

## What else can be done?

*We will encourage the participation of residents and recognised residents' associations to help resolve cases of anti-social behaviour.*

*We will encourage a "multi-agency approach" with the Police, local authorities, and other organisations / agencies.*

*We will promote the use of mediation as a method for those in dispute to quickly resolve conflicts between themselves.*

*We will consider the use of Starter Tenancies and Local Lettings Agreements to try and tackle anti-social behaviour on our estates.*

## Two Castles Housing Association

WITH CHARITABLE STATUS.

If you require more information please contact the Housing Officer for your area

### North West Region

3 Castle Street Carlisle  
Cumbria CA3 8SY  
Tel: (01228) 547463  
Fax: (01228) 597822

Catherine Mill Catherine Street  
Whitehaven Cumbria CA28 7QT  
Tel: (01946) 591848  
Fax (01946) 591880

3 Angel Yard 21-23 Highgate  
Kendal Cumbria LA9 4DA  
Tel: (01539) 733319  
Fax: (01539) 730175

### North East Region

154 New Bridge Street  
Newcastle upon Tyne NE1 2TE  
Tel: (0191) 2614774  
Fax: (0191) 2619692

dealing with  
**anti-social** behaviour



Two Castles Housing Association 

*Opening more doors for more people*

## **What is our aim?**

*Where problems of anti-social behaviour are brought to our attention:-*

- We will investigate the circumstances
- We will take appropriate action

## **What arrangements will we have in place?**

*We will use our resources and landlord powers under tenancy agreements, leases and the law to ensure that our residents can have quiet enjoyment of their homes without the threat of harassment, nuisance and violence.*

## **How will we meet these arrangements?**

*We will decide what type of action is appropriate for the anti-social behaviour brought to our attention:-*

- It may be considered appropriate for us to take action under our landlord powers e.g. if there is a breach of the tenancy or lease of a nature so as to warrant our action
- It may be considered inappropriate for us to take any action under our landlord powers e.g. if the behaviour of one person is unacceptable to another, but there is no evidence available to support any action against one party
- We may suggest mediation

*We will investigate the circumstances of anti-social behaviour brought to our attention and we will inform you what type of action we think will be appropriate.*

## **What happens after the Association decides how to treat the complaint?**

*If it is inappropriate for us to take action we will offer advice to the complainant.*

*If we decide to take action then we will still give advice but we will also tell the complainant what we will require next to formalise the evidence that will be necessary.*

*We may decide to seek legal advice particularly if we intend to take action in Court.*

*We will seek the advice of other organisations and agencies that may help us understand the full circumstances surrounding problems.*

*We will keep the complainant informed about our proposed actions.*

*Within our landlord powers we will instigate advice and action to demonstrate that we do not tolerate anti-social behaviour.*