

Other Fact Sheets in this series:

- Fact Sheet 1** How we handle your complaint (of anti-social behaviour) when you first contact us
- Fact Sheet 2** Categories and gradings of anti-social behaviour and how we will respond to them
- Fact Sheet 3** Getting evidence: how best to complete your diary sheets
- Fact Sheet 5** Remedies against offenders

If you require one of our fact sheets, in larger print or on tape, please contact the Customer Services Team on 528100.

This leaflet is available in other formats and languages. For further information please contact Customer Services 528100.

本文档可以其他格式和语言提供，有关详细信息，请联系客户服务部门: **528100**

این اطلاعیه به صورتها و زبانهای دیگر در دسترس بوده و برای اطلاعات بیشتر با تلفن قسمت خدمات به خریدار تماس حاصل کنید. **528100**

ان هذه الوثيقة متوفرة بلغات وأشكال أخرى و للمزيد من المعلومات يرجى الاتصال بخدمات الزبون على **528100**

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یہ دستاویز مختلف طریقوں اور زبانوں میں دستیاب ہے۔ مزید معلومات کیلئے براہ کرم ہریانہ کسٹمر سروسز سے اس پر رابطہ کریں۔ **528100**

ਇਹ ਜਾਨਕਾਰੀ ਪੱਤਰ ਹੋਰ ਅੰਨ੍ਹਾ ਫੋਰਮੈਟ ਅਤੇ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਅਧਿਕਤਰ ਜਾਨਕਾਰੀ ਵਾਸਤੇ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਗ੍ਰਾਹਿਕ ਸੇਵਾਵਾਂ (Customer Services) 528100 ਨੂੰ ਸਮਝਦ ਕਰੋ। **528100**

ہم لفلینتہ به شیوهی تروو زمانی تر ناماده به. بۆ په یوه ندى زیاتر تکابه په یوه ندى بکه به خزمه تگوزاری کړیاره وه به ژماره ته له فونى (528100). **528100**

Dealing with Anti-Social Behaviour Information Fact Sheet 4

Why your report of anti-social behaviour may not be acted upon

Sometimes, it is not always possible for us to accept a complaint of anti-social behaviour or bring an existing case to a satisfactory conclusion. This fact sheet explains why this may be so.

Tristar Homes Limited works in partnership with the Council and Police and shares information.

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★ Why we occasionally don't accept some reports

- **Anonymous reports**

It is difficult and possibly even dangerous to investigate an anonymous complaint. We will not open up cases based on anonymous complaints. We will, however, refer any to the Police if the complaint is about alleged criminal activity.

- **Malicious reports or reports motivated purely by prejudice or discrimination**

Complaints that are clearly no more than an expression of someone's prejudices and/or are based purely on malicious rumour will not be accepted. Examples of this are complaints because of someone's ethnic or national origin, their sexuality, their age, their gender, their religion or their disability. If you complain about someone on these grounds alone, we may take action against you: you could be in serious breach of tenancy.

- **The report is because of a clash of lifestyles**

Crying children, cooking smells, children playing, people doing DIY - all these can cause annoyance to neighbours but we may not accept them, unless the activity is a breach of tenancy in itself. Our advice in these cases is "talk to your neighbour first"; consider mediation (this requires agreement on all sides though).

- **The report is about gatherings of young people**

If youngsters are causing a problem in your neighbourhood, is it a perception or is it reality? Young people have a right to meet their friends and this often may involve hanging around street corners - they may have nowhere else to go. Older people often feel intimidated passing a group of young people; but it is a misconception that they are going to get mugged or abused: this is

very rare indeed and if it does happen, it's clearly a matter for the Police. So unless these youngsters' behaviour is actually a breach of tenancy (drug-taking, damage to property etc.) we will not take action.

- **The person reporting the anti-social behaviour does not help us**

Completing diary sheets can be tedious and time-consuming but unless we have evidence, we cannot progress a case. If you refuse to complete diary sheets or do not return them to us, we cannot go any further with the case. Our advice in these cases is "talk to your neighbour first"; consider mediation (this requires agreement on all sides, though).

★ Why We Close Reports of Anti-Social Behaviour

During the life of a complaint, we sometimes have to close it and take no further action. In some cases, the investigation runs out of steam, without a resolution in sight. This may be because of lack of evidence or other witnesses. It is also very difficult, or even impossible to pursue a case when there is only one person complaining and the person allegedly causing the anti-social behaviour denies everything. In the absence of other witnesses, there is often little we can do and it would be unfair to raise expectations of what we can do.

We will also close a case if we have not heard back from the complainant after ten working days of diary sheets having been sent out.

Whenever we feel it is time to close a case, we will consult you beforehand and explain our reasons. We will listen to any reasons you give us as to why we shouldn't close the case.

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