



Dealing with Anti-Social Behaviour.

All you need to know about the types of anti-social behaviour and how to deal with them.

Belle Isle Tenant Management Organisation

Aberfield Gate, Belle Isle, Leeds LS10 3QH

General Enquiries: 0113 378 2188 | Emergency: 0113 376 0410

We want Belle Isle to be place where people want to live because they enjoy their neighbourhood and they feel safe and secure in their homes.

We are fully committed to tackling anti-social behaviour because it impacts negatively on people's ability to live comfortably. Anti-social behaviour comes in lots of forms from everyday incidents such as noise, to serious criminal acts. Not everything that annoys us or inconveniences us can be considered anti-social behaviour, and we can't always act on every complaint that we receive if the thing you are concerned about wouldn't pass the legal definition. ASB is a breach of the tenancy agreement.

There are some things that get reported to us that we wouldn't normally consider to be ASB. This includes things like:

- Banging doors
- Noise from children playing
- People staring
- Loud talking
- Noise from washing machines or vacuum cleaners
- One off parties
- DIY at reasonable hours

We understand that these things can feel annoying, and sometimes can be more than annoying, but they aren't ASB. If you are experiencing problems like this it might be that the best thing you can do, is speak to your neighbour, calmly and kindly to explain the problem.

- Remain calm
- Keeps things friendly (they may not know that they are causing you issues)
- Think about how you would like to be spoken to if you where causing the problem
- Go at an appropriate time
- Do not go around if you are angry
- Try not to interrupt if your neighbour starts shouting
- Explain the issues calmly – and highlight how the behaviour is affecting you/family members
- If the neighbour gets angry, make your excuses and walk away

Think about writing them a polite note that draws their attention to the issue. We find that when the first contact is from the landlord, it gets people's backs up. **They would much rather hear from their neighbour in the first instance.**

If you have spoken to your neighbour, and dropped them a polite note, and things don't improve, then speak to us.

If the anti-social behaviour you are concerned about involves criminal activity, it is really important that you report it to the Police before you tell us about it.

- **Police emergency: 999**
- **Police non emergency: 101**
- **Crimestoppers: 0800 555111**

We have very low levels of crime reporting in Belle Isle. It is only by reporting crimes whenever they occur that we will get the level of resource the community needs.

Gathering evidence



If you think there is a problem with ASB we will ask you to **provide evidence of the problem**.

We will ask you **what is happening, who is doing it, how often it is happening and the impact it has on you**. We will ask you if you feel safe, and if not we will ask you to report the matter to the police. We will need you to make a note of what is happening, and when. Log sheets are available on line, or at the BITMO office. It is very helpful if you can start filling these sheets in before reporting the ASB to us.

When you report ASB we will speak to your neighbour and ask them to comment on the complaint that you have made. We may speak to other people in the neighbourhood to see if they are experiencing similar problems, and if they can add their own evidence.

We will try to get a resolution of the problem, if necessary we will offer mediation for you and your neighbour. We can't always achieve a resolution, and where this is the case, if the matter is serious, we will ask the Leeds City Council Anti-social Behaviour Team (LASBT) to take the case on, so that they can consider if any form of legal action might be appropriate.

1. Domestic Abuse



Sometimes people report domestic abuse to us as anti-social behaviour, because they are aware of noise and shouting. **Domestic abuse is a criminal offence and you need to report it to the police immediately.**

Domestic abuse can take many forms. It can be physical, emotional, psychological or sexual. It can include frightening or intimidating you or your children, or damaging your property.

Don't ignore the signs of domestic abuse. 26.3% of women aged 16–59 have experienced domestic abuse, and 13.6% of men have. The police can help straightaway. They work with highly trained non police advisors and specialist officers to make sure that all victims are treated respectfully, and in a safe way. Support services are available to help victims to get away from their abuser.

If you or someone you know is faced with the immediate threat of violence:

- Leave the premises if you can
- Call 999 and ask for the police
- Go to a safe place and stay near a door
- Call The National Domestic Abuse Helpline (FREE 24/7) on 08082 000247

2. Harassment & Intimidation



If you are experiencing verbal abuse, harassment or intimidation you need to report this to the police, you should also let them know if you are concerned for your safety or that of others.

