neighbours if you are having a party
- Do not play your TV, radio, hi-fi or musical instruments loudly, especially at night
- Keep TVs, radios, and hi-fi speakers away from party walls
- Do not slam doors.

### **Family members and visitors**

Please remember you are responsible for the behaviour of your family, other visitors and pets.

If they cause serious nuisance or harassment in or around your property, Family Mosaic or another authority will take action against you.

### **Violence against our staff**

Please ensure that you treat our staff with the same respect you expect from them. Our staff are entitled to work without fear of abuse or harassment.

We will not tolerate acts of violence, threats of violence or harassment towards our staff and will take action against a person guilty of such behaviour. We will also involve the police if the behaviour is a criminal offence.

## **Tackling harassment**

Harassment is a deliberate act designed to interfere with the peace, comfort and safety of an individual or group because of their race, colour, ethnic origin, gender, sexuality, age, disability or religion. Harassment can take many forms such as graffiti, damage to property, verbal abuse, threats and assault. Committing any act of harassment is a very serious breach of your tenancy agreement.

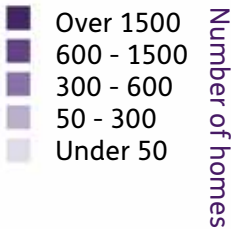
Family Mosaic condemns harassment and will thoroughly investigate all reports of it. If you suffer harassment, we will work with you to find the best solution for you and your family.

There is a separate leaflet entitled 'Together we can stop Racial Harassment' which tells you more about Family Mosaic's racial harassment policy. Just ask a member of staff for a copy.

Family Mosaic has a published anti-social behaviour statement of policy which is available on request or can be accessed at [www.familymosaic.co.uk](http://www.familymosaic.co.uk).

# Our Offices

We have nearly 20,000 homes across London and Essex.



1

## Head Office

Albion House,  
20 Queen Elizabeth  
Street,  
London, SE1 2RJ

2

## Essex North

Rowan House,  
33 Sheepen Road,  
Colchester, Essex, CO3  
3WG.

3

## Essex South

Pembroke House,  
Northlands Pavement,  
Pitsea,  
Essex, SS13 3DU.

4

## Muswell Hill

77 Muswell Hill,  
London,  
N10 3PJ.

5

## Arcola Street

9 - 13 Arcola Street,  
London, E8 2DJ.



**H:** Hackney  
**I:** Islington  
**H&F:** Hammersmith & Fulham  
**K&C:** Kensington & Chelsea  
**W:** Westminster



# Talking your language

## Bengali

এই দস্তাবেজটি আমরা কিন্তবে সমাজ-বিরোধী কার্যকলাপের মোকাবেলা করি সেই সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে বেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

## Somali

Dokumentigan wuxuu ku saabsan yahay in sida noo qaybinno dabecadda xun ee bulshada. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

## Turkish

Bu belge dostça olmayan davranışlara yaklaşımımız konuları hakkında bilgi verir. Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabetiyle, CD’de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

## French

Ce document contient des informations sur la façon dont nous traitons les comportements antisociaux. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

## Spanish

Este documento proporciona información sobre cómo actuamos frente al comportamiento antisocial. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

## Vietnamese

Tài liệu này cung cấp thông tin về cách chúng tôi xử lý hành vi phản xã hội. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

This document gives you information about tackling Anti-Social Behaviour . If you need any part of this document in **large** print, Braille, on CD or explained in your own language please contact us on 0300 123 3456.



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from mixed sources  
including recycled

Albion House  
20 Queen Elizabeth Street  
London SE1 2RJ

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