

# How Hounslow Homes and Residents Can Help Reduce Anti-Social Behaviour and Hate Crime

Tackling  
ASB  
together

Talk about it.  
If you can't sort it, report it.



## Contents

### Introduction

What is anti-social behaviour and race crime? .....	3
Your role .....	3
Hounslow Homes' role .....	4
The London Borough of Hounslow's role .....	4
Our policy on anti-social behaviour .....	5
Who we can take action against .....	5

### Our ASB services

How to report anti-social behaviour .....	6
Information you need when reporting anti social behaviour to Hounslow Homes .....	7
How long will Hounslow Homes take to investigate your case? .....	7
What actions can Hounslow Homes take? .....	8
Neighbourhood Wardens .....	9
The Concierge Service .....	11
Professional Witness Scheme .....	11

<b>Further support</b> .....	<b>11</b>
Helping you to find a solution .....	11
Activities for young people .....	11
Working with other organisations .....	12
The chance to change .....	12
Are we any good at tackling ASB? .....	13

### Useful Contacts .....14

For a copy of Hounslow Homes' statement of policy and procedures about preventing and tackling anti-social behaviour in Hounslow visit [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk) or call your local housing office on the numbers included at the end of this booklet.

# Introduction

## What is anti-social behaviour and race crime?

Anti-social behaviour is acting in a way which annoys a person living in a different home from you.

Race crime is an incident, which is believed to have happened because of someone's race, either by the victim of the crime, or a witness.

**Examples of anti-social behaviour are listed below. Incidents may be motivated by race, sexuality (e.g. homophobic hate crime), disability, religion, gender or age.**

Damage to property, unwanted attention, harassment\*, verbal insults, thoughtless or illegal dumping of rubbish, thoughtless parking, dumping of vehicles, playing loud music, overgrown gardens, or out of control pets.

## Your role

As a tenant or leaseholder you have signed an agreement with us to act in a way, which thinks about the feelings of other residents. You must also make sure that people who live with you, or come to visit your home, act in a way which does not upset others.

You can play a major part in helping reduce anti-social behaviour in your area. How?

1. By acting in a way which thinks about the feelings of others.
2. By talking to your neighbours to try and sort out differences early.
3. By coming to us with information on residents who are causing serious distress either to you, or other people. We are here to support you.

### *\*What is harassment?*

Harassment might include violence or a threat of violence, abusive or upsetting words, damage or threats of damage to your property or graffiti which annoys you. A person might be harassed for many reasons such as their race, sexuality, religion or disability. We do not tolerate any form of harassment on these, or any other grounds.

## Hounslow Homes' role

We will:

- Look into reports of anti-social behaviour and take actions to stop it quickly.
- Pay for projects to improve your community.
- Make your estates more secure by improving lighting or door entry systems.
- Watch out for and note anti-social behaviour on our estates.

Many reports of anti-social behaviour received are about small problems between neighbours. These are often things like playing loud music late at night or dumping rubbish.

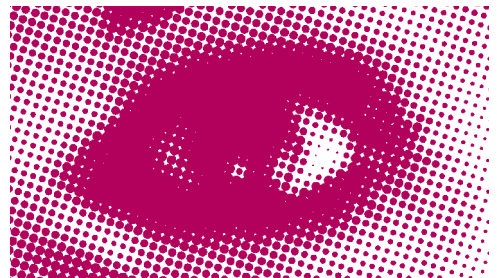
To sort out these problems, we try to get people to talk to each other. Sometimes, neighbours might need help in "breaking the ice". This type of help is called "mediation". To do this, we can put you and your neighbour in touch with the Hounslow Mediation Service. Contact details are available at the end of this booklet.

Some reports of anti-social behaviour are more serious. They might include insults or attacks on you because of your race.

We also support survivors of domestic violence and we can put you, a family member or a friend, in touch with someone who can help you. A leaflet on domestic violence is available at your local housing office or by visiting [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk). Please see the end of this booklet for the number to call for advice and help.

## The London Borough of Hounslow's role

Hounslow Council gives Hounslow Homes an overall strategy to help deal with anti-social behaviour. The Council also checks that we are doing our job well.