Once it has been reported to the police please contact BITMO highlighting the details of the incident, the police incident number, and the police officers name. We will then make a decision whether action can be taken by us.

3. Drug Use & Dealing



This is a criminal offence and you need to report it to the police immediately, you must also let them know if you are concerned about your safety or that of others.

Once you have reported it to the Police, please contact BITMO with details of the incident, the police incident number and the police officers name. Penalties are in place for the possession and supply of drugs, and we will work with the police to provide evidence, prosecute, and end the tenancies of people guilty of drug offences.

You will need to complete diary sheets to note down the frequency and details of the incidents, and share this information with the police and us.

4. Cannabis



Cannabis Use

It is not legal for people to be in possession of or to smoke cannabis anywhere in the UK. If you are aware that your neighbours are smoking cannabis you might find the pungent smell unpleasant and want it to stop. You should report it to the police on 101, obtain a log number, and then inform BITMO. When the police take action in relation to drug use we will work with them to take action.

Cannabis Farms

Cannabis farms are very dangerous and pose a serious risk of fire. They are part of a vicious circle of drug misuse and criminal activity. Where we are aware of a cannabis farm we will work with the police to close it down and prosecute the tenants, and evict them.

5. Cuckooing



Cuckooing is when a drug dealer or gang takes over a vulnerable adults address for criminal purposes, often to produce, store or supply drugs.

Gangs will exploit an individual's vulnerabilities in order to make a profit and avoid police detection. **The victims of cuckooing are often:**

- Those who suffer from drug addiction themselves
- People who are struggling financially
- The elderly
- People with mental health issues
- People with learning disabilities

Cuckooing is a crime. If you know someone who you suspect is being cuckooed contact the police by calling 101 or **CrimeStoppers** on **0800 555111**

6. Fly Tipping & Bonfires



Flytipping is the illegal dumping of rubbish. You should report it to us, telling us exactly where it is, what it is, and if you think you know who is responsible for it.

Flytipping is against the law and fixed penalty fines can be given.

Bonfires in your garden are a breach of your tenancy agreement. Smoke from bonfires can be extremely unpleasant and disturb neighbours. It is illegal to cause a smoke disturbance. Pollution from bonfires can be a statutory nuisance. If you or your neighbour is burning rubbish in a garden this can be reported to the Environment Agency. They will investigate it if there is a suggestion that you are running a waste site without an environmental permit, or you are burning hazardous waste.

7. Hate Crime



Hate crime is criminal behaviour that is motivated by hostility, hatred or prejudice concerning: Disability, mental health problems, gender identity, race, skin colour, nationality, ethnicity, religion, sexual orientation, lifestyle and dress.

Anyone can be a victim of hate crime if they are targeted because of who they are, their friends or who the perpetrator thinks they are. Hate crime can include:

- Name calling or verbal abuse
- Threats or intimidation
- Graffiti or abusive writing
- Online & physical bullying or harassment
- Damage to property
- Physical & sexual attacks or violence

8. Noise



Of all the different forms of anti-social behaviour we deal with, noise is one of the most reported.

It is **not** unreasonable to hear your neighbours, and to hear sounds such as:

- Toilets flushing
- Neighbours using washing machines and other kitchen appliances
- Footsteps and doors closing
- Babies crying and children playing
- Light switches being switched on/off
- Dogs barking (occasionally)
- DIY activities during daytime/ early evening

But persistent, unreasonable and excessive noise can be very annoying. If you're suffering from noise nuisance, our advice is to **speak to your neighbour to let them know**. They may not realise they are causing a problem. Then if the problem doesn't stop, start to fill in diary sheets. When you let us look over these, we will be able to decide if a case needs opening for investigation.

9. Dog Fouling



If you own or are in charge of a dog, **you have to clear up any dog fouling in any public space.**

If you do not make a reasonable effort to do so, you are committing an offence. This applies even if you are not present at the time. It also applies to communal garden areas and residential properties. You can be given an on the spot fine if you don't clean up after your dog, and if taken to court you could be fined up to £1000. If you have witnessed dog fouling, report it to the council.

