



Addressing Anti-Social Behaviour

Oaklee



THE IMPACT OF ANTI-SOCIAL BEHAVIOUR

Oaklee is fully aware of the impact that Anti-Social Behaviour can have on people's lives. If left unchecked, Anti-Social Behaviour can destroy communities, blight areas and lead to heightened criminality.

At an individual level it can have a detrimental impact on the health and quality of life of those affected by such behaviour.

As a responsible landlord, we are committed to addressing Anti-Social Behaviour (ASB) within our housing stock. We actively collaborate with residents, community groups, and both voluntary and statutory agencies to prevent and manage such behaviour effectively. However, tackling ASB requires a collective effort, and we encourage individuals and communities to report any incidents promptly so that we can take appropriate action.



There is an obligation on you, the tenant, to ensure that neither you, nor any member of your household or visitor, engage in Anti-Social Behaviour of any kind. Engaging in Anti-Social Behaviour can seriously effect you and your tenancy.

Examples of anti-social behaviour:

- Violence or the threat of violence;
- Hate behaviour that targets members of identified groups because of their perceived differences (e.g. race, religion, political affiliation, disabilities or sexual orientation);
- Persistent Noise Disturbances (e.g., frequent rowdy parties, excessively loud music or TVs, continuous dog barking);
- Verbal Altercations and Aggressive Behaviour (e.g., loud arguments,);
- Environmental quality issues (e.g. litter, dog fouling, graffiti fly tipping, abandoned vehicles);
- Offensive drunkenness;
- Using housing accommodation for selling drugs or drug abuse or other unlawful purposes;
- Intimidation and Harassment.

OAKLEE'S APPROACH

Oaklee acknowledges that everyone is entitled to live in peace within their neighbourhood and that in order to provide a comprehensive housing service to everyone, Anti-Social Behaviour and the causes of Anti-Social Behaviour must be addressed effectively.

We will:

- Quickly and formally acknowledge all reports of Anti-Social Behaviour (ASB).
- Seek to investigate all reported instances of ASB in a timely manner.
- Provide ongoing advice and support to those affected by ASB.
- Identify and interview all interested parties.
- Keep the complainant(s) / witnesses informed of the progress of the case
- Establish inter-agency working where appropriate including liaison with An Garda Síochána.
- Utilise the Mediation service provided by Residential Tenancies Board where deemed appropriate.
- Use arbitration via the Residential Tenancies Board and legal action when all efforts at mediation have failed.
- Endeavour to take action on behalf of Oaklee's tenants who are the victims of ASB which is perpetrated by others.
- Consider refusal / deferral of a letting of a dwelling re. Anti-Social Behaviour.
- Provide local Area Housing Offices where dedicated staff are deployed to receive and investigate complaints of Anti-Social Behaviour in their area.
- Provide Pre-Tenancy Training Courses for all new tenants – attendance is obligatory
- Engage with communities through our Community Development initiatives and our Tenants' Forum

MAKING A COMPLAINT



A complaint of Anti-Social Behaviour can be done in person, by appointment with your Housing Officer. Telephone the Oaklee Services Centre (**01 400 2650**) or by e-mail to **enquiries@oaklee.ie**

If you believe the behaviour is of a criminal nature you should also contact An Garda Síochána.

A complaint does not have to come from the individual experiencing the Anti-Social Behaviour. A political representative, Garda officer, local authority officer, social worker, family member, friend or neighbour may report the complaint initially.

PROCESSING A COMPLAINT

In processing all reports of Anti-Social Behaviour, our investigating officers use consistent policy, procedures and documentation including the use of Anti-Social Behaviour Action Sheets, Anti-Social Behaviour Case Files and Incident Diaries.

