

# Hounslow Homes Statement of Policy & Procedures on Anti-Social Behaviour (ASB)



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



# Policy and procedures on anti-social behaviour (ASB)

Hounslow Homes is committed to creating an environment where race crime and anti-social behaviour is not tolerated, to allow council tenants and other residents to live free from violence, disturbance and nuisance. The terms of the Tenancy Agreement to allow quiet enjoyment of your homes need to be upheld.

Hounslow Homes is committed to ensuring that complaints of anti-social behaviour are taken seriously and dealt with swiftly. Where residents come forward to give evidence that is used in action to abate anti-social behaviour, Hounslow Homes ensures that they will be supported through this process.

The Housing Act 1996 as amended by the Anti-Social Behaviour Act 2003 (Section 12) requires local housing organisations to prepare and publish:

- Policy and Procedures on Anti-Social Behaviour
- Summary of current Policy and Procedures on Anti-Social Behaviour

This document is issued in compliance with this legislative requirement for council tenants and leaseholders. A separate policy exists for private sector and housing association residents and for reporting domestic violence.

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

Anti-social behaviour is unwelcome and/or illegal acts committed by individuals and/or groups that causes distress and disturbance to any resident or community.

Hounslow Homes adopts MacPherson's definition on racial harassment 'an incident which is perceived to be racist by the victim or any other person'.

Examples of anti-social behaviour (which may be motivated by race, sexuality/homophobic hate crime, disability, religion, gender or age) include, but are not limited to:

- Racial harassment
- Stalking or unwanted attention
- Actual violence
- Youths congregating in an intimidating way
- Aggressive and threatening behaviour
- Intimidation and/or harassment by others
- Verbal abuse (intentional or unintentional)
- Damage to property
- Inconsiderate disposal of household rubbish
- Fly-tipping (illegal dumping of rubbish)
- Inconsiderate parking of vehicles and abandoned

vehicles

- Noise nuisance
- Nuisance caused by drug dealing
- Overgrown gardens
- Nuisance caused by pets
- Fouling of public areas
- Using accommodation to sell drugs or for other unlawful purposes

These acts constitute a breach of the Tenancy Agreement and if substantiated Hounslow Homes will seek to take action. Hounslow Homes' Policy and Procedures have clear guidance on how to deal with race crime and anti-social behaviour.

Action in dealing with anti-social behaviour will be monitored by senior staff including delivery of the strategic objectives and achievement of targets. Performance will also be measured on the local Anti-Social Behaviour Teams' contribution to the achievement of other strategies such as community cohesion and the Local Authority's Crime Reduction Strategy 2002-2005.

The organisation's performance on dealing with anti-social behaviour will be monitored by Hounslow Homes Board, the Council and by Councillors and residents at Area Forums, which are attended by tenant representatives.

Hounslow Homes' strategic objectives are to:

- Eliminate unlawful discrimination and harassment. This procedure complies with the Race Relations Act as amended and encompasses the principles identified in the MacPherson Report.
- Promote good relations between people of different racial groups.
- Maximise the reporting of incidents that are racially motivated. Hounslow Homes has recently introduced Anti-Social Behaviour Surgeries in partnership with the Police and Hounslow Racial Equality Council (HREC), and encourages the use of Third Party Reporting Centres.
- Support complainants and their families encouraging them to come forward with information in the knowledge that their complaints will be taken seriously.
- Provide security measures such as alarms or support from staff whilst victims are experiencing harassment.
- Support those witnesses who give evidence to assist in remedies to address anti-social behaviour such as Anti-Social Behaviour Orders (ASBOs), possession hearings, injunctions.
- Take action against perpetrators and share information with partner organisations in line with agreed protocols.

- Work in partnership to address race crime. When we are advised of Police conviction for racial incidence, Hounslow Homes will assess the possibility of taking civil action.

Hounslow Homes is fully committed to addressing other forms of harassment and maximising the reporting of domestic violence (for which there is a separate policy and procedure), homophobic crime, harassment on grounds of disability, etc, and general anti-social behaviour.

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

Tenants, leaseholders, owner-occupiers and any individual causing distress and/or disturbance to tenants and residents of Hounslow Homes.

