

Anti-social behaviour



Homes for
Islington

improving housing through partnership



অসামাজিক আচরণ (Bengali)

Αντικοινωνική Συμπεριφορά (Greek)

Comportamento anti-social (Portuguese)

Dhaqamada bulshada lidka ku ah (Somali)

Comportamiento antisocial (Spanish)

Anti-Sosyal Davranışlarla Mücadele (Turkish)





Anti-social behaviour

Homes for Islington (HFI) takes all complaints about anti-social behaviour (ASB) seriously. We are determined to tackle it and work with the council, police and other agencies. We will investigate all reports and take appropriate action.

What is anti-social behaviour?

The term anti-social behaviour includes all types of behaviour that affect the quality of life of local people. It is the bad behaviour of a few that seriously affects those around them who experience it.

ASB may or may not amount to a criminal act. What is important is the effect of the behaviour on other people.

There are many types of behaviour that are considered anti-social. Some are listed below.

- **Noise nuisance – excessive noise**
- **Unruly behaviour of groups hanging around**
- **Graffiti and criminal damage**
- **Drug or alcohol misuse**
- **Fly tipping or dumping rubbish**
- **Playing ball games in unauthorised areas**
- **Driving vehicles recklessly or dangerously**



What if I am suffering from ASB?

If you are a victim of ASB you should report it to your area housing office during normal working hours. Outside normal working hours or at the weekend please call the ASB hotline on 020 7527 7272. If the behaviour involves any sort of criminal activity, you should also tell the police.

We will provide you with an anti-social behaviour support pack, which will provide information tailored to your needs.

What you can do to help us

- Take reasonable action to resolve the dispute
- Make careful notes of the place, time, date, what happened and description of any perpetrators
- Be willing to attend court and give evidence
- Be willing to consider taking your own legal action

Action we may take can include

- Mediation
- Issuing acceptable behaviour contracts (ABCs)
- Issuing anti-social behaviour orders (ASBOs)
- Taking out injunctions
- Referral to support agencies e.g. Islington Drug and Alcohol Action Team
- As a last resort eviction may be sought

Information available

We have produced a number of fact sheets on ASB. These can be accessed online at www.homesforislington.org.uk or upon request from your area housing office.



Our service promise to you when dealing with ASB

We will take all reports of ASB and harassment seriously, whether made in person, in writing or over the phone.

If you report ASB or harassment then we will make an appointment to carry out an interview, if necessary, within five working days or 24 hours in serious cases.

We will take appropriate action against those responsible, where we have evidence.

We will review all reported cases of ASB at least once a month and inform you of progress. If we decide to close a case we will write to you and tell you why.

Please remember that the action we take must be reasonable in light of how serious the problem is and it has to stand a fair chance of working. We may not be able to take any legal action if we have insufficient evidence to support the action at court.

We will provide ongoing support for as long as victims feel it is necessary and as long as reasonably practical.



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To report ASB

You should report incidents of anti-social behaviour to your local area housing office during normal working hours. **Outside working hours or at the weekend please call the ASB hotline on 020 7527 7272.** Contact details for the area housing offices are provided below:

Central Street Area Housing Office

85 Central Street, London EC1V 8DT
Tel: 020 7527 6524
Fax: 020 7527 6207
Email: csha
@homesforislington.org.uk
Minicom: 020 7527 6202

Holland Walk Area Housing Office

85-88 Holland Walk
London N19 3XS
Tel: 020 7527 7497
Fax: 020 7527 7407
Email: holland.walk
@homesforislington.org.uk
Minicom: 020 7527 7405

Lyon Street Area Housing Office

1 Lyon Street, London N1 1DQ
Tel: 020 7527 6834
Fax: 020 7527 6827
Email: lyon.street
@homesforislington.org.uk
Minicom: 020 7527 6830

Upper Street Area Housing Office

Northway House
257 Upper Street, London N1 1RU
Tel: 020 7527 5323
Fax: 020 7527 5301
Email: upperstreet.AHO
@homesforislington.org.uk
Minicom: 020 7527 5301



Other helpful numbers

ABC support service **020 8721 3401**

A free, voluntary service for parents or carers and their children involved in the anti-social behaviour contract scheme