PROCESSING A COMPLAINT

The complaint process

- When an initial complaint is received, it will be registered and a letter of acknowledgement issued to the complainant.
- The Investigating Officer will interview the complainant to gather details of the background to the complaint.
- If the complainant inform us that they are in fear of reprisal and wish to have the complaint treated in confidence, we will try to ensure that the complainants identity will not be disclosed to the person against whom the complaint is made (respondent).
- If information received from the complainant, or if the complaint itself, would tend to identify a complainant who requests confidentiality then he/she will be made aware of this and asked if they wish an investigation to proceed.
- Depending upon the circumstances of the complaint, the Investigating Officer and the complainant will agree (if appropriate) an Action Plan which will set out the steps to be taken during the investigation and agree how the Anti-Social Behaviour can be stopped.
- As part of the Action Plan Oaklee may contact the alleged perpetrator, liaise with appropriate agencies and seek to substantiate the reports of ASB. Where the alleged perpetrator refutes the allegations, or where the available information is insufficient to progress the matter, the complainant may also be requested to complete an Incident Diary so that future incidences of ASB can be easily recorded.
- An interview/contact with the alleged perpetrator will be arranged to explain the reports received and assess the potential seriousness of the situation. If counter allegations are made, they too will be investigated.
- Following interviews and the gathering of evidence from other sources (where relevant), Oaklee will choose the most appropriate form of action to remedy the complaint. Each case is unique and will be determined by the particular circumstances of the case. Oaklee will decide to take one or more of the following options:
 - Issue a Warning Letter to the perpetrator;
 - Monitor the situation;
 - Gather additional evidence to develop the case further
 - Refer case for mediation
 - Seek to set up an Acceptable Behaviour Contract with the perpetrator.
- Initiate legal action (Notice of Termination).
- Initiate inter-agency working and monitor evaluate the impact of any agreed support package made available on resolving the issues.
- Close the case due to lack of corroborative evidence.

SUPPORT

Throughout the investigation, the complainant will be continually informed of progress and will be provided with an appropriate level of support by Oaklee or other relevant agency. The perpetrator of the Anti-Social Behaviour may also require advice and assistance and this can be provided by Oaklee directly or through interagency working where this is required.

Managing/reducing the impact of Anti-Social Behaviour

While Oaklee will take the necessary steps to end a tenancy due to Anti-Social Behaviour, it will do so only as a last resort. We will seek to work through a series of interventions designed to stop the Anti-Social Behaviour while keeping the individual in their home.

The main interventions used to address Anti-Social Behaviour include:

- **Warning letters** – The use of a warning letter issued to the individual committing the Anti-Social Behaviour is considered at an early stage. The individual will be warned that continued Anti-Social Behaviour might put their tenancy at risk.
- **Acceptable Behaviour Contracts (ABCs)** – A voluntary written agreement between a person committing Anti-Social Behaviour and one or more of the partner bodies with a role in preventing Anti-Social Behaviour. These partner bodies include Oaklee, An Garda Síochána and other agencies.
- **Mediation** – In appropriate circumstances and where both parties agree, mediation will be used to resolve the unacceptable behaviour.
- **Multi-agency working and information sharing** – Oaklee believe that Anti-Social Behaviour can only be tackled effectively when all service providers work together in partnership. Early intervention by specialist organisations can avoid the need for legal action. To this end, we have forged a range of working arrangements with a wide variety of agencies including the HSE, An Garda Síochána, Local Authorities and Voluntary Support Agencies.

CUSTOMER COMMITMENT

Tackling anti-social behaviour *together*.

In order to achieve success in tackling Anti-Social Behaviour in your area we need your help. It is your home, your community, your area.



Oaklee will ensure that all cases are progressed to conclusion and closed. Oaklee is committed to providing a quality service to its tenants in relation to addressing problems of Anti-Social Behaviour in or around our developments. If a tenant is not happy with the way in which his / her grievance was handled, or the subsequent outcome, he / she can make a complaint to:

Oaklee Customer Services Officer:

Tel: **01 400 2650**

Email: **enquiries@oaklee.ie**

Post: **Oaklee, Lower Ground Floor, Brunel Building, Heuston South Quarter, Saint John's Road West, Dublin 8, D08 X01F**



CONTACT US

A complaint of Anti-Social Behaviour can be made in writing or verbally (in person or by telephone) to your Scheme Co-ordinator or Housing Officer, at Oaklee's office, by telephone to the Oaklee Services Centre **(01 400 2650)** or by e-mail to **enquiries@oaklee.ie**

GET IN TOUCH

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Heuston South Quarter,
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E: enquiries@oaklee.ie

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