#### **Types of remedies/legal action that can be taken by Hounslow Homes**

- Issue a warning letter regarding the anti-social behaviour and/or breach of the tenancy/leasehold agreement.
- Get perpetrators to sign Acceptable Behaviour Contracts. We hope that these will encourage them to improve their behaviour.
- Undertake Parental Control Agreements and monitor a parent/carer of a child under the age of ten years to ensure that behaviour of the child is not continuing to cause distress and/or disturbance to others.

**Tackling  
ASB  
together**

- Undertake, in partnership with the Community Safety Team, Metropolitan Police and partner agencies, an application to the court for an Anti-Social Behaviour Order (ASBO). Any breach of this type of order is a criminal offence and can result in a prison sentence of up to 5 years or fine or both. Hounslow Homes on behalf of the Council shall assist the Police in obtaining an ASBO where they are the lead officers. ASBOs are similar to an injunction, intended to be a preventative measure, and can be obtained in the Magistrates' Court or in the County Court if associated with a breach of tenancy conditions. They can be made against anyone who is 10 years old or above, who has acted in "a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as himself." Orders remain in force for two years or longer in certain circumstances. Parenting orders may be applied to parents or guardians of children aged between 10 and 17 years of age.

- Serve a Notice of Seeking Possession or Forfeiture of Lease Notice on those who do not address their behaviour or continue to breach their tenancy/leasehold agreement and/or commit a criminal offence.
- Seek possession, through the court, of the homes of those who cause levels of distress and disturbance to others that is totally unacceptable. This will include continuous and persistent anti-social behaviour in the locality. Hounslow Homes has this power under the Housing Act 1985 and Housing Act 1988. A social landlord can apply to the County Court for an order for possession which could lead to eviction under the powers contained in the Housing Act 1985 and the Housing Act 1988 where nuisance or anti-social behaviour is affecting the locality.
- Apply to the court for an injunction that will exclude individuals from their homes, or from visiting the homes of tenants, or from an area, to ensure that their behaviour stops. An injunction is a civil remedy which is obtained through the County Court and either compels a person to do something or forbids a person from doing something. The breach of an injunction is not, in itself, a criminal offence but it is contempt of court and could

lead to a fine or imprisonment. Injunctions under s.222 of the Local Government Act 1972 remain available but the Housing Act 1996 increases the powers available to local authorities, particularly in the case of nuisance or anti-social behaviour.

The Housing Act 1996 also allows for the power of arrest in relation to a breach or an anticipated breach of the terms of the tenancy agreement. The use of injunctions is further extended under the Anti-Social Behaviour Act 2003.

- Where owner-occupiers are involved in anti-social behaviour, Hounslow Homes may take legal action or support legal action against the owner.

**Please note that each case reported is different and for this reason legal action in some cases may not be an appropriate solution.**

**Other legal measures to address anti-social behaviour include:**

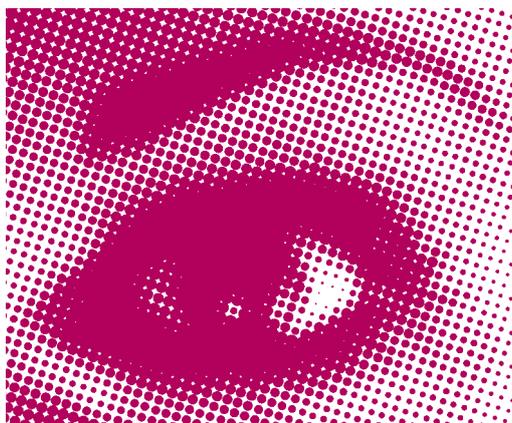
- **Housing Act 1996 Exclusion from the Waiting List:** This legislation allows local authorities the power to exclude certain categories of people from the housing waiting list, for example, those with a record of serious anti-social behaviour.
- **Protection from Harassment Act 1997:** This legislation provides a power

of arrest and the possibility of a restraining order being obtained in the Magistrates' Court which could carry a penalty of up to 5 years' imprisonment. The intention is to prevent a perpetrator from entering an estate and/or harassing others.

