Acceptable behaviour, conduct and community responsibility
Everyone has the right to enjoy life in their own way providing they do not upset people living near them. We will attempt to help people solve their problems peacefully, but we will take action quickly when this fails, especially in cases of harassment or victimisation.

Anti-social behaviour is defined as ‘behaviour that unreasonably interferes with other people’s rights and to the use and enjoyment of their home and community, or acting in a manner which causes or is likely to cause harassment, alarm or distress to one or more persons who are not of the same household.’ Corby Borough Council takes this matter very seriously and Neighbourhood Pride is now structured to take action against any perpetrators of such nuisance.

If you have any anti-social behaviour concerns, please contact your Housing Officer or the Council’s Acceptable Behaviour Officer on 01536 464254.
1. Your responsibilities - conduct and behaviour

You are responsible for the behaviour of every person (including children) living in the property, whether temporarily or permanently, and for the behaviour of any visitor (including children) to the property. This includes members of your family, friends, relations, lodgers or sub-tenants, where authorised. You should always show consideration to your neighbours.

Our staff are available to help and advise you. We are committed to customer care but we are also committed to ensuring the safety and well being of our staff. It is therefore a condition of your tenancy that you do not threaten or abuse our staff, agents or contractors of the Council in the course of carrying out their duties either physically or verbally. This includes the use of bad language, or visiting the Council offices whilst under the influence of alcohol or drugs.

2. Noise

Noise, especially loud music, can be distressing and disturbing for your neighbours. If you feel your neighbour is creating excessive levels of noise try talking to them first - it often works and prevents long running disputes. If this fails, you can contact your Housing Officer who
Complaint is received, registered, and acknowledged.

- Appointment is arranged for Housing Officer to interview the complainant and collect information concerning the complaint
- Agreed action to investigate the complaint

Evidence is collected to confirm the allegations. The Council may need to:
- Request a Police disclosure
- Interview witnesses or neighbours
- Interview the alleged perpetrator

Evidence is collected to confirm the allegations. The tenant will need to:
- Complete monitoring sheets for two weeks or more detailing further incidents
- Forward the details of witnesses
- Continue reporting serious incidents to the Police

Complaint is assigned to relevant Housing Officer

Complaint is prioritised according to degree of ASB
- A - Life threatened or serious harm inflicted
- B - Drug issues, criminal damage etc
- C - Football nuisance, neighbour disputes, noise etc
An appointment is arranged to discuss the allegations with the alleged perpetrator.

If it is found a tenant has breached the conditions of their tenancy, appropriate action will be taken.

If further incidents of ASB are reported, legal action will be initiated against the alleged perpetrator, which could result in a Notice Seeking Possession of the property being served. This is one of a number of actions that can be taken.

If no further incidents of ASB are recorded the complaint will be closed and kept on file. However, if further complaints are received in the future the case can be re-opened and investigated as necessary.

Other agencies that can be involved:
- Social Services
- Environmental Health
- Heartlands Mediation Service
- Mental Health Services
- Community Safety
- U Turn
- Connexions
- CAN
- Police
will look into your complaint and may pursue the following options after further investigations:

- Environmental Health can issue a Noise Abatement Notice under Section 80 of the Environmental Protection Act 1990 and the Noise Act of 1996.

- Service of a Notice of Seeking Possession Court Action/Injunction.

3. Anti-social behaviour and harassment

You, your friends, relatives and any other persons living in or visiting your home (including children) must not:

- Do anything that causes or is likely to cause a nuisance to anyone in the area.

- Do anything that interferes with the peace, comfort or convenience of other people living in the local area.

- Harass anyone in the local area because of his or her race, nationality, sexuality, sex, religion or disability.
Use the property for any criminal, immoral or illegal purpose, including selling or using any illegal drugs, or storing or handling stolen goods.

Harass or threaten to harass, or use violence towards anyone in the local area.

Harass or threaten to harass, or use violence towards our employees, contractors or Councillors.

Use or threaten to use violence towards anyone living in your property.

