

Tenancy Services

The ASB, Crime and Good Neighbour Guide

An information booklet and Good Neighbour Guide for Royal Greenwich Tenants and Leaseholders

www.royalgreenwich.gov.uk



About this booklet

'Anti-social behaviour' covers a range of activities that affect people's enjoyment of their homes and neighbourhoods. It includes noise, graffiti, abandoned vehicles, drug- or alcohol- related nuisance, verbal abuse and harassment.

You may be affected by problems like these, or you may know somebody who is.

This booklet gives you advice about:

- who you can talk to in the Council if you are affected by anti-social behaviour
- how we will deal with your concerns
- action we can take to try to resolve problems, and what help we may need from you
- things you can do to try to resolve problems, and how we will support you
- useful telephone numbers.

Royal Greenwich deals with anti-social behaviour in the Borough in various ways. This booklet explains what action we take as a landlord managing council homes. The booklet is a summary of our policy and procedures.

You can see the full policy statement and other information on our website at www.royalgreenwich.gov.uk Alternatively, you can contact us on 020 8854 8888.

Contents

1	What is anti-social behaviour?	4
2	What you can do to deal with anti-social behaviour	7
3	How we will deal with your report	9
4	Action we can take against people who act in an anti-social way	10
5	Hate Crime	13
6	Domestic Abuse	15
7	Partnership working	17
8	Independent advice and assistance	19

1 : What is anti-social behaviour?

Definition:

The definition we use in our policies and procedures for housing services is:

“ *anti-social behaviour is behaviour that is capable of causing a nuisance, annoyance, alarm or distress to any person living in, working in or visiting the neighbourhood* ”

Anti-social behaviour includes:

- **verbal abuse** – including offensive language and unreasonable or unfounded allegations
- **harassment** – including persistent verbal or physical abuse of people or property
- **hate crime** – harassment motivated by race, colour, ethnic origin, nationality or national origins, faith/religion, gender or gender identity, sexual orientation, disability or perceived race, colour, ethnic origin, nationality or national origins, faith/religion, gender or gender identity, sexual orientation, disability
- **domestic abuse** – controlling, coercive or threatening behaviour, violence or abuse between partners / ex partners or family members aged 16 or over
- **child abuse** – physical, emotional and sexual abuse to those under 18
- **vulnerable adult abuse** – of anyone aged 18 or over who is unable to protect themselves from any kind of harm or injury due to their age, illness or disability
- **intimidating behaviour** – from individuals or groups of people – including behaviour that prevents a person reporting to the police or council
- **noise nuisance** – including loud parties, shouting, and noise from TVs, radios, hi-fis, musical instruments and burglar alarms
- **motor vehicle nuisance** – including repairs and abandoned vehicles
- **drug, alcohol and solvent related nuisance** – including activity connected with the supply, use or misuse of illegal drugs, such as violence, noise, theft, verbal abuse, damage or drug ‘litter’
- **environmental nuisance** – including litter, graffiti, damage to communal areas and fly-tipping
- **animal nuisance** – including dog fouling, noise and insanitary conditions

- **garden nuisance** – including overgrown gardens, rubbish, vermin and nuisance bonfires
- **business nuisance** – nuisance caused by a business run from someone’s home
- **cyber bullying** – the use of electronic communication to bully a person, typically by sending messages of an intimidating or threatening nature

As a Royal Greenwich tenant or leaseholder, your Tenancy Enforcement Officer should be the first point of contact for help and advice on anti-social behaviour – see Section 2.

If you think that you or someone else is in danger, or you need to report a crime, contact the police immediately on their emergency number **999**.

Hate Crime (racial, homophobic, gender-based or disability- related harassment) and domestic abuse incidents are serious crimes and should be reported promptly to the police for investigation
- see Section 5.

Don’t forget to inform your Tenancy Enforcement Officer of any incidents reported to the police, so that they can provide additional help and support.

Our commitment

Royal Greenwich works to provide the best possible housing service, and to tackle the problems created by anti-social behaviour.

