

# Antisocial behaviour and harassment –

We want you to be safe and secure  
in your home



## **Preventing antisocial behaviour and harassment**

We are committed to tackling antisocial behaviour and will investigate all reports quickly and thoroughly.

We believe you should be able to live in your home safely and securely. We know antisocial behaviour can affect many people in different ways. Sometimes you may just find it annoying but at other times you might feel in danger.

We will support you if you are experiencing antisocial behaviour or harassment and will choose a neighbourhood officer for you to contact if you have any questions.

We will keep anything you tell us confidential. We won't use any information you give us without your permission. We will work with you to find the right solutions to your personal situation, informally through mediation. (This is where the people who have a disagreement or dispute can meet, together with an independent

mediation service, and tell each other their views in order to reach a decision they are both happy with). If necessary, we may take legal action against the person or people who are behaving antisocially or harassing you. You can report antisocial behaviour to us either in person, by phone on **0300 303 2500**, or online at **[www.swan.org.uk](http://www.swan.org.uk)**

## **Our antisocial behaviour and harassment service standards**

If you are having a problem with antisocial behaviour or harassment, we will:

- respond within one to three working days (depending on how serious your problem is) and offer to meet with you at your home or in one of our offices so we can agree what to do to sort out the problem;
- tell you what your options are and keep you updated on what we are doing to sort out the problem;

**If you are being harassed or are the victim of antisocial behaviour, please call us on 0300 303 2500.**

# When your Housing Office is closed you can still report antisocial behaviour using our 24 Hour ASB Helpline 0800 075 6699.



- try to sort out the problem in a number of ways, including mediation or legal action;
- involve other agencies, such as the police and environmental services where appropriate;
- give you advice about extra security measures you can take if there is a risk of you experiencing antisocial behaviour or harassment again;
- review your case regularly and contact you to update you on any progress;
- when there have been no incidents of antisocial behaviour in the last three months, contact you to discuss closing your case; and
- send you a satisfaction survey when we have closed your case so we can learn and improve on the services we provide.

## Our service standards

Each of our service standards has been agreed with a group of residents. The service standards tell you what level of service you can expect from us.

We will check regularly to see if we are meeting these service standards and let you know how we are doing. If you feel that we are not meeting these standards, please phone us on **0300 303 2500**.

## Contact us

If you want to discuss anything we have mentioned in this leaflet, please phone **0300 303 2500**.

Antisocial behaviour and harassment:

Text: **07950 961811**

(start your text with the word LONDONNEIGHBOURS or ESSEXNEIGHBOURS)

You can also contact us through our website at **www.swan.org.uk** or at:

### Head Office

Swan Housing Association  
Pilgrim House  
High Street, Billericay  
Essex CM12 9XY.

Or, visit our London office at:

Swan Housing Association  
Cygnet House South  
10 Chrisp Street  
London E14 6LL.

Available in other formats and languages

### English

This information tells you about **antisocial behaviour and harassment**. If you would like to receive this in your own language, please contact us on **0300 303 2500**.

### French

Ces informations traitent de **antisocial behaviour and harassment** (comportement antisocial et harcèlement). Pour les recevoir dans votre propre langue, veuillez nous contacter au **0300 303 2500**

### Polish

Niniejsze informacje dotyczą tematu **antisocial behaviour and harassment** („Zachowania antyspoleczne i prześladowania”). Aby otrzymać je we własnym języku, zgłoś się do nas pod numer **0300 303 2500**

### Somali

Macluumaadkaan wuxuu kuu sheegayaa wax ku saabsan **antisocial behaviour and harassment** (“Rabshadaynta iyo Asluub-xumida Lidka ku ah Bulshada”). Haddii aad jeceshahay inaad kani ku hesho luqaddaada, fadlan nagala soo xiriir **0300 303 2500**

### Bengali

এই তথ্যে আপনাকে **antisocial behaviour and harassment** (অ-সামাজিক আচরণ এবং উত্ত্যক্ত করা) র বিষয়ে জানানো হয়েছে। আপনি এটা আপনার ভাষায় জানতে চাইলে আমাদের **0300 303 2500**-এ যোগাযোগ করুন

### Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ **antisocial behaviour and harassment** (ਸਮਾਜ ਵਿਰੋਧੀ ਵਰਤਾਉ ਅਤੇ ਪਰੇਸ਼ਾਨੀ) ਬਾਰੇ ਦੱਸਦੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ **0300 303 2500** ਤੇ ਸੰਪਰਕ ਕਰੋ

### Arabic

تشير هذه المعلومات إلى **antisocial behaviour and harassment** (“التحرش والسلوك غير الاجتماعي”). إذا كنت تريد الحصول على هذه المعلومات في لغتك، يرجى الاتصال بنا على الرقم **0300 303 2500**

### Urdu

یہ معلومات آپ کو **antisocial behaviour and harassment** (“سماج مخالف رویہ اور براساں کرنا”) کے بارے میں بتانے کیلئے ہیں۔ اگر آپ اسے اپنی زبان میں حاصل کرنا چاہتے ہیں تو، براہ کرم ہم سے **0300 303 2500** پر رابطہ کریں

If you would like a copy of this document in large print, Braille or on CD please call **0300 303 2500**.