- **Civil Evidence Act 1995:** In civil proceedings, either in the County Court or the Magistrates' Court, hearsay evidence is admissible. This allows evidence to be given where a witness is too frightened to attend court personally.
- **Confiscation of Alcohol (Young Person Act 1997):** A police officer can require that intoxicating liquor be handed over by certain people in certain circumstances in certain places.
- **Sex Offenders Act 1997:** The legislation requires the police to maintain a register of sex offenders who fall within the remit of the legislation. A risk assessment is carried out by a variety of agencies on people who are registered and pose a risk to the community. Hounslow Homes has a representative who attends the risk management panels that take place monthly.
- **Environmental Protection Act 1990:** Imposes a legal obligation on local authorities to investigate complaints of statutory nuisance, which includes noise nuisance. Extreme noise can lead to

equipment being seized and prosecution can lead to a fine. Legal action can be taken in the Magistrates' Court.

- Hounslow Homes liaises very closely with Environmental Services in cases where it is appropriate to use this legislation to abate noise nuisance and will take action under the Tenancy Agreement in cases where an Abatement Notice has been served.
- **Criminal Justice Act 2003**  
The Act imposes a duty on housing authorities to co-operate with the Police, Probation and the Prison Service in establishing arrangements to assess and manage the risks posed by sexual and violent offenders and other offenders who may cause serious harm to the public. Complaints of this nature are referred to the Local Authorities Multi-Agency Public Protection Panel.
- **Crime and Disorder Act 1998:** In addition to introducing Anti-Social Behaviour Orders, this legislation brought in certain powers that may be taken to prevent children becoming involved in criminal or anti-social behaviour. In summary, those powers are:
- **Child safety orders:** This enables a child to be placed under the supervision of a responsible officer [usually a



social worker or member of the Youth Offending Team] for, normally, three months.

- **Parenting orders:** This may be imposed by the court at the same time as an ASBO is granted and require parents or guardians of children between 10 and 17 years of age to attend counselling or guidance sessions.
- **Local child curfews [as amended by the Anti-Social Behaviour Act 2003]:** These are designed for the police to deal with unsupervised children on the streets at night.
- **Power to remove truants:** This enables a police officer to take a child believed to be truanting back to school.
- **Reparation orders:** This requires young offenders to make amends to their victim or the wider community.  
Hounslow Homes holds regular monthly meetings (Anti-Social Behaviour Action Groups) with partner agencies to consider and monitor the use of such measures as mentioned above to abate racial

harassment, homophobic harassment and anti-social behaviour.

- **Anti-Social Behaviour Act 2003:** This new, important piece of legislation strengthens the powers of landlords to deal with anti-social behaviour in the following ways:
- A power of arrest can be attached to an injunction obtained through the Local Government Act 1972 if there is a threat of violence or use of violence or there is significant risk of harm.
- **Proceedings for Possession:** The Act now allows courts to take the following issues into account when they are considering gaining possession orders:
  - The effect on those in the locality if the nuisance is repeated.
  - The effect of the nuisance on those in the locality.
  - The continuing effect of the nuisance.
- **Anti-Social Behaviour Injunctions:** The legislation now gives housing associations and local authorities the power to injunct anyone – not just tenants – who are causing a nuisance which affects the way estates are managed. It also gives protection to those engaged in lawful activity on the estate or members of the landlord staff carrying out their duties.

- **Police Reform Act 2002:** It is now possible for Interim ASBOs to be granted, for a fixed period of time, to prevent further anti-social behaviour pending the full ASBO being obtained.
- **Demoted Tenancies:** Registered Social Landlords and Local Authorities can apply to the County Court for a demotion order. If a secure tenancy is demoted then, for a period of 1 year, the tenant has some rights reduced and repossession during the year becomes easier. Hounslow Homes will utilise this power in all suitable circumstances.

### Prevention of Anti-Social Behaviour

Hounslow Homes is committed to preventing and deterring anti-social behaviour. There are a range of measures:

#### Mediation Service

The Hounslow Mediation Service is an independent organisation that offers mediation in order to try to resolve disputes between neighbours. We will, with your consent, refer all appropriate cases to them to see if they can assist you to resolve the issue.

The types of situation they can assist you with are noise, boundaries, youth nuisance, parking, pets, rubbish, shared space and lifestyle differences.

In an appropriate case we will pass your details onto the Hounslow Mediation Service for them to discuss the benefits of mediation with you and assist you in resolving your dispute.

