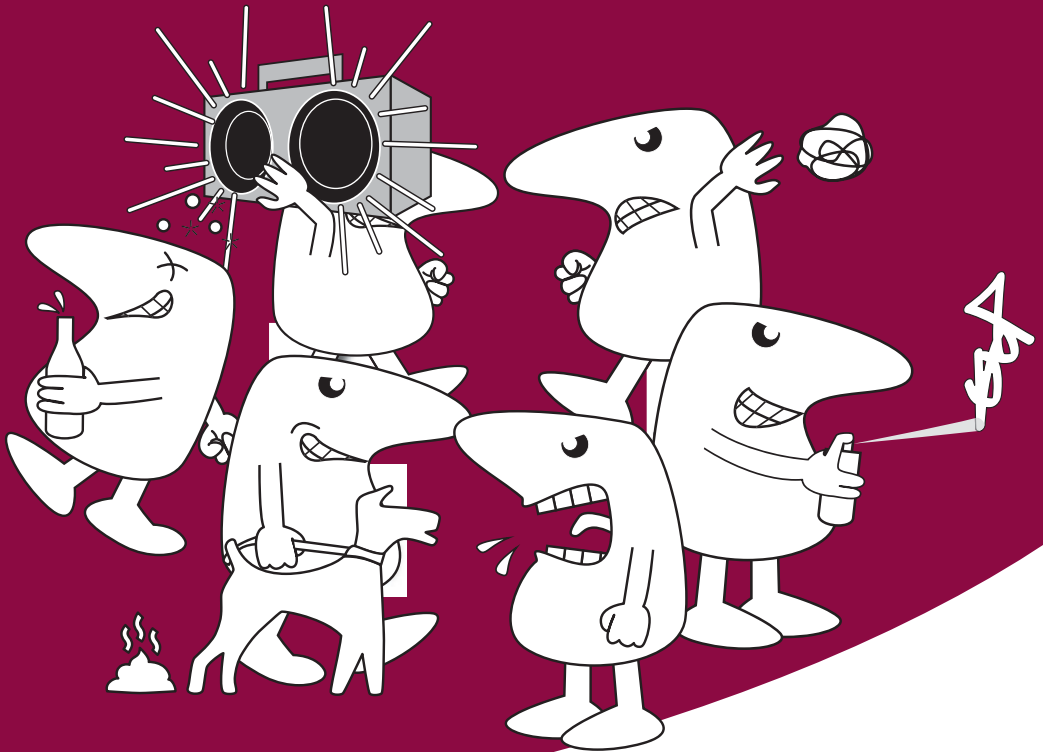
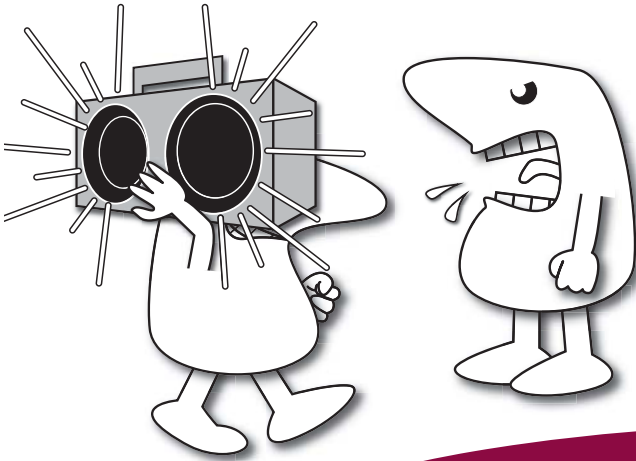


Anti-social behaviour

Neighbour disputes,
nuisance and harassment





Anti-social behaviour

Neighbour disputes, nuisance and harassment

Our policies and procedures let you know what we can do, what other services can do and what you can do to help solve the problem.

Our approach

We believe the people of Crawley have the right to live in a safe, secure and peaceful environment.

