

**DACORUM BOROUGH COUNCIL
HOUSING SERVICE**

**Summary document of Statement of Policy and Procedures for dealing
with Anti-Social Behaviour**

The Anti-Social Behaviour Act 2003, requires Social Landlords to publish a statement of their policies and procedures for dealing with anti-social behaviour. The full document is available for inspection at the Council's main offices, (Civic Centre Hemel Hempstead, Civic Centre Berkhamsted and Victoria Hall, Tring) and a copy will be supplied free of charge on request.

The Council's Policies and Procedures cover the following topics and how we deal with them.

1. **Anti social behaviour** – This covers a wide range of behaviours and can include: Unreasonable noise, drug dealing, alcohol abuse, verbal abuse and threats, damage to property, abandoned vehicles, uncontrolled pets and animals and unkempt gardens.

The Council acting as landlord, will take firm action where necessary to help eliminate anti-social behaviour. Our response will be appropriate and proportionate to the problem.

Tenants' Obligations - All tenancies of dwellings are subject to the Council's conditions of tenancy contained in the Tenancy Agreement.

Support for complainants, victims and witnesses – The Council works with a range of agencies to provide support and guidance for people who find themselves victims and witnesses in cases of anti social behaviour. All information is treated confidentially.

- Interpreters will be provided where necessary for people whose first language is not English
- A signer will be provided where necessary.

2. **Racial Harassment** – This is defined as "Any incident which is perceived to be racist by the victim or any other person"

The Council is committed to identifying and combating racial harassment and to pursuing a zero tolerance approach. **A similar policy applies to Hate Crime and Homophobic harassment.**

3. **Domestic Violence** - The Council is committed to reducing domestic violence throughout the Borough and to providing high quality support and protection services to those suffering and/or witnessing domestic violence.
4. **Child Protection** - The Housing Service will play an important role in reporting concerns over child protection issues and alerting other agencies and in helping to deal with and prevent the abuse of children.

5. **Preventing and Tackling Anti Social Behaviour**, is a key objective of the Housing Service. A wide range of measures are used to deal with problems including diversion projects, mediation referral, rehabilitation and enforcement. All of these measures involve working in partnership with other agencies such as the Police or Social Services. These partnerships along with the support of witnesses, victims, local residents and Tenants and Residents Associations are essential to achieve sustainable improvements and results.
6. **Complaints about the service** - will be dealt with under the corporate complaints policy, details of which are available from the Performance & Administration Manager at the Civic Centre Marlowes, Hemel Hempstead. Tel 01442 228426.
7. **Procedure** – Details of the procedure for reporting and dealing with reports of anti social behaviour are covered in the full document. In the first instance, anyone with concerns about Dacorum Borough Council tenancies should contact the Tenant Services Officer for their area. (Please see below)
8. **Estate Wardens** – There are 3 Estate Wardens employed by the Housing Service. They monitor the condition of communal areas, deal with on the spot issues such as graffiti and are the eyes and ears of the service on our estates.
9. **Anti Social Behaviour Team** – Serious cases of anti social behaviour will be referred to the Anti Social Behaviour Team Manager, by the Tenant Services Managers or other agencies, such as the Police.

CONTACT DETAILS

East Team

**Adeyfield
Highfield
Nash Mills**

**Bennetts End
Grovehill
Northend**

**Cornerhall
Leverstock Green
Woodhall Farm**

Tenant Services Officers Contact numbers: 01442 228898, 01442 228443, 01442 228831, 01442 228487.

Estate Wardens Contact Numbers: Bennetts End, Nash Mills, Northend, Leverstock Green 07747 898378. Grovehill, Highfield, Adeyfield and Woodhall Farm 07866 703034

West Team – Hemel Hempstead

Apsley	Boxmoor	Chaulden
Flamstead	Gadebridge	Markyate
Warners End		

Tenant Services Officers contact numbers: 01442 228489 & 01442 228908

West Team – Berkhamsted, Tring and Villages

Aldbury	Berkhamsted	Bovingdon
Chipperfield	Gaddesden Row	Great Gaddesden
Kings Langley	Long Marston	Potten End
Tring	Wigginton	Wilstone

Tenant Services Officers contact numbers: 01442 228926 & 01442 228947

Estate Warden – All West Team areas 07810 814762

ANTI SOCIAL BEHAVIOUR TEAM

01442 228820	01442 228256
01442 228834	01442 228450