



# Ekaya's Guide to Anti Social Behaviour

This guide will provide guidance on what residents can do about anti social behaviour and how Ekaya can support residents to deal with such behaviour.

We aim to provide homes where residents feel safe, secure, and free from harassment. Where residents breach their tenancy conditions by engaging in anti social behaviour, we will try our best to tackle the issue at hand as quickly and effectively as possible. Have a look below at some key information relating to anti social behaviour.

## What is anti-social behaviour?

Anti social behaviour is when someone's actions affects other people's quality of life. For example:

- Intimidation through violence or threats of violence
- Verbal abuse
- Domestic violence and abuse
- Hate related harassment (based on race, gender, sexual orientation, religion, disability)
- Drug abuse or drug dealing.
- Vandalism, damage to property and graffiti
- Pets and animal nuisance
- Excessive noise e.g. loud music, shouting/rowing
- Dumping rubbish



## What is **NOT** anti-social behaviour?



As a resident of Ekaya we advise you to be tolerant of other people's lifestyle.

The following behaviours are not considered anti social:

- Household noise due to daily life (e.g. babies crying, vacuum cleaning)
- Celebrations or parties at reasonable times
- Carrying out DIY/building works during reasonable hours
- Parking issues
- Noise from children playing at reasonable times.

## What you can do?

You can tackle anti social behaviour yourself by adhering to the steps below:

- Meeting the terms and conditions of your tenancy agreement
- Ensuring your family or visitors do not cause disruptive behaviour in your neighbourhood.
- Report incidents of anti social behaviour to Ekaya
- Report crimes, even threats of abuse to the police.
- Dealing with minor incidents with your neighbours by yourself
- Respect other people's right to their chosen lifestyle, especially if it does not immediately affect you

**CAN YOU DO IT?**

**CAN'T** ○  
**CAN!** ○



## What will we do when you have reported anti social behaviour?

When you report anti social behaviour we will:

- Acknowledge your report
- Ask for evidence to support your case
- Keep you informed of action we take
- Provide an action plan with timescales as well as regular progress reports
- Only disclose confidential information when you have given permission
- Work with the police and other agencies to gather evidence to resolve your case

## What actions we will take to tackle anti social behaviour?

The action we take will depend on the actual anti social behaviour but generally we will:

- Use mediation to resolve disputes.
- Send warning letters to remind residents of their responsibilities and the consequences of their actions.
- Ask the other party to sign an 'Acceptable Behaviour Agreement' which sets out the behaviour we expect in the future.
- Ask the other party to sign a 'Parental Behaviour Agreement.'
- Issue Injunctions and/or Exclusion Orders

## Legal action

In exceptional cases and as a last resort we will apply to the court to seek possession of the property on the grounds of a breach of the tenancy agreement. We will need your help when we take legal action. You will need to keep a written record of the ASB incidents including dates and times. If you require diary sheets, please contact your housing officer on 0207 0911800.



**Legal Action!**



## Require Further Advice?

If you have any further questions relating to anti social behaviour and how Ekaya is able to help you contact us by:

- Phone on 0207 091 1800
- Email at [info@ekaya.co.uk](mailto:info@ekaya.co.uk)
- Write to Head Office  
to:

Ekaya Housing Association  
145 Stockwell Road  
London  
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