

Protecting our neighbourhoods

How to report anti-social behaviour



We all have a right to enjoy living in our home and in a peaceful neighbourhood. This leaflet explains how you can report an incident or complaint of anti-social behaviour and your responsibilities as a resident.

Black Country Housing Group is committed to tackling anti-social behaviour. We have a clear policy in place for dealing with behaviour that causes problems for you or your neighbours. We listen to every complaint and try to find ways to assist you with any problems you are experiencing.

What is anti-social behaviour?

Anti-social behaviour is any act – deliberate or not – which could harass, alarm, distress or interfere with the peace, safety or comfort of an individual or group. It can take many forms such as abusive language, dropping litter or drawing graffiti on walls.

How can I report it?

We are responsible for keeping your neighbourhood safe and peaceful and will help you to tackle anti-social behaviour if you experience a problem. You can report anti-social behaviour by contacting our housing team on 0121 561 1969 or by sending an email to: housing@bcha.co.uk

What will you do when I report a problem?

We want to take firm action quickly against residents causing anti-social behaviour, so it's very important that incidents are reported to us. We work with other agencies such as the local council and police to reduce anti-social behaviour. When you report a problem, we will confirm it by writing to you. The letter will contain:

- Name and contact details of the staff member dealing with your case

- Any initial action that has been agreed
- A reference number that you can use to report further incidents

If you report a serious incident, we will offer to see you and if you don't want to give us your name, you can remain anonymous.

We will make sure that everyone is treated fairly, feels supported, and all sides of the story are heard. However, we know that some reports are malicious and these will not be tolerated. Any malicious report will be treated as an incident of anti-social behaviour.

How you can help us

We will take action against anti-social behaviour but we need your help too.

As a resident, you have a number of responsibilities. So, we expect you to:

- Treat other people how you would expect to be treated
- Meet the conditions of your tenancy or lease
- Behave in a way that doesn't cause harassment, alarm, distress, nuisance or annoyance to others, and doesn't interfere with how we manage our housing
- Take responsibility for your own behaviour and the behaviour of members of your household and your visitors
- Try to sort out problems with other residents by talking to them
- Report any incidents you experience or witness to us or another agency such as the police or another landlord
- Be realistic about what we can do to resolve incidents
- Understand and respect that others may have different lifestyles from your own
- Support us when we take action against people who cause anti-social behaviour

Need help using our services?

If you are deaf or hard of hearing, all of our offices have hearing loops – please ask our receptionists. These help you hear more clearly and reduce background noise if you use a hearing aid or loop listener. If you would like a hearing loop for a meeting, let us know beforehand. If you are blind or partially sighted we can give you information in large print, on audio tape or in Braille. Please phone 0121 561 1969 to discuss your needs with us. If your first language isn't English, we can provide an interpreter either to help you over the phone or in person.

How to contact us:

- Phone: 0121 561 1969
- E-mail: housing@bcha.co.uk
- Website: www.bcha.co.uk (fill in our online form)

Black Country Housing Group Ltd
134 High Street
Blackheath
West Midlands
B65 0EE

- You can also write to us at the address above
- You can also call in to our offices at the same address