The Hounslow Mediation Service extends its service to young people to resolve anti-social behaviour.

#### Diversions Projects For Youths

Hounslow Homes organises diversionary projects for youths. £40,000 is spent on youth activities (including summer and play activities) each year. Monies are allocated to supporting the Football in the Community initiative and an annual play programme on estates during summer school holidays. Bringing youths together can help to build community cohesion. Hounslow Homes also

employs Youth Workers to carry out diversionary projects in some parts of the borough. We make use of Acceptable Behaviour Contracts (ABCs) to reform behaviour and offer floating support/tenancy support schemes in compliance with the Supporting People programme.

#### Role of Neighbourhood Wardens

The aim of the Neighbourhood Warden Scheme is to reduce the fear of crime, reduce crime, tackle anti-social behaviour, improve the local environment and build stronger communities.

#### *Estates covered by the Neighbourhood Warden Service:*

##### Area West

- 1) Southern Avenue
- 2) Eldridge Close
- 3) Frank Towel Court
- 4) Pinewood
- 5) Sandalwood
- 6) Elmwood
- 7) Page Road
- 8) New Road
- 9) Burlington Close
- 10) Oriel Estates – Key estate
- 11) Hollands Estate Flats  
Hardie, Ogden and Web
- 12) Orchard Road

##### Area Central

- 13) Convent Way – Key estate
- 14) Beavers Estate – Key estate
- 15) Heston Farm
- 16) Benson & Estridge Close
- 17) Midsummer Avenue

- 18) Norman Crescent
- 19) Harlech Gardens/Redwood
- 20) Brookwood Road
- 21) Tivoli, Sycamore and Gloucester Road
- 22) Thamesvale Close/Harris Close – TVHA Estates
- 23) Ivybridge – Key estate

##### Area East

- 24) Syon Estate
- 25) Haverfields – Key estate
- 26) Brentford Towers – Key estate
- 27) Hogarth Estate
- 28) Clayponds
- 29) Brentlea
- 30) Charlton House
- 31) Staverley and Alexander Gardens
- 32) Edensor Garden – TVHA Estate



The Warden Service has just been extended to cover 32 estates. The remaining estates are patrolled in response to reports of anti-social behaviour.

One of the options explored by the specialist Anti-Social Behaviour Teams is to assess whether a referral to the Neighbourhood Warden Scheme may discourage anti-social behaviour and thereby improve your local area. Therefore, it is important that you report acts of anti-social behaviour to your Local Area Team. Further, Neighbourhood Wardens actively engage in local initiatives on estates, for example, with youth services, fun days and local trips.

### **Role of the Concierge Service**

Where the Concierge Service operates it provides a daily face-to-face interaction with local residents. They have a role in monitoring CCTV equipment and reporting incidences of racial harassment and anti-social behaviour to the specialist Anti-Social Behaviour Teams, the Neighbourhood Offices and the Police to take appropriate action. Incidents that are witnessed by the concierge can

be used as evidence in support of Hounslow Homes taking legal action to prevent anti-social behaviour.

### **Role of the Professional Witness**

Hounslow Homes employs a Professional Witness. Their role is to witness acts of anti-social behaviour. The evidence gathered is used to assist us in pursuing legal action against perpetrators.

The Professional Witness also assists us in identifying unknown perpetrators, which is vital in implementing tenancy enforcement measures. They also provide support to victims of anti-social behaviour and other witnesses assisting Hounslow Homes with legal action.

### **Working in Partnership**

Hounslow Homes works closely with a number of agencies to address issues of racial harassment and anti-social behaviour.

This may include: sharing information to identify perpetrators; sharing information to enable legal or non-legal remedies to be used to resolve issues, or jointly supporting victims of harassment. Hounslow Homes is a partner agency signed to the Hounslow Community Safety Partnership's Information Sharing Protocol. We also work in partnership to prevent racial harassment and anti-social behaviour through a range of community initiatives and youth

work. Agencies that we work with include the Police, the Community Safety Team, Social Services, Probation, Youth Services, youth offending services and Hounslow Racial Equality Council. Community and voluntary organisations can advise and support you as well as act as advocates on your behalf.