## **Our policy on anti-social behaviour**

Our aim is to:

- Prevent anti-social behaviour happening in the first place.
- Stop harassment in your neighbourhood.
- Take action quickly.
- Encourage residents of different races to get on.
- Encourage residents to report anti-social behaviour.
- Support residents who report anti-social behaviour and provide details of other organisations that can provide help.
- Make your home and neighbourhood more secure if it is needed. We can put up things like alarms and additional door locks.
- Work with other organisations to stop race crime and other types of anti-social behaviour.

### **We will:**

1. Keep you up-to-date every month on our investigation.
2. Give emotional and practical support (i.e. helping you with transport to court) in any situation where you are needed as a witness.
3. If staying in your home could threaten yours or your family's safety, we can sometimes offer you a temporary home or help you move to a different address.
4. Support you by using our Neighbourhood Wardens, Professional Witness Officer or estate management staff if it is needed.

### **Who we can take action against**

Tenants, leaseholders, owner-occupiers or any person causing distress to tenants and leaseholders of Hounslow Homes.

# Our ASB services

## How to report anti-social behaviour

For information on our service, or to report anti-social behaviour, please call our general enquiries line at your local housing office.

The numbers are:

**Central: 020 8583 4382**

**East: 020 8583 4220**

**West: 020 8583 4383**

We will then put you onto a specialist anti-social behaviour officer. They will act as your main point of contact for your case.

You can also report anti-social behaviour online by visiting [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk).

## Other ways to report anti-social behaviour

ASB can be reported to the police (see contact details at the end of the booklet).

If you contact the police, ask for a reference number, the name of the person that you spoke to and pass this information onto your area office.

If you suffer from or see a **racially motivated incident** you can report this to your Hounslow Homes area housing office.

Support is also available through Hounslow Racial Equality Council 020 8583 2525 or 020 8583 4665 and/or contact the police direct.

In cases of **noise nuisance** you can contact the London Borough of Hounslow's Noise Team on 020 8583 5555 during office hours and on 020 8583 2222 if problems occur on Friday and Saturday between 10pm and 4am.

If you have **problems with dogs or other animals** you can contact the Animal Warden on 020 8583 5086.

## Information you need when reporting anti-social behaviour to Hounslow Homes

- The names of the people involved.
- If you do not know their names, make a note of what they look like or what they

were wearing when the incident happened.

- It is useful to us if you can keep a diary of any incidents that happen noting key dates and times.

Please provide details of the incident in your own language and we will arrange for a translator to call or visit you if this is helpful.

### **How long will Hounslow Homes take to investigate your case?**

We will offer an appointment for a first interview with you within 24 hours of your initial complaint. If you report a serious incident of ASB (such as actual or threatened violence or incidents which are racially motivated) we will commence investigations within 3 working days on receiving your written consent. We will then update you on the progress of our investigations and actions within 10 working days of receiving consent.

We will offer you an appointment

for an interview within 3 working days of your initial complaint if you report behaviour that frightens you. We will update you on the progress of our investigations and actions within 10 working days of receiving consent.

For less serious cases, we will offer you an appointment for an interview within 5 working days of the initial complaint and update you on the progress of our investigations and actions within 15 working days of receiving consent.

### **By acting on reports from residents and staff, we have:\***

Served 10 Anti-Social Behaviour Orders in partnership with Hounslow Police and Hounslow Council

Signed 33 Acceptable Behaviour Contracts

(See page 8 for an explanation of these terms)

\*(Dec 2003-Oct 2004)

## What actions can Hounslow Homes take?

The action we take will be quick but depend on each case and it will match the seriousness of the behaviour.

