

What you Can Do to Prevent ASB:

Be considerate of your neighbours and think about the impact your behaviour may have on them

- **Don't do DIY at unsociable hours**
- **If you are having a party where there may be some noise, let them know in advance**
- **Don't use noisy domestic appliances such as washing machines and vacuum cleaners between 11pm and 7am**
- **Be considerate when parking**
- **Use stands for audio equipment and don't put them up against a wall which is shared with your neighbours**
- **If you have people living underneath you, make sure floors are covered with a good quality underlay. This helps reduce noise. Carpets absorb more noise.**
- **Make sure you clean up after your pet and that dogs are not left alone for long periods where they may bark and cause a nuisance to others.**
- **Remember that you are responsible for your visitors and that they must also be considerate of your neighbours**

Closing A Case

Prior to closing a case the Case Officer will contact you to seek your agreement to close the case and explain the reasons why the case will be closed.

Within a month of closing the case we will contact you to seek feedback from you regarding how the case was handled. Your feedback helps us to improve our services to our residents

More information regarding ASB can be found on our website by following this link https://www.isha.co.uk/your_home/asb.html

ISHA Staff

ISHA will not tolerate acts of violence, threats of violence or harassment of staff or agents working on our behalf. We will take action against anyone guilty of this behaviour and we will always involve the Police if the behaviour is of a criminal nature.

How to get in touch

Your communication preferences are important to us. There are several ways to get in touch with ISHA, please let us know what your preference is, and we'll make sure to use that method**

Phone 0300 131 7300

Email isha@isha.co.uk

Write ISHA 102 Blackstock Road, N4 2DR

Website www.isha.co.uk

WhatsApp +44 7950 972 098

Resident involvement (scrutiny, forum, resident association etc)
involvement@isha.co.uk

*At times it may be impossible for contractors to wear name badges but will always be identifiable with the ISHA brand

**At times we may need to contact you in alternate methods, including but not limited to estate communication, emergencies or legal documentation



ASB Information for Tenants

Everything you need to know about ASB and the processes involved if you are a victim

Everyone has the right to enjoy their home and the community where they live and at ISHA we are committed to helping our residents be good neighbours and build communities where people want to live. Part of how we do this is to help residents tackle incidents of antisocial behaviour when it occurs.

What is antisocial behaviour (ASB):

There are many definitions of ASB. ISHA has adopted the ASB Crime & policing Act 2014 definition as follows:

- **Conduct that can cause, or is likely to cause, harassment, alarm or distress to any person**
- **Conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises, or**
- **Conduct capable of causing housing-related nuisance or annoyance to any person**
- **Intimidation or harassment**
- **Aggressive or threatening behaviour to another person**
- **Violence against another person**
- **Hate crime which targets someone because of a perceived difference such as race or religion**
- **Criminal behaviour or activity in your home or neighbourhood e.g prostitution, selling drugs**
- **Noise which is excessive in volume and duration or occurs at unreasonable hours.**

Disagreements between neighbours or different lifestyles will not be classified as ASB. Examples of these are:

- **Noise from domestic appliances or the occasional DIY**
- **Noise from children playing in their homes and gardens**
- **Lifestyle choices such as cooking smells, BBQs, the occasional party, friction between day and night workers and parking disputes**
- **Overgrown hedges and gardens,**

Our policy is to help residents sustain their tenancy so in most instances we will try to resolve ASB disputes informally. We may ask you to try to solve the problem yourself by speaking to your neighbour as often people are not aware that their behaviour is causing a nuisance and they will be more considerate in the future. If speaking to your neighbour does not resolve the problem we may write to the person causing the nuisance or offer mediation.

If the ASB is persistent and sustained, and informal attempts have not worked then we will consider taking legal action

against the perpetrator which could include applying for an injunction.

For very serious cases of ASB, and as a last resort we will take action to evict the person causing the ASB. This course of action can take up to 2 years and requires substantial evidence and we will require your support. You may also required to give witness evidence in court.

We will work in partnership with the Police, and Local Authority to prevent and resolve incidents of ASB.

Reporting ASB

To report ASB to ISHA please email isha@isha.co.uk or call **0300 131 7300**



If your report is about noise we will ask you to report this to your local authority. This is because they have statutory powers to deal with noise nuisance. To report noise to your local authority you can contact them as follows:

If you live in **Waltham Forest**
www.walthamforest.gov.uk and search for **report noise nuisance**

If you live in **Hackney**
www.hackney.gov.uk and search for **noise**

If you live in **Islington**
www.islington.gov.uk and search for **noise**

If you live in **Tower Hamlets**
www.towerhamlets.gov.uk and search for **general environmental nuisance**

If you live in **Camden**
www.camden.gov.uk and search for **noise**

For Emergencies call the Police on **999** or to report non urgent ASB issues to the Police you should call **101**.

What to expect when you report ASB to ISHA

We will respond to reports of ASB based on the severity of the incident. We aim to respond to all reports as soon as possible but within the following timescales:

ASB Type /Severity	We will respond within
Level 1 – High Risk – includes violence, hate crime, drug dealing, offensive graffiti, or imminent threats to a persons safety	1 Working day*
Level 2 – Medium Risk – Intimidation, inconsiderate noise nuisance, vandalism, non offensive graffiti	3 Working days
Level 3 – Low Risk – Minor disputes between neighbours	5 Working days
Level 4 – Record Only – Lifestyle issues	Initial feedback only

We will agree an Action Plan with you. This will include what you can expect from ISHA and what we expect from you.

We will contact you at least once a month whilst the case is open.

We will contact you before we close the case.

Where the report is a lifestyle issue we will provide advice and support about how you can resolve your differences with your neighbour. This may include the offer of independent mediation.

How we will work with you to resolve ASB

Sometimes residents feel that moving is the only option to resolving ASB they may be facing. But we know that this does not change behaviours. We will therefore not rehouse people who report ASB. We will work with you and other agencies to resolve the problem.

Some incidents of ASB are very difficult to prove. It is therefore important that we gather as much evidence as possible. If you are asked to keep a record of the ASB this is because it is required in the event that we need to take legal action. Judges will only take into consideration incidents which they think are unreasonable behaviour.

We know that due to the nature or hate related crime that some victims may find it difficult to report these incidents to us. Our staff are trained to deal with these reports sensitively and we will always consider your needs. We will treat all hate related reports as serious.