### **Rehabilitation of Perpetrators**

Hounslow Homes will balance the need for strong action with the need to rehabilitate perpetrators.

This is particularly relevant when considering issues of ASB that are the direct or indirect consequence of:

- Drug abuse;
- Alcohol abuse;
- Mental health problems;
- Misdirected youths.

The Anti-Social Behaviour Team refers cases to Anti-Social Behaviour Action Groups (ASBAGs). They provide a platform for discussion and referrals to support agencies where perpetrators may be vulnerable on one or more of the above grounds.

Juvenile perpetrators often experience problems with their family and school due to their behaviour. Hounslow Homes ascertains the causes of the juvenile's anti-social behaviour and involves their parents/guardians. If appropriate, schools are also contacted to obtain information, as are other agencies, e.g. social services.

Hounslow Homes promotes and openly advocates the use of Acceptable Behaviour Contracts to moderate juvenile behaviour and operates an effective monitoring system for any breaches. Breaches are monitored by the Anti-Social Behaviour Team and reported monthly at ASBAGs. Attendees at these meetings form part of the prerequisite for Hounslow Homes to consult its partner agencies before applying for an Anti-Social Behaviour Order.

Juveniles who have signed ABCs are included in youth diversionary projects, which operate in selected areas in partnership with the Community Safety Team. Hounslow Homes employs youth workers to engage with other disaffected youths on council estates.

### **Cross Tenure**

Anti-social behaviour reported from residents residing on cross tenure estates will be dealt with on a case-by-case basis.

Hounslow Council's Housing Strategy and Services Department is committed to ensuring that all residents in the borough, irrespective of their tenure, are able to live free from intimidation. To this end, they give a commitment to produce a toolkit to assist complainants of anti-social behaviour and racial harassment in the private sector.

The toolkit will assist officers in identifying cases of anti-social behaviour which will include racial harassment, and other types of harassment, to guide

them through the processes involved in responding adequately and promptly to a case. The toolkit will contain details of remedies that the Authority can take and details of referral agencies that are able to support and assist complainants. If you live in the private rented sector or are an owner-occupier you can report your incidents by contacting Housing Advice on 0208 583 3844 and arrange an appointment to speak to an advisor. In cases involving registered social landlords/private landlords the Local Authority or Hounslow Homes will attempt to refer complainants back to their relevant landlord for the appropriate action to be taken. It is acknowledged that these cases can be very difficult to resolve and action that we can take may be very limited.

### **Data Protection and Information Exchange**

Hounslow Homes is a signatory to the Information Sharing Protocol with the Hounslow Community Safety Partnership, this includes:

- Guidance on the data protection implications of the Crime & Disorder Act 1998
- Briefing on the Human Rights Act 1998
- A guide to test the balance of public interest against the test of fairness to disclose information

### **Training Programme**

Staff from the Anti-Social Behaviour Team and frontline

staff shall be trained on the revised Policy & Procedures and on any legal/statutory changes. Joint training is undertaken with partner agencies on ASBOs and ABCs.

### **How to report anti-social behaviour or race crime:**

You can report anti-social behaviour, race crime and homophobic hate crime to our specialist teams who can be contacted on the following numbers:

**Central Area**  
(Hounslow, Isleworth, Heston and Cranford)  
020 8583 4382

**East Area**  
(Brentford and Chiswick)  
020 8583 4220

**West Area**  
(Feltham, Hanworth and Bedfont)  
020 8583 4383

**In addition you could contact one of the following:**

If you experience or witness a **racially motivated incident** you can also report this to the Hounslow Racial Equality Council 020 8583 2525 or 020 8583 4665 and/or contact the Police.

If you experience **homophobic hate crime** you can also report this to the Community Safety Unit (Police) on 020 8247 6374.

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.

If you wish to report an **untaxed and/or abandoned vehicle** you should contact:

020 8583 4382 for Central Area  
020 8583 4220 for East Area  
020 8583 4383 for West Area

If you wish to resolve the situation without our assistance you can contact the Hounslow Mediation Service on 020 8568 5522.

