



PEOPLE

Dealing with anti-social behaviour



Putting a stop to anti-social behaviour

Venture believes any form of anti-social behaviour is unacceptable and we promise to investigate every complaint we receive.

As a tenant you are entitled to feel safe and at peace in your home. If the behaviour of a neighbour causes problems and upsets you, Venture will take the necessary action to resolve the problem.

What is anti-social behaviour?

There are many different kinds of anti-social behaviour. These range from illegal activities like drug dealing, harassment, racial abuse, vandalising property and physical assaults, to less serious and more common 'nuisance' activities.

The kind of 'nuisance' activities we mean are:

- playing loud music (especially late at night)
- continuously barking dogs or uncontrolled pets
- verbal abuse or threats
- neighbour disputes.

All of these activities can have harmful effects on the quality of life of other tenants and the wider community. Venture will deal swiftly and fairly with each case.

What can you do about anti-social behaviour?

In some cases, having a 'quiet word' with your neighbour may stop the problem from happening again.

However, if you need to get a Venture Housing Officer involved, please call us on **0151 261 2100**.

We will ask you to fill in a Log Sheet to record details of what happened, where and when, and how long it went on for. It is very important that you write down dates, times and descriptions of the events that are causing you concern.

Once we have the details, we will agree what action will be taken and advise you on what to do next. Sometimes this may involve setting up a joint interview at our office, where you and the other party talk things over with one of our friendly Housing Officers.

Keeping the noise down

Every tenant has signed a Tenancy Agreement which prohibits excessive noise from radios, TVs, music systems and musical instruments etc. – especially between 11pm and 7.30am. Therefore a tenant who is creating excessive noise is breaking their tenancy agreement and risks eviction.

Taking further action

If Venture needs to take your case further, there are a number of legal options available. These can lead to eviction, arrest and court cases when necessary.

You can read about the steps Venture can take to prevent and stamp out anti-social behaviour in our Policy leaflet *Our rules relating to anti-social behaviour*.

Remember, unless you are in danger, your first call for advice on anti-social behaviour should be to Venture and we will always try to put things right. Our number is **0151 261 2100**.

If you need help outside these hours call our helpline where a trained operator will offer advice and pass your details on to the Venture team on the next working day.



What to do in serious cases

In serious cases, or if a crime has been committed, you should contact Merseyside police on **0151 709 6010** or Crimestoppers on **0800 555 111**.

Remember to contact Venture too, so that we can take action against any tenants who are causing distress to others.

Contacting other authorities

If we think contacting other authorities would help, we will give you the advice and help you need.

For example, if schoolchildren are causing distress, we will support you in approaching the head teacher to resolve your problem.

We also use the expert advice and support of the anti-social behaviour unit at your local council where appropriate.



Translation, braille, audio tape and large print available on request



0151 261 2100

ستترجم عند الطلب

ব্রাহ করলে এর অনুবাদ করানোর ব্যবস্থা করা হবে

若有需要時將會翻譯成中文。

अनुसोध करने पर अनुवाद करने की व्यवस्था की जाएगी।

ਬੇਨਤੀ ਕਰਨ 'ਤੇ ਤਰਜਮਾ ਕਰਵਾਇਆ ਜਾਵੇਗਾ

درخواست کرنے پر ترجمہ فراہم کیا جائے گا۔

Marka la sooda codsado ayaa laturjumi doona.

Si vous voudriez cette information dans une autre langue, ou dans un autre format tel que Braille ou grande copie svp contactez-nous sur **0151 261 2100**.

Si usted quisiera esta información en otra lengua, o en otro formato tal como Braille o ampliación de foto por favor éntrenos en contacto con en **0151 261 2100**.

Se você gostar desta informação em uma outra língua, ou em um outro formato tal como Braille ou a cópia grande por favor contate-nos em **0151 261 2100**.

Jesli Chcialbys otrzymac ta informacje w innym jezyku lub formacie np. jezyku Braille/teks napisany duza czcionka. Zadzwon pod numer **0151 261 2100**.

Contact details

Venture Housing Association Limited, Venture House
212H Boaler Street, Liverpool L6 6AE

Tenant helpline: **0151 261 2100** (Lines are open Monday to Friday, 9am to 5pm)

www.vha.org.uk Email: info@ventureha.co.uk

Please note, if you call our Helpline outside these hours a trained operator will offer advice and take a message which will be passed on to the Venture team on the next working day.

Repairs hotline: **0151 261 2199**

Rent payment helpline: **0800 389 4438**