



Anti-Social Behaviour

Clanmil is committed to creating and maintaining safe and welcoming communities for all of our tenants.

We take a robust approach to dealing with anti-social behaviour and nuisance to ensure that our neighbourhoods are places where people want to live and raise their families.

What is Anti-Social Behaviour

A person may be considered to have acted in an anti-social way if they have:

- ➔ been convicted of using their home, or allowing it to be used, for illegal or immoral purposes
- ➔ been convicted of an arrestable offence committed in their home, or nearby

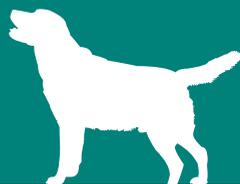
Some examples of anti-social behaviour are:

- ➔ Violence or threat of violence

- ➔ Harassment on the grounds of religious belief, political opinion, racial group, age, marital status, sexual orientation, gender, disability or persons with or without dependants
- ➔ Domestic violence
- ➔ Noise nuisance
- ➔ Offensive drunkenness
- ➔ Damage to property
- ➔ Verbal abuse
- ➔ Writing threatening, abusive or insulting graffiti
- ➔ Uncontrolled or barking dogs
- ➔ Abusive or threatening behaviour towards Clanmil staff

How to Report Anti-Social Behaviour

If you experience anti-social behaviour in or around your home please report the incident as soon as possible to the agency that specialises in the type of nuisance you have been subject to.



Type of nuisance	Agency	How to get in touch
Dog nuisance (Fouling, stray dogs)	Dog Warden	Local District Council
Excessive Noise, e.g., barking dogs/loud music	Environmental Health	Local District Council (Belfast 24-hour Noise Hotline 9037 3006)
Abandoned vehicles	Environmental Health	Local District Council
Vermin	Environmental Health	Local District Council
Litter, rubbish, waste dumping	Environmental Health	Local District Council
Criminal behaviour, e.g., vandalism, loitering, alcohol in public places, harassment, intimidation, domestic violence	PSNI	Local PSNI station

Incidents of anti-social behaviour should also be reported to your Housing Officer – Tel: **028 9087 6000**.

We feel strongly that all our tenants should be able to live in peace within their housing scheme or neighbourhood.

What Clanmil will do

Everyone has the right to live as they choose, provided their behaviour does not adversely affect the lives of their neighbours or others.

Where there is an issue, simply telling the person involved that their behaviour is upsetting you may be sufficient to resolve the problem.

Equally, neighbours should be reasonably tolerant and understanding of lifestyle choices that are

different from their own.

When anti-social behaviour is reported to us, we will:

- Acknowledge all reports of anti-social behaviour
- Investigate the report in a timely manner
- Provide advice and support to tenants
- Where necessary, liaise with the Police Service of Northern Ireland (PSNI)

The best outcomes are in situations where neighbours are willing to show regard for each other.

- ➔ Interview the person who has made the complaint, the person about whom the complaint has been made and any witnesses to the reported behaviour
- ➔ Seek to resolve any issues between parties through a number of possible options including mediation or acceptable behaviour contracts
- ➔ When all other options have been exhausted, commence legal action for possession of property, an injunction or an Anti-Social Behaviour Order

We will also work with our partners at Inter-agency meetings to create safer communities.

Please bear in mind that our involvement is no guarantee that a neighbour dispute will be settled. The best outcomes are in situations where neighbours are willing to show respect for each other.



What happens if I am found to have carried out anti-social behaviour?

Breaches of the Tenancy Agreement by tenants are dealt with promptly.

If investigations confirm that you have breached your Tenancy Agreement you may be given the opportunity to modify your behaviour. This depends on the nature of your conduct. If the anti-social behaviour continues, ultimately Clanmil has the power to evict you from your home through a Court Order.

If you have an Introductory Tenancy we can terminate your tenancy without legal proceedings.

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