We will:

- deal with all complaints fairly and impartially
- provide an accessible, effective service, which also encourages residents to report incidents

- take firm action against people acting anti-socially
- find ways to prevent anti-social behaviour
- support complainants and witnesses, ensuring confidentiality at all times
- protect vulnerable people, and tackle inequality and discrimination
- work with tenants, residents and other agencies to deal effectively with anti-social behaviour

Our customer care commitment

Contact with people is at the heart of our services and only the highest standard of customer care is good enough for the people of loyal Greenwich.

Staff within Tenancy Services will deal with all reports of anti-social behaviour made by any tenant or leaseholder. You should not be worried about reporting incidents to us if you owe rent, as this is a separate issue and will not affect the way we investigate your report.

Accessible services

We aim to provide services that are accessible to as many people as possible, and we will do our best to make it easy for you to use our services and talk to us. If you want to talk to us about problems of anti-social behaviour in your area, please let us know if you need:

- language interpreters at interviews, including British sign language interpreters
- information and letters translated into another language
- information and letters in large print, audio tape, disc, Braille or other format

All our front-line offices have induction loops for people with hearing difficulties.

Safeguarding children

Every child has a right to protection from neglect and from physical, emotional and sexual abuse.

Our staff have a duty to report any concerns they have about a child's welfare and safety, so that families can get the help and advice they need.

If you have any concerns about a child's welfare, please contact Royal Greenwich's Children's Services - Initial Response and Assessment Service on **020 8921 3172**.

Outside normal office hours call **020 8854 8888**.

Safeguarding adults

Everyone has a right to live in peace and free from harm. A vulnerable adult is anyone over the age of 18 who is unable to protect themselves from any kind of harm or injury due to their age, illness or disability.

Safeguarding and protecting vulnerable adults is everyone's responsibility. Our staff have a duty to, and will respond to, any report of concern of abuse.

If you are the victim of abuse, or think someone is being abused, you can get help by contacting Royal Greenwich's Adults and Older People's Services on **020 8921 2304**.

Outside normal office hours call **020 8854 8888**.

2 : What you can do to deal with anti-social behaviour

What you can do will depend on the type of problem you have. If you are not sure what to do, you should contact your Tenancy Enforcement Officer, who will be able to advise you (see later in this section).

The following advice gives you some ideas on how to deal with a dispute with your neighbours. Disagreements with neighbours can arise over everyday things like badly behaved children, car parking, loud music and animal / pet nuisance. It is often difficult to resolve problems without those involved talking to each other.

Speaking face to face with your neighbour

This is usually the best approach, as most people are reasonable if approached in person. It is certainly better than banging and shouting, which will generally make matters worse. It is also better than putting a note through their door, which can seem unfriendly. Remember, people are often unaware that they or someone in their household are causing you a nuisance.

If you do not think it is safe, or if you feel uncomfortable approaching your neighbour, talk to your Tenancy Enforcement Officer first.

Preparation – before approaching your neighbour:

- Think about what you want to say before approaching your neighbour
- Have a clear and simple message in mind and don't stray from the main issue
- Be clear about what the problem is and how it affects you

- Try talking to a friend, your Tenancy Enforcement Officer or a local advice agency, such as Citizens Advice, about the problem, as this might make it clearer in your mind

When you speak to your neighbour:

- Try to stay calm and friendly. Being aggressive is not going to help
- Explain what the problem is, how you feel and how it affects you. Often people may not realise that a problem exists
- Listen to your neighbour and think about what they are saying. They too will have a view, and better results can be achieved if people listen as well as talk
- Try not to interrupt your neighbour when they are talking
- Try not to shout or use bad language, even if your neighbour does! It will help if you keep in control
- Avoid bringing up incidents from the past, especially if they are not relevant to the present dispute. Try instead to think how you want things to change for the future
- If your neighbour is aggressive or unreasonable – leave the discussion
- If you think you are in danger or your neighbour threatens you with violence, contact the police and tell your Tenancy Enforcement Officer
- If the police are involved, always ask them for a crime number. This is important when we carry out further investigation

If talking to your neighbour doesn't help, or is not an appropriate way to deal with the type

of problem you are experiencing, you should contact your Tenancy Enforcement Officer.

Reporting to your Tenancy Enforcement Officer

Your Tenancy Enforcement Officer will discuss the situation with you and help you decide on a further course of action, including mediation where appropriate. (See Section 3 for more details on how staff will deal with your report.)