Camden Mediation **020 7383 0733**

11-17 The Marr
Camden Street
London NW1 0HE
Enquiries@camdenmediation.org.uk

Islington Anti-social Behaviour Team **020 7421 0111**

Islington Police Station
2 Tolpuddle Street
London N1 0YY
iasbt@islington.gov.uk

Islington Noise Service **Public Protection Division** **020 7527 3258**

Public Protection Division
Islington Council
59 Upper Street
London N1 1RE
noise.issues@islington.gov.uk
www.islington.gov.uk

Islington Victim Support **020 7272 0784**

A charity offering support to victims of crime

Islington Womens Aid **020 8269 2121**

advice@iwauk.org
A charity working to end domestic violence against women and children

The Witness Service **020 7272 0784**

Independent service helping witnesses and victims affected by anti-social behaviour

**Homes for Islington Ltd
Highbury House
5 Highbury Crescent
London N5 1RN**

www.homesforislington.org.uk



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To complain, comment or compliment

Homes for Islington welcomes your feedback, whether you are unhappy and wish to complain, or you feel we have provided an excellent service.

Please speak to a member of staff or pick up the 'Complaints, comments and compliments' leaflet at your area office or visit our website at www.homesforislington.org.uk

If you would like this document in another language, LARGE PRINT, audio tape, Compact Disc or in Braille please contact your area office.



This leaflet is about how we deal with anti-social behaviour and the standards you can expect from Homes for Islington. If you need a translation or more information in your own language, please contact your area housing office.

এই প্রচারণপত্রে কীভাবে আমরা অসামাজিক আচরণ নিয়ন্ত্রণ করি এবং আপনি Homes for Islington এর কাছ থেকে যে মান প্রত্যাশা করতে পারেন তা বর্ণনা করা হয়েছে।

আপনি যদি নিজের ভাষায়, এটির অনুবাদ চান অথবা আরও তথ্য চান, তাহলে অনুগ্রহ করে আপনার এলাকার আবাসন অফিসের সঙ্গে যোগাযোগ করুন। (Bengali)

Αυτό το φυλλάδιο εξηγεί πώς χειριζόμαστε την αντικοινωνική συμπεριφορά και τα πρότυπα που μπορείτε να αναμένετε από τον οργανισμό Homes for Islington. Εάν χρειάζεστε μετάφραση ή περισσότερες πληροφορίες στη γλώσσα σας, παρακαλούμε να επικοινωνήσετε με το στεγαστικό γραφείο της περιοχής σας. Παρακάτω θα βρείτε τους σχετικούς αριθμούς τηλεφώνου. (Greek)

Este folheto é sobre a forma como lidamos com o comportamento anti-social e os padrões que pode esperar nas Homes for Islington. Se precisar de uma tradução ou de mais informações no seu idioma, contacte o gabinete de habitação (housing office) da sua área. (Portuguese)

Warqaddan waxay ku saabsan tahay sida aan ula tacaalno dhaqamada bulshada lidka ku ah iyo heerarka aad ka rejeyn karto Homes for Islington. Haddii aad u baahan tahay tarjumaad ama warar dheeraad ah oo luuqaddaada ah, fadlan la xiriiir sarkaalka guriyeynta nawaaxigaada. (Somali)

Este prospecto trata sobre como nos ocupamos del comportamiento anti-social y los estándares que puede esperar de Homes for Islington. Si necesita una traducción o más información en su propio idioma, por favor póngase en contacto con la oficina de alojamiento de su área. Encontrará los números de teléfono abajo. (Spanish)

Bu broşürde "anti-sosyal davranış" denilen toplum adabına ve genel ahlaka aykırı, çevreyi rahatsız edici hareketlere karşı nasıl mücadele edeceğimiz ve bu konuda Homes for Islington Konut Kurumu'nun mutlaka yerine getirmesi gereken hizmet ölçütleri anlatılmaktadır. Türkçe'ye çeviri gerekiyorsa ya da daha fazla bilgi almak istiyorsanız, yörenizdeki konut bürosuna başvurabilirsiniz. (Turkish)

Central Street 020 7527 6250
Holland Walk 020 7527 7480

Lyon Street 020 7527 6880
Upper Street 020 7527 5300



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