### Types of actions we can take include:

- Issuing a warning letter
- Serving an Acceptable Behaviour Contract (ABC)

#### **What is an Acceptable Behaviour Contract?**

*This is a form signed by a person causing anti-social behaviour in the presence of a police officer and a member of staff from Hounslow Homes or the Council and a Youth Worker. By signing an ABC, a person agrees not to act in a way that causes alarm or distress to others.*

- Getting a Parental Control Agreement (PCA)

#### **What is a Parental Control Agreement?**

*This is a contract signed by parents/guardians in the presence of the police and Hounslow Homes. The person signing the*

*contract promises to control their children. It is used in cases of children under 10 years old or where lack of parenting has led to anti-social behaviour.*

- Working to get an Anti-Social Behaviour Order (ASBO)

#### **What is an Anti-Social Behaviour Order?**

*An anti-social behaviour order is a court order that stops a person from carrying out certain actions that upset other people or even visiting places where they have caused distress in the past. If a person does not keep to the order, they could be sent to prison. Hounslow Homes can apply for an ASBO in partnership with the police and Hounslow Council.*

- Getting a Notice of Seeking Possession (NOSP)

#### **What is a Notice of Seeking Possession?**

*The Notice of Seeking Possession is the notification that the tenancy has been breached. This is the first step in getting an eviction. The Tenancy Agreement has a list of rules that the tenant must live by. If they do not, they could lose their home.*



- Getting a possession order on a tenants' home

***What are possession orders?***

*This is where Hounslow Homes can get permission from the Court to evict a resident.*

- Asking the Court for an injunction

***What is an injunction?***

*This is a legal document that orders a person to stop acting in a way that causes alarm or distress. A person can be arrested and sent to prison if they do not keep to the order. If owner-occupiers are involved in anti-social behaviour, Hounslow Homes may take legal action or support legal action against the owner.*

We don't just rely on residents to tell us what is happening. We also use staff (such as neighbourhood wardens) to let us know what is going on and help stop it. Hounslow Homes' staff can act as witnesses and give evidence in court.



**Neighbourhood Wardens**

Neighbourhood Wardens patrol places with the worst levels of anti-social behaviour both on foot and in marked vans. They can look out for anti-social behaviour. The wardens patrol 6 key estates\* 7 days a week from 3pm to 11pm. 26 other estates also have access to the warden service should they experience any difficulty with anti-social behaviour.

***\*What is a key estate?***  
*Key estates are those which have a visible Warden presence 7days a week, from 3pm to 11pm.*

## Estates covered by the service

### *Area West*

The key estates are:

1) Oriel Estate

Other estates covered by the service are:

2) Southern Avenue

3) Frank Towel Court

4) Eldridge Close

5) Pinewood

6) Sandalwood

7) Elmwood

8) Page Road

9) New Road

10) Burlington Close

11) Hollands Estate (flats Hardie, Ogden and Web)

12) Orchard Road

### *Central*

The key estates are:

13) Convent Way

14) Beavers Estate

15) Ivybridge

Other estates covered by the service are:

16) Heston Farm

17) Benson & Estridge Close

18) Midsummer Avenue

19) Norman Crescent

20) Harlech Gardens/Redwood

21) Brookwood Road

22) Tivoli, Sycamore and Gloucester Road

23) Thamesvale Close / Harris Close

### *East*

The key estates are:

24) Haverfields

25) Brentford Towers

Other estates covered by the service are:

26) Edensor Garden

27) Staverley and Alexander Gardens

28) Syon Estate

29) Hogarth Estate

30) Clayponds

31) Brentlea

32) Charlton House

### **The Concierge Service**

Concierges work in the reception areas of some of our tower blocks. They are on duty Monday to Friday from 8am to 12pm. They keep an eye on CCTV equipment and ensure that only responsible visitors are allowed into the tower block. For more information, see our leaflet on the concierge service (available on our website or in area housing offices).

### **Our Professional Witness**

Our Professional Witness works on estates and with communities to look out for anti-social behaviour, and acts as a witness in court.

Our Professional Witness also supports victims and other witnesses.

### **Further support**

#### **Helping you to work out your differences and find solutions**

We have already told you a bit about the Hounslow Mediation Service. This is an independent organisation that helps people to find their own solutions to the problems that they identify by trying to just talk to one another calmly.

They can help you sort out problems such as noise nuisance, parking, pets, rubbish, shared space and lifestyle differences. It is worth a call as it may provide the advice you need.

#### **Activities for young people**

Some types of anti-social behaviour can be caused by boredom or a lack of things to do. In the summer, some neighbourhoods see an increase in anti-social behaviour because young people are off school. We spend £40,000 a year on activities for young people to give them a choice of things to do near to home.