In most cases we expect the people involved in a dispute to resolve it by using our independent Mediation Service, if they can't resolve it by talking to each other.

Tel: 020 8854 8888

Email: Tenancy-Enforcement-Teams@royalgreenwich.gov.uk

Visit one of our offices:

**The Woolwich Centre
35 Wellington Street
Woolwich
SE18 6HQ**

The teams who deal with ASB

There are different teams who deal with different forms of ASB, namely:

- Environmental Health Community Protection Team – who deal with Residential ASB, both for Royal Borough of Greenwich Council Tenants, housing association tenant, private tenants and owner-occupiers. They also deal with noise nuisance.
- Tenancy Enforcement Team – RBG residential ASB
- Safer Spaces – Public Space ASB

Dealing with noise

If the noise nuisance is an ongoing issue, speak with your Tenancy Enforcement Officer in the first instance. Should you require further specialist help, you can also contact the Royal Borough of Greenwich's Environmental Health Community Protection Team who can provide advice and attend to witness the nuisance.

The Community Protection Team can attend to witness:

- Noise From neighbouring properties (Loud Music/Parties/DIY Work)
- Noise From Business premises (Loud Music/Parties/DIY Work occurring at bars, restaurants, nightclubs, commercial businesses)
- Burglar Alarms from Residential and commercial premises
- Car Alarms
- Loud music from Stationary Vehicles

The Community Protection Team do not attend to witness:

- Noise on public highways (Moving Cars, Busses, Road Works)
- Public places e.g. Street Entertainers, Noise From Parks and playgrounds (Refer to Safer Spaces)
- Impact Noise from Properties e.g. footfall, living noise, dropping of items, Children Playing, Shouting from Properties (This should be referred to your Tenancy Officer)
- Transport (Noise from Trains, Tubes, Busses, Emirates Cable Car, Airplanes etc)

You can contact the Community Protection Team Day Time Service Line (Monday – Friday 8am – 5pm) on 0208 921 8166.

The service also has an Out of Hours Service Line (Thursday – Friday 5pm – 2am & Saturday – Sunday 8am – 2am) on 0208 921 8921.

Safer Spaces

Safer Spaces include the Community Safety Enforcement Team which are a high visible patrol service that investigate complaints of ASB taking place within the public domain.

Our Enforcement Officers are trained to identify offences of anti-social behaviour and equipped with a range of tools to enforce on the few individuals that decide to behave in a manner that causes harassment, alarm or distress.

These tools range from fixed penalty notices for breaches of RBG Public Spaces Protection Orders to Community Protection Notices and Injunctions.

Officers are trained in problem solving persistent anti-social behaviour and criminal activity. The team specialise in Integrated Enforcement and actively work closely with partners to resolve problems that impact our communities in the public space.

The Community Safety Enforcement Team has officers for our Town Centres, Parks and Housing Estates and understand how anti-social behaviour impacts our communities differently.

Mediation

Mediation is where people involved in a dispute discuss and resolve it with the help of

an independent person called a mediator. It is informal but confidential and enables people to air their grievances. Everyone gets a fair chance to have their say, to be listened to and to get a response to their concerns.

First, each person involved in the dispute meets the mediators separately to help them decide what they want. Then, if they agree, they meet to discuss the situation and work out an agreement they can live with.

The service is free and very successful. The mediators are ordinary people who are professionally trained to deal with disputes of every kind. They make sure the discussion takes place in a way that is safe for everyone involved.

We actively encourage the use of mediation for most cases involving disputes between neighbours.

Your Tenancy Enforcement Officer can give you more advice about the mediation service available to you.

3 : *How we will deal with your report*

Royal Greenwich does not tolerate any form of anti-social behaviour. Whether you contact us by phone, in writing or by visiting your Tenancy Office, we will acknowledge your report within 5 working days. We will assess how serious the problem is before deciding what action to take. Serious cases will be investigated within 24 hours.

We encourage you to report all problems, even if you want to report them anonymously. We will understand if you feel anxious or uncomfortable about making a report and can assure you of our support and protection where possible.

Talking to your Tenancy Enforcement Officer

