

If I am not happy with the service I receive, what can I do?

We aspire to excellence and try to give a quality service every time. There may be times, however, when we don't quite get it right or you feel dissatisfied with our response.

In such circumstances, you can discuss it informally with the case officer you are dealing with, with their manager, or you can use our formal complaints procedure. Full details of the complaints procedure can be obtained by contacting any of our Housing Offices or by emailing info@whitefriarshousing.co.uk

Can I see the complete version of Whitefriars' anti-social behaviour policy and procedures?

Yes - this leaflet is but a very short summary. You can inspect copies of our complete Policies and Procedures documents (known as "Statements") by contacting any of our Housing Offices and asking to do so. Subject to payment of a small fee to cover photocopying costs, you may also obtain a copy of those documents.

What happens afterwards?

We collect and collate information from all reports of anti-social behaviour made to us.

We use this information to make the best use of our resources and to work with our partners in the Coventry Community Safety Partnership to assess progress and to identify what else may need doing to make our communities safer.

We also report our performance overall to our Boards at the end of each quarter and to residents annually.

In these ways we aim to make sure that we are accountable to all residents and that we work to continuously improve our service.

Our Housing Offices:

9 Little Park Street,
City Centre, Coventry
Tel 024 7676 7111

29-31 Riley Square,
Bell Green, Coventry
Tel 024 7670 8400

192 Torrington Avenue,
Coventry
Tel 024 7649 6700

St James Lane,
Willenhall, Coventry
Tel 024 7651 6700

Your Area, Your Service – Helpful Numbers:

Repairs (24 Hours)
Tel 0845 850 6090

Leaseholder Services
Tel 024 7676 7220

Allesley/Whoberley
Tel 024 7649 6700

Canley
Tel 024 7649 6700

Cheylesmore
Tel 024 7651 6700

Ernesford Grange
Tel 024 7651 6700

Henley Green/Wood End
Tel 024 7670 8400

Hillfields/ Stoke Heath
Tel 024 7622 6471

Radford
Tel 024 7659 6554
Tel 024 7659 5940

Spon End Central
Tel 024 7676 7111

Stoke Aldermoor
Tel 024 7676 7111

Tile Hill
Tel 024 7649 6700

Wyken
Tel 024 7676 7111

Need help in your own language?

French
Pour vous assister en votre
propre langue

Farsi
برای کمک به زبانتان

Portuguese
Assistencia na sua propria lingua

Arabic
نمساعدتكم في لغتكم

Somali
Luqadaadoo lugugu caawinaayo

Kurdish
بۆیارمه تێدان به زمانی خۆت

☎ 024 7676 7000

Neighbourhood Harmony - Tackling Anti-Social Behaviour



A Summary of Policies and Procedures

Whitefriars Housing Group Ltd
9 Little Park Street, Coventry, CV1 2UR
Web www.whitefriarshousing.co.uk Email info@whitefriarshousing.co.uk

a charitable, industrial & provident society

Information correct at time of production.

NW866/08.06/r08.07



A Summary of Whitefriars' Policies and Procedures.

What is anti-social behaviour?

Anti-social behaviour ranges from serious acts of violence and harassment to issues such as barking dogs or overgrown gardens.

The descriptions that we use to categorise anti social behaviour are:

- Hate crimes - including racial and homophobic harassment
- Harassment (other forms)
- Criminal behaviour
- Drugs
- Alcohol and solvent misuse
- Intimidation
- Verbal abuse
- Noise
- Domestic violence and abuse
- Pets and animals
- Gardens
- Vandalism and damage to property
- Nuisance from vehicles
- Boundary disputes
- Nuisance from business use
- Misuse of communal areas

Whitefriars' approach to tackling anti-social behaviour.

At Whitefriars we are committed to:

- Preventing anti-social behaviour where possible
- Taking swift and effective action to stop it
- Providing help and support to people who are serious about making positive changes in their behaviour

We do these things directly through our own staff and in partnership with other agencies and voluntary organisations.

What rights and responsibilities do residents have?

All residents have the right to enjoy their homes and to go about their lawful business without interference.

All residents have a responsibility to respect all other people that live, work or visit the local area.

In addition to their personal responsibility towards others, our Tenancy Agreement, for example, says that the tenant is responsible not only for their own behaviour but also for the behaviour of anyone living with them or visiting them.

What can I do if I am affected by anti-social behaviour?

Tell us by contacting any of our housing offices and giving us as much detail as possible regarding the particular issues that affect you.

If the problem involves a risk of harm to yourself or to anyone else then you should contact the Police straight away.

How and where can I report anti-social behaviour?

You can report to us by visiting, telephoning or writing to any of our Housing Offices. You can also report to us by going on to our website at www.whitefriarshousing.co.uk

Will my identity be protected?

We treat all reports, including anonymous reports, very seriously and we will not divulge the identity of anyone reporting to us without their agreement.

What happens after I report anti-social behaviour?

We will sit down with you and discuss the details of your report with you. This will lead us to taking some initial decisions about how we can best deal with your problem together and how we may be able to support you. This forms the basis of the action plan for dealing with your report.

The action plan will also include details of who is leading on your case for us, how you can contact them and when and how they will keep you updated on the progress made.

Ordinarily, we will interview you within 10 days of receiving your report. If your situation is urgent, in that there is an imminent risk of harm, then we will do all that we can to respond immediately.

Will I need to confront the culprit?

We would never suggest that you should put yourself at risk.

However, if the situation you are reporting does not involve threats, violence or harassment then we may suggest that you talk the problem through with the other person involved.

If you feel uneasy about approaching the other person we can set up a meeting for you and be there with you. We may also recommend that you use our specialist mediation service to see if a joint solution can be worked out.

How much evidence is required?

We cannot take action against someone just on the basis that another person has complained about them - we need evidence. We may ask you to complete an incident diary to record the incident that you see and hear. Your case officer will explain how to fill it in.

We may need to speak with other people who may have experienced the same problem - your family and neighbours for example - and in some instances the action plan may recommend involving other agencies like the police or social services.

What action will you take?

After collecting evidence we will form an opinion as to whether the person causing the nuisance has a case to answer. We will discuss our view with you together with our reasons.

In very serious cases, where you are in danger, we will take legal action straight away. In other situations we will take a step by step approach to try to get the persons involved to change their behaviour.

In most cases we will need to interview the person carrying out the anti-social behaviour. We will tell the person to change their behaviour and warn them of the action we will take if they don't. You can ask us not to do this but it may then be difficult to take the case further.