Activities include free football lessons and play activities, such as drama and dance.

Our Youth Workers provide workshops and opportunities for young people living on estates with high levels of anti-social behaviour. They work with neighbourhoods to try and prevent further ASB.

### **Working with other organisations**

Sometimes, we may not be able to help you with a report of anti-social behaviour. When this happens, we will always give you advice on the types of actions you

can take and put you in touch with useful contacts.

We work with other organisations that have information on our estates and people causing nuisance behaviour. We work with the Council, the Police, Social Services, Community Safety Unit, Probation, Youth Services, Youth Offending Services, Hounslow Racial Equality Council and other community and voluntary organisations.

### **The chance to change**

We aim to give residents a chance to change their behaviour, especially when those involved are young people or bad behaviour is caused by problems such as drugs, alcohol, mental illness, a disability or family problems.

All reports of anti-social behaviour are talked about at Anti-Social Behaviour Action Groups (ASBAGs). These groups allow us to make sure we understand the cause of the behaviour and make contact with parents/guardians, schools and other organisations.

Our actions also aim to give every opportunity for a person to change their ways. For example, we try to use Acceptable Behaviour Contracts with young people who cause ASB. We then look out for them to make sure they have kept to the agreement and take more action if necessary.

### **Are we any good at tackling ASB?**

The success of our anti-social behaviour teams will be checked by Hounslow Homes Board, the Council and Councillors and most importantly YOU at our Area Housing Management Forums (held four times a year).

## Useful contact numbers:

### Hounslow Homes Area Offices

#### Hounslow Homes Central Area (Hounslow, Isleworth, Heston and Cranford)

General Enquires: 020 8583 4382  
Minicom: 020 8583 3959  
Email: [info.housingcentral@hounslowhomes.org.uk](mailto:info.housingcentral@hounslowhomes.org.uk)

#### Hounslow Homes East Area (Brentford and Chiswick)

General Enquiries: 020 8583 4220  
Minicom: 020 8583 4390  
Email: [info.housingeast@hounslowhomes.org.uk](mailto:info.housingeast@hounslowhomes.org.uk)

#### Hounslow Homes West Area (Feltham, Hanworth and Bedfont)

General Enquiries: 020 8583 4383  
Minicom: 020 8583 4387  
Email: [info.housingwest@hounslowhomes.org.uk](mailto:info.housingwest@hounslowhomes.org.uk)

### Police

Hounslow Sector office	020 8247 6189
Chiswick	020 8247 6415
Brentford	020 8247 5989
Feltham	020 8247 6301

## **Crimestoppers**

0800 555 111

## **Hounslow Racial Equality Council**

Hounslow Advice Centre

45 Treaty Centre

Hounslow

TW3 1ES

Tel: 020 8583 2525

Email: hrec123@hotmail.com

## **Hounslow Mediation Service**

Market Building

195 High Street

Brentford

Middlesex

TW8 8LB

Tel: 020 8568 5522 (with ans machine)

Email: hounslowmediationservice@supanet.com

or hounslowmediation@supanet.com

## Interpretations and translations

If you require a copy of this leaflet about how Hounslow Homes and residents can help reduce anti-social behaviour and hate crime in another language or format please call 020 8583 2299 or minicom on 020 8583 3122.

**Albanian** Nese keni nevojë për kopjen e kesaj broshure ne ndonje gjuhe tjeter, me shkronja te medha, gjuhen e te verberve (Braille) ose ne ndonje format tjeter ju lutemi kontaktoni 020 8583 2299 ose Minicom 020 8583 3122. Kjo broshure eshte lidhur me se si Hounslow Homes dhe banoret mund te ndihmojne per te zvogeluar sjelljen anti shoqerore dhe krimin ndaj urrejtjes.

**Arabic** اذا كنت تحتاج لنسخة من هذا المنشور بلغة مختلفة او مطبوعة باحرف كبيرة او بلغة برايل او باي شكل اخر الرجاء الاتصال بـ 020 8583 2299 او المينيكوم 020 8583 3122. هذا المنشور هو عن كيف بإمكان هونسلو هومز و المقيمين بإمكانهم المساعدة لتخفيض السلوك الغير اجتماعي و جرائم الكراهية.