All information is dealt with in the strictest confidence.

10. Dangerous Dogs



It is against the law if a dog is dangerous and out of control anywhere – whether this is in a public place, a neighbours garden or even in your own home.

The dog doesn't have to bite someone; it could just show aggressive behaviour that makes someone feel in fear for their safety. If you are in fear of your safety, please contact the police immediately, to report the dangerous dog. Once you have reported to the police, please contact us by telephone or use the online reporting form.

11. Uncontrolled Dogs



It is the law that all dogs must be microchipped with the correct owners details. Microchipping is a permanent way of identifying your dog. It can help to reunite you with your dog if it is lost or stolen.

Uncontrolled dogs which are allowed to roam the street unsupervised should be reported to the council. If you have any concerns about the welfare of an animal please contact the RSPCA.

If the animal is dangerously out of control and you are concerned for your safety or the safety of others **contact the police immediately.**

Mental & Emotional Support



Whether we consider your problem to be ASB or not, we understand that these things can have a negative impact on mental health. If you are struggling to cope, need some help or just need someone to talk to we have created a list of places to get help.

SAMARITANS

To talk about anything that is upsetting you, you can contact Samaritans 24 hours a day, **365 days a year**. Call **116123**.



You can call CALM on **0800 585858** from 5pm to midnight everyday if you are struggling or need to talk.

SANE

if you're experiencing a mental health problem or supporting someone else. The service is available from 4pm to 10pm everyday. Call **0300 304 7000**.



Offering a supportive listening service to anyone with thoughts of suicide. Call: **0800 689 5652** from 6pm to midnight everyday.



If you are under 25 you can call The Mix on **0808 808 4994** 3pm to midnight or request support by texting **THEMIX** to **85258**.

shout

Shout offers a **confidential 24/7 text service** providing mental health support if you are in crisis and need immediate help. Text **SHOUT** to **85258**.

Why Should I Report Crime?

If people don't report crime the police, BITMO, and the Council don't know what is happening locally, and can't put the resources in to deal with it.

We have low levels of crime reporting in Belle Isle, yet tenants tell us that crime is a problem, and the police don't have enough presence.

If crimes aren't reported, police presence won't increase.

By reporting what you see, and what you experience to the police you are helping to prevent the same things continuing to happen.

How To Report ASB

After you have tried to resolve the problem yourself by speaking to your neighbour, and sending them a note to make them aware of the problem you can report the ASB to us **via email** at:

ASB.enquiries@belleisletmo.co.uk

When sending your report, tell us:

- Your name and address
- What the ASB is
- Who is doing it & what their address is
- When it is happening
- Whether you have reported it to the police

If the behaviour you are concerned about involves drugs or any other kind of criminal behaviour you must **report it to the police first**.

You will need to complete diary sheets for two weeks to monitor the frequency and seriousness of the issue that you are concerned about. We will meet with you when you have completed the diary sheets to discuss the situation with you.

We will speak to your neighbour to make them aware of the complaint. We may speak to other people in the neighbourhood to get a broader picture of the situation.

BITMO Service Standards



We are fully committed to tackling anti-social behaviour in Belle Isle because it impacts negatively on people's ability to live comfortably.

Our promise is that:

- We will acknowledge a report of ASB within 24 hours
- We will contact you to discuss the ASB within 2 working days after you have sent us diary sheets with a log of the incidents
- We cannot respond to anonymous complaints but if possible we will keep your identity private
- We may have to disclose your identity to your neighbour
- We will discuss with you what action we will take
- We will contact you every two weeks to keep you up to date with what is happening and to get information from you
- If we close a case we will explain to you what action we have taken, and why we are closing the case



Building a better future for Belle Isle.

For more information and support, contact us by:

Telephone Enquiry

(including repairs and all BITMO services):

0800 389 5503

0113 378 2188

Out of hours emergency service:

0113 376 0410

Email

bitmo.enquiries@belleisletmo.co.uk

Working in partnership with:



Belle Isle Tenant Management Organisation

Registered Office: Aberfield Gate, Leeds LS10 3QH

Registered with the Financial Conduct Authority: Number 29817R