### **What can you do?**

- Report incidents of anti-social behaviour to your area office and if appropriate to the Police. The incident will be passed onto a specialist Anti-Social Behaviour Officer or to an Estate Manager from the Neighbourhood Team (Haverfield & Brentford Towers and Ivybridge) who will contact you. When reporting incidents to the police ask for a reference number, the name of the person that you spoke to and pass this information to your area office.
- Keep a written record of all incidents, e.g. when the incident occurred, what happened and who was there.
- Tell us the names of those who are behaving in an anti-social manner.
- If you do not know the individuals, take note of what

they look like and what they wear. Details such as these often assist us and the Police in identifying individuals.

- If the issue is a problem of noise nuisance, you should in the first instance try to resolve the matter by discussing the problem with your neighbour.
- Tell us what you want us to do. We will only act with your written consent and you can remain anonymous to the alleged perpetrator if you so choose. However, in some cases, remaining anonymous is not possible. You can discuss this with the Anti-Social Behaviour Officer at the first interview.
- If you are witnessing actions of anti-social behaviour or racial harassment directed at other residents, it would assist us in helping them if you could pass the details to us.

### **What will Hounslow Homes Do?**

Hounslow Homes will respond to reports of Racial Harassment and Anti-Social Behaviour swiftly and efficiently.

The action we take will depend on the seriousness of the complaint. Any action will be agreed between Hounslow Homes and the complainant.

Severe action will be taken against perpetrators where justified. Hounslow Homes will use the range of legal and other remedies available to abate anti-social behaviour.

The action that we will take will depend on the types of issues that are reported, the powers we have to address those issues and the type of action that you consent for us to take. Advice and assistance will be given about what we can do to support you and help you resolve your issues.

Where you report acts of actual or threatened violence or a racially motivated incident we will:

- Offer you an appointment for a first interview within 24 hours of initial complaint.
- Commence initial investigation within 3 working days of receiving your written consent.
- Inform you of what we have found out and the action we have taken within 10 working days of receiving consent.

Where you report behaviour that is intended to intimidate, frighten or harm and prevents you from the peaceful and quiet enjoyment of your home or your community we will:

- Offer an appointment for an interview with you within 3 working days of your initial complaint.
- Commence initial investigation within 4 working days of receipt of consent.
- Inform you of what we have found out and the action we have taken within 10 working days of receiving consent.

Where you report behaviour that is considered as a breach of the tenancy/leasehold agreement we will:

- Offer an appointment for a first interview with you within 5 working days of the initial complaint.
- Commence initial investigation within 5 working days of receipt of consent. Or in the case of noise nuisance cases we will send a letter to the alleged perpetrator within 5 working days of consent.
- Inform you of what we have found out and the action we have taken within 15 working days of receiving consent.
- For nuisance cases where no corroborative evidence can be ascertained (i.e. one on one complaints) Hounslow Homes reserves the right to inform you and the alleged perpetrator that the case shall be referred to the Hounslow Mediation Service.

Where you report behaviour that is not considered as a breach of the tenancy/leasehold agreement and for which Hounslow Homes has no further legal powers upon which to act, we will:

- Write to you within 7 working days of receiving your complaint and inform you that there is no action that we can take and provide you with advice on further action that you may wish to pursue.

We will recommend that you make use of the Hounslow Mediation Service to assist you to resolve the issue. We ask complainants to discuss this option with the Hounslow Mediation Service.

Your case will be monitored monthly by the ASB Team Leader and the ASB Estate Manager.

### **Support of Complaints and Witnesses**

In all cases, Hounslow Homes will keep you informed through regular monthly contact with you, either in writing, by telephone or by visiting you.

In all cases, where consent to act is given, and where our investigations warrant it, Hounslow Homes will take action against those whose behaviour causes distress and/or disturbance to others. Where you act as a witness in any legal matters we will support you through that process.

In all cases, Hounslow Homes will support complainants and witnesses as follows:

- Where remaining in your home will pose a threat to the safety of yourself or your family, we will provide emergency temporary accommodation and assist you in moving to permanent accommodation in exceptional circumstances.
- Support from officers: Neighbourhood Wardens patrol estates in their car and by foot; a Professional

Witness Officer provides support directly to you particularly if you are assisting Hounslow Homes with legal action; referrals are made to other agencies and service departments with your consent, e.g. Victim Support, Social Services.

