



Gathering evidence

Most anti-social behaviour can be resolved without needing to take legal action. However if legal action is taken, we must provide evidence. In most cases, this evidence will come from you or anyone else who may have witnessed the anti-social behaviour. You may be asked to provide a statement or to keep written records of any on-going anti-social behaviour. These would form the main evidence that would be submitted to court. You may also be asked to give witness evidence in court. Ocean staff may also give evidence if they have witnessed the anti-social behaviour.

Working with other agencies

The causes of anti-social behaviour are often complex. To resolve them we may need help from various agencies. Ocean works in partnership with a range of organisations including: local councils, Police, Probation Service, schools, colleges and voluntary sector groups. Where it is appropriate, we will share information with other staff from these agencies but any information shared will remain confidential between the staff involved.

Offering support

Ocean recognises that experiencing anti-social behaviour can be very upsetting for you. We will make every effort to support you during investigations and if necessary, beyond. We will keep you informed on the progress of your case and keep in regular contact with you. We can also put you in touch with other agencies, who may be able to help you.

Large print, Braille and alternative language versions are available. Call **01726 874450**.
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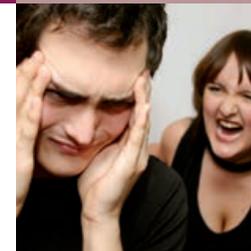


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Tackling anti-social behaviour



at the heart of the community

What is anti-social behaviour?



Anti social behaviour is behaviour by an individual that causes alarm, harassment or distress to someone who is not part of their household and is persistent, ongoing and preventable.

Some acts of anti-social behaviour are directed against a person or household because of their colour, disability, gender, sexuality, race, religion, or sexual orientation. These acts can be classed as Hate Crime. Ocean has a zero tolerance approach to Hate Crime.

Ocean's tenancy agreement

Ocean's tenancy agreement says that the tenant is responsible for their own behaviour as well as that of anyone who lives with them or who visits them in their home. Ocean may take action against a tenant if they, a member of their household or anyone visiting them have behaved in an anti-social way.

How can Ocean help?

Firstly, it is important that any anti-social behaviour is reported. You can tell us by ringing our offices on **01726 874450**. Our Customer Services staff will take down the details.

Alternatively you can:

- write a letter
- send an e-mail
- report it in person at our reception
- tell your Neighbourhood Services Officer.

If our office is closed, report it via Ocean's out-of-hours **ASB freephone number** on **0800 088 6699**

The first step

Normally, we will contact you within 2 working days, to advise what can be done to resolve the problem. In serious cases, we will contact you by the next working day.



The Action Plan

We will agree an action plan with you. This will detail what actions are to be taken by Ocean and what actions you may take to help resolve the matter. Ocean may also signpost you to other agencies for help.

You may be asked to keep diary records of any further anti-social behaviour. These would form evidence if legal action was considered in the future.

The next stage

Ocean uses a variety of methods to resolve anti-social behaviour. Actions range from a personal visit and informal warnings up to legal action.

We may also propose mediation between both parties to try to resolve issues at an early stage.