**Farsi** اگر نسخه ای از این بروشور را به زبان دیگر، چاپ درشت، چاپ دربرجسته، یا هر شکل دیگری می خواهید، لطفاً با شماره 020 8583 2299 یا مینی کوم 020 8583 3122 تماس بگیرید. این بروشور درباره اینست که سازمان خانه های هانزلو و ساکنین آن برای کاهش از رفتارهای ضد اجتماعی و ارتکاب جرم های مبتنی بر نفرت چه کمکی می توانند بکنند.

**Gujarati** જો તમને આ પત્રિકાની નકલ ખીજી ભાષામાં, મોટા છાપેલા અક્ષરો, અંચલિપિ (બ્રેઇલ) અથવા ખીજી કોઈ રચનામાં જોઈતી હોય તો કૃપા કરી 020 8583 2299 અથવા મિનિકોમ 020 8583 3122 ઉપર સંપર્ક લાવો. હંસલો હોમ્સ (Hounslow Homes) અને નિવાસીઓ કેવી રીતે અસમાજિક વર્તણૂક અને હેપવાણા યુવાઓ ઓછા કરવામાં મદદરૂપ અને તે માટેની આ પત્રિકા છે.

**Hindi** इस पत्रक में बताया है कि हाउंस्लो होमज़ और यहाँ रहने वाले लोग समाज विरोधी व्यवहार और नफरत संबंधि अपराधों को कम करने में कैसे सहायता कर सकते हैं। यदि आपको इस पत्रक की कॉपी किसी अन्य भाषा में, बड़े अक्षरों में, ब्रेल में या अन्य किसी रूपक में चाहिए तो कृपया 020 8583 2299 या मिनीकॉम 020 8583 3122 पर संपर्क करें।

**Panjabi** ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਕਾਪੀ ਪੰਜਾਬੀ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬਰੇਲ ਜਾਂ ਕਿਸੇ ਹੋਰ ਖ਼ਬਲ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਫ਼ਿਰਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ: 020 8583 2297 ਜਾਂ ਮਿਨੀਕਾਮ ਕਰੋ: 020 8583 3122. ਇਸ ਪਰਚੇ ਵਿਚ ਦੱਸਿਆ ਗਿਆ ਹੈ ਕਿ ਹਿੰਸਲੋ ਹੋਮਜ਼ ਅਤੇ ਇਥੇ ਰਹਿਣ ਵਾਲੇ ਲੋਕ ਠੀਕ-ਸਮਾਜੀ ਵਤੀਰੇ ਨੂੰ ਕਿਵੇਂ ਘਟਾ ਸਕਦੇ ਹਨ ਅਤੇ ਸੁਰੱਖ ਨੂੰ ਕਿਵੇਂ ਨਸ਼ਟ ਕਰ ਸਕਦੇ ਹਨ।

**Somali** Haddii aad u baahantahay koobbi warqaddan ah oo ku qoran luqad kale, ku daabacan farta waawayn, farta loogu talagalay dadka indhaha la' ama ku qoran qaab kale fadlan la xidhiidh 020 8583 2299 ama Minicom 020 8583 3122. Warqaddani waxay ku saabsantahay sida ay Hounslow Homes iyo dadka guryaha deggani caawimo uga gaysan lahaayeen sidii loo dhimi lahaaand asluubxumada ijtimaaciga iyo denbiyada cunsuriga ah.

**Urdu** اگر آپ کو اس پتلیکے کی کاپی کسی اور زبان، بڑے حروف، یا کسی اور شکل میں چاہیے، تو براہ کرم ہونسلو ہومز سے رابطہ کریں۔ اس پتلیکے میں بتایا گیا ہے کہ گھر کے ماحول کو کیسے بہتر بنایا جاسکے اور نفرت اور جرائم کو کم کرنے میں مدد کی جاسکتی ہے۔  
020 8583 2299 یا مینی کوم: 020 8583 3122 پر رابطہ کریں۔