Action will be taken against you if you, your friends, relatives and any other person living in or visiting your property (including children) are guilty of committing any acts of anti-social behaviour as listed above. What action depends on the seriousness of the complaint, but all options will be discussed. These can include:

Written or verbal warnings can be effective in stopping people behaving anti-socially. Warnings can set out very early on clear standards of behaviour, reinforcing messages that anti-social behaviour will not be tolerated.

Acceptable Behaviour Contracts (ABCs) are written contracts made between the Local Authority, the Police and the individual causing a nuisance.

An ABC is a voluntary contract that will set out the way in which the individual must behave in the future as well as the action that will be taken by the agency. It will also set the possible consequences of breaking the agreement.

Anti-Social Behaviour Orders (ASBOs) are civil orders that protect the public from behaviour that causes, or is likely to cause, harassment, alarm or distress.

An order can be made against anyone aged 10 years or more. Orders can contain conditions prohibiting the offender from specific anti-social acts or entering defined areas and are effective for a minimum of two years.

An offender can receive up to five years imprisonment for the breach of an order.

Injunctions are available to deal with housing-related or public nuisance.

A range of Injunctions are available and being used to tackle anti-social
behave. Injunctions are flexible, straightforward and fast. Injunctions offer immediate protection and set a clear standard of behaviour. They prohibit the person from engaging in conduct capable of causing nuisance or annoyance. They can also prevent perpetrators from entering specific premises and/or areas.

**Demoted Tenancies** have been available for use since 30 June 2004. Demoting tenants that behave in an anti-social manner sends out a clear signal that this behaviour will not be tolerated and that tenants face tough consequences (including putting their homes at risk) unless their behaviour changes. The landlord can apply for a demotion order ending the tenant’s existing tenancy and replacing it with a less secure one. Demotion removes the tenant’s Right to Buy and Security of Tenure for at least one year.

Action can include any one of these tools or powers and in some cases more than one intervention may be used to tackle anti-social behaviour: issuing a Notice of Seeking Possession, obtaining an Anti-Social Behaviour Order or Injunction or even eviction. You may be excluded from joining the Housing Register and we are unlikely to find you a new home if you are evicted because of anti-social behaviour.

**Discriminatory Harassment**

We particularly want to prevent any forms of harassment on the grounds of race, religious belief, disability, age or sexuality. If you experience any harassment of this type, contact your Housing Officer immediately. The Council will not tolerate any act of discriminatory harassment and the perpetrator of such action will have broken conditions in their Tenancy Agreement. This will result in legal action being taken wherever possible.

**4. Living in Flats**

If you live in a flat or maisonette, you have further responsibilities, especially to other neighbours within the surrounding locality. Your responsibilities:

- You are jointly responsible for keeping communal areas (eg stairwells and bin stores) clean, tidy and free from obstruction and dangerous substances.
You must not keep pets such as cats or dogs in flats or maisonettes if you do not have a designated private garden. However, you still need to obtain the Council’s permission even if you feel you are eligible to keep a pet. You must keep pets under control and not allow them to roam free or foul communal areas.

You must report any faults or repairs to communal areas, for example doors, lights and entry door systems.

You and all visitors to your property must not cause a noise nuisance or be anti-social in your flat or communal areas. Remember: such activities can be magnified when living in this environment.

5. Pets

You can keep domestic pets such as dogs, cats, small birds etc (a maximum of one cat or dog can be kept without the Council’s permission) but you should not keep non-domestic animals. Obviously you must consider your neighbours when you keep a pet at your home as we receive many complaints about nuisance caused by pets. In the event of a valid complaint about a pet we will ask you to ensure the problem is resolved. Failing this, the only solution that remains is that we request you remove your pet from your dwelling and find it an alternative home.
Dogs
Please be considerate towards your neighbours and the general public if you own a dog. Barking may cause annoyance to your neighbours and can in some circumstances become a public nuisance, leading to legal action under the Control of Pollution Act. Heavy fines may be imposed upon conviction. If you allow your dog to create a nuisance or annoyance, you are in breach of your tenancy conditions which may put your tenancy at risk. Dogs should be looked after in accordance with the law. This includes any dangerous dogs.

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