We aim to tackle and prevent nuisance and anti-social behaviour to achieve long-lasting solutions.

We are committed to promoting understanding, tolerance and respect within our communities and work with our customers and partners to achieve this.

What is anti-social behaviour?

It's behaviour that can interfere with the peace, comfort or convenience of other people.

This could range from low level nuisance such as inconsiderate car parking, playing loud music, and rowdy behaviour, to more serious incidents such as harassment and criminal activity.

What is harassment?

Harassment is intimidation or persecution of a person, or group of people, often because of their race, nationality, religion, gender, sexuality or a disability.

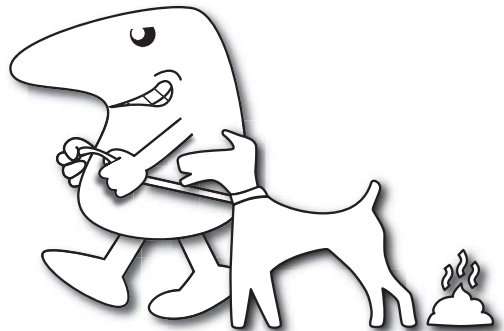
Harassment can be caused by residents, household members or visitors.

It can take many forms including threatening or aggressive behaviour, both verbal and physical, and can involve attacks on property as well as people. Incidents can include sexual comments or gestures, offensive graffiti, abusive language or behaviour, violence and damage to homes or possessions.

The Protection from Harassment Act 1997 makes it a criminal, and civil, offence to harass other people.

Who can the council help?

The council's Nuisance and Anti-Social Behaviour Team provides a service to everyone who lives in Crawley.



This means we can deal with complaints from, or about, home owners and private tenants as well as council tenants. We can also deal with community related problems.

What type of problems can the council help with?

- Abuse, harassment, intimidating behaviour and crime
- Hate crime – including racial abuse and harassment
- Noisy and nuisance neighbours
- Light nuisance e.g. security lights
- Misuse of communal and common areas
- Bonfires
- Dogs barking and fouling
- Drug use and drug dealing
- Anti-social ball games
- Intimidating youths
- Street drinking and rowdy behaviour
- Vehicle problems, such as parking disputes and the use of mini-motos on public land
- Vandalism
- Graffiti.

What can you do?

If you believe you are being affected by nuisance or anti-social behaviour, we would encourage you to try and resolve the issue with the person responsible first – they may not realise the effect their behaviour is having.

If you have tried this, or feel you are unable to speak to the person directly, you should contact the Nuisance and Anti-Social Behaviour Team on 01293 438438.

What can the council do to help?

The Nuisance and Anti-Social Behaviour Team place emphasis on prevention and early intervention. We aim to intervene in neighbour disputes and community problems as early as possible to work towards an early and successful resolution that works for everyone.

We provide a tailored response and use our discretion to choose the most appropriate actions to help resolve the problem.

Making a complaint

If you complain to us about nuisance, harassment or anti-social behaviour we will:

- Log your details
- Assign a caseworker to investigate
- Make an appointment, in most cases to visit you at home or the Town Hall if you prefer
- Listen to your concerns
- Discuss how you would like to see the matter resolved
- Offer you and the person causing the problem support and advice
- Contact you regularly to keep you informed and check on progress.

Most cases are resolved quickly and successfully by speaking to both parties about the problem.

When cases can't be solved in this way, and the anti-social behaviour is extreme and having a significant impact on the lives of people in the community, legal action may be taken. This is however a last resort.

If we are unable to resolve a problem, we will explain why we can't take things further.

How can you help us deal with the problem?

If you are a victim of harassment, nuisance or anti-social behaviour you may be feeling stressed, unhappy and frightened. We understand this, but we are likely to need your help to resolve the problem.

You can keep us informed of any further incidents that occur and in some cases we may need you to keep a diary of incidents.