- We will work with the Hounslow Racial Equality Council (HREC) which provides support to and acts as advocates on behalf of complainants experiencing racial harassment.
- Referrals are made to the Hounslow Homes Tenant Advisor for additional support to tenants who are experiencing harassment and may also be vulnerable on grounds of age or mental illness.
- Improve your security at home if needed (install additional locks, spy holes, panic alarms through Linkline).
- Provide you with the Local Authority's out of office hours emergency contact numbers.
- Provide practical support during court cases in providing transport to and from court and further legal protection following court cases to protect you from any reprisals.
- Written and verbal communication will be in a language of your choice or based on your needs, e.g. use of British Sign Language, Braille etc.

## 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](mailto: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](mailto:hounslowmediationservice@supanet.com)

or [hounslowmediation@supanet.com](mailto:hounslowmediation@supanet.com)

## Interpretations and translations

If you require a copy of this document about Hounslow Homes Statement of Policy and Procedures on Anti-Social Behaviour 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 tjetër, me shkronja te medha, gjuhen e te verbere (Braille) ose ne ndonje format tjetër ju lutemi kontaktoni 020 8583 2299 ose Minicom 020 8583 3122. Ky dokument është deklarata për rregulla dhe proqeset për sjellje anti shoqërore te Hounslow Homes.
- Arabic** إذا كنت تحتاج لنسخة من هذا المنشور بلغة مختلفة أو مطبوعة بأحرف كبيرة أو بلغة برايل أو بأي شكل آخر الرجاء الاتصال 020 8583 2299 أو المينيكوم 020 8583 3122. هذه الوثيقة هي بيان تأمين هونسلو هومز و إجراءات السلوك الغير اجتماعي.
- Farsi** اگر نسخه ای از این بروشور را به زبان دیگر، چاپ درشت، الفبای نابینایان و یا هر شکل دیگری می خواهید، لطفاً با شماره 020 8583 2299 یا مینی کوم 020 8583 3122 تماس بگیرید. این سند مربوط به اطلاعات و سیاست سازمان خانه های هاتزلو و روال کار آن در رابطه با رفتارهای ضد اجتماعی می باشد.
- Gujarati** જો તમને આ પત્રિકાની નકલ બીજી ભાષામાં, મોટા છાપેલા અક્ષરો, અંધલિપિ (બ્રેઇલ) અથવા બીજી કોઈ રચનામાં જોઈતી હોય તો કૃપા કરી 020 8583 2299 અથવા મિનિકોમ 020 8583 3122 ઉપર સંપર્ક સાધો. આ દસ્તાવેજ અસામાજિક વર્તણૂક વિષે હંસલો હોમ્સની (Hounslow Homes) નીતિ અને કાર્યપદ્ધતિનું નિવેદન છે.
- Hindi** यह पत्रक समाज विरोधी व्यवहार पर हाउंस्लो होमज़ की नितियों और प्रक्रियाओं का वर्णन है। यदि आपको इस पत्रक की कॉपी किसी अन्य भाषा में, बड़े अक्षरों में, ब्रेल में या अन्य किसी स्पांक 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 ਸ਼ਕਲ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ: 020 8583 2297 ਜਾਂ ਮਿਨੀਕਾਮ ਕਰੋ: 020 8583 3122. ਇਹ ਪਰਚਾ ਗੈਰ-ਸਮਾਜੀ ਵਤੀਰੇ ਸੰਬੰਧੀ ਹੰਸਲੋ ਹੋਮਜ਼ ਦੀ ਨੀਤੀ ਅਤੇ ਤਰੀਕਿਆਂ ਦਾ ਬਿਆਨ ਹੈ।
- 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 waa bayaankii siyaasadaha Hounslow Homes ee la xidhiidha aslubboxumada ijtimaaciga ah.
- Urdu** اگر آپ کو اس ایف ایٹ کی نقل اردو زبان، بڑے حروف، بریل (ناچھانگوں کے لئے) یا کسی اور ڈیٹاز ان میں درکار ہے، تو براہ کرم فون: 020 8583 2299 یا مینی کوم: 020 8583 3122 پر رابطہ کریں۔ یہ ایف ایٹ ہائسلو ہومز کی طرف سے، غیر سماجی رویے کے بیان کی پالیسی اور اس کے طریقہ کار کے متعلق ہے۔