This helps us build a picture of what is happening and how often incidents occur, which can be important in working out the best course of action for resolving the problem.

Working with others

Crawley Borough Council works in partnership with a number of other agencies to tackle, prevent and deter nuisance and anti-social behaviour. These can include: the police, schools, registered social landlords, the mental health service, social services and members of the community.

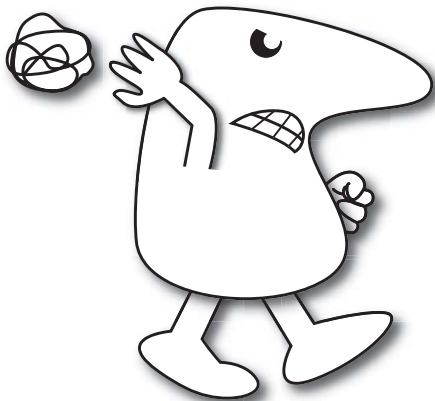
A number of departments within the council may be involved in helping to resolve your dispute. These include: the Nuisance and Anti-Social Behaviour Team, Community Wardens, Environmental Health, Crawley Homes, Planning, Amenity Services and Legal Services.

Are you unhappy with the service?

If you are unhappy with the way we have dealt with you and your problem, you have the right to make a complaint.

You can do this by contacting the manager of the Nuisance and Anti-Social Behaviour Team by phone, letter or electronically.

You can also find a copy of the council's complaints procedure at www.crawley.gov.uk/contact



How to contact us

You can contact us in writing, by phone, on the internet or in person at the Town Hall.

Crawley Borough Council

Town Hall, Boulevard, Crawley,
West Sussex, RH10 1UZ
Call: 01293 438000
Email: comments@crawley.gov.uk
Website: www.crawley.gov.uk
Minicom: 01293 405202
Fax: 01293 511803

Nuisance and Anti-Social Behaviour Team

Email: asb@crawley.gov.uk
Call: 01293 438438
Website: www.crawley.gov.uk/asb

Community Wardens

Call: 07884 492324. Lines are open seven days a week 5.30pm-10pm.

Crawley Homes Housing Officers East Neighbourhood Team

Pound Hill, Maidenbower, Northgate,
Three Bridges and Bewbush
Call: 01293 438687
Email: HousingEast@crawley.gov.uk

South Neighbourhood Team

Furnace Green, Tilgate,
Broadfield, Gossops Green
Call: 01293 438390
Email: HousingSouth@crawley.gov.uk

West Neighbourhood Team

Ifield West, Ifield, Langley Green,
West Green, Southgate
Call: 01293 438724
Email: HousingWest@crawley.gov.uk

Other helpful contacts

Police

Police emergency: 999

Police non-emergency: 101

West Sussex County Council

Call: 01243 777100

Website: www.westsussex.gov.uk

Adult services (Social Care)

Call: 01293 895100

Email: socialcare@westsussex.gov.uk

Children Services - Children's Access Point (CAP).

Call: 01403 229900

Email: cap@westsussex.gcsx.gov.uk

West Sussex Mediation Service

The Mediation Service is an independent service which is free to everyone who lives in Crawley. Mediation is a way of helping people to resolve their disagreements with the assistance of an independent third party – the mediator.

Alphacom House

8A Oakhill Road

Horsham

West Sussex RH13 5SB

Call: 01403 258900 or 01403 257800

Website: www.wsms.org.uk

Email: info@wsms.org.uk

Victim Support

National charity giving free and confidential help to victims of crime, witnesses, their family, friends and anyone else affected.

Woodfield Road

Crawley

West Sussex RH10 8ER

Call: 0845 30 30 900 or 01293 613010

Website: www.victimsupport.org

Worth services

Independent domestic violence advisor service to support people affected by domestic abuse in West Sussex.

Worth Services

Urgent Treatment Centre

West Green Drive

Crawley

West Sussex RH11 7DH

Call: 01293 600300 ext. 3510

Website: www.worthservices.org

Citizens Advice Bureau

Free, independent, confidential and impartial advice to everyone on their rights and responsibilities

The Orchard

1-2 Gleneagles Court,

Brighton Road

Southgate

Crawley

West Sussex RH10 6AD

Call: 08444 111 444

Website: www.citizensadvice.org.uk

Local Advice Line number: 0844 4771171.

Website: www.centraisussexcab.org.uk

Shelter

Housing and homelessness charity provides free, confidential advice to people with all kinds of housing problems.

Shelter Housing Aid Centre

First Floor Barton House

Broadfield Barton

Crawley

West Sussex RH11 9BA

Call: 0344 515 1749

Housing Helpline number: 0808 800 4444

Website: www.shelter.org.uk

Connexions

Free, local and confidential information, personal advice, support and guidance service to young people and adults: skills, training, careers and job vacancies.

37 Queens Square

Crawley

West Sussex RH10 1HA

Call: 01293 843334

Website: www.yourspacewestsussex.co.uk

Addaction

Free and confidential specialist drug and alcohol treatment charity.

Call: 01293 649870

Website: www.addaction.org.uk

MyKey

Directed housing support in West Sussex.

Call: 0845 5577845

Website: www.southdownhousing.org/mykey

Email: mykey@southdownhousing.org

Relate

Relationship Counselling, Family Counselling, Children & Young People's Counselling, Sex Therapy and Courses and Workshops

Call: 01293 657055

General enquiries, call: 0300 100 1234

Websites: www.relate.org.uk and

www.relatesussex.org

Email: reception.crawley@relatesussex.org



This document tells you about Crawley Homes' policies and procedures on anti-social behaviour. If you would like help to understand this leaflet please contact the NASB Team on 01293 438438 or email: asb@crawley.gov.uk

Ce document vous indique les règlements et procédures sur les comportements antisociaux. Si vous avez besoin d'aide dans la compréhension de cette brochure, veuillez contacter le Directeur du Développement du Service de Logement au 01293 438438 ou par email à asb@crawley.gov.uk.

આ દસ્તાવેજ તમને ક્રાઉલી હોમ્સની ગેર-સામાજિક આચરણો માટેની કાર્યનીતિઓ અને કાર્યપદ્ધતિઓ વિશે માહિતી આપે છે. જો તમને આ પત્રિકા સમજવામાં મદદ જોઈતી હોય, તો મહેરબાની કરીને શહેરના સેવા વિકાસ સંચાલક (હાઉસીંગ સર્વિસ ડેવલપમેન્ટ મેનેજર) નો 01293 438438 નંબર પર અથવા ઈમેલથી asb@crawley.gov.uk સરનામે સંપર્ક સાધો.

W niniejszej ulotce opisano procedury i zasady stosowane przez Crawley Homes w przeciwdziałaniu zachowaniom antyspołecznym. Jeżeli potrzebują Państwo dodatkowych objaśnień treści tej ulotki, prosimy o skontaktowanie się z kierownikiem ds. rozwoju usług mieszkaniowych - pod numerem 01293 438438 lub poprzez email: asb@crawley.gov.uk

یہ دستاویز آپ کو غیر سماجی رویے کے بارے میں کرائی ہومز کی پالیسیوں اور طریقہ ہائے کار کے بارے میں بتاتی ہے۔ اگر آپ کو اس لیفلٹ کے سمجھنے میں مدد درکار ہو تو براہ مہربانی مینیجر برائے ترقی خدمت رہائش سے 01293 438438 پر رابطہ کریں یا asb@crawley.gov.uk کو ای میل کریں۔



Crawley Borough Council, Town Hall, The Boulevard,
Crawley, West Sussex RH10 1UZ

Telephone 01293 438000

Fax 01293 511803

Email comments@crawley.gov.uk

www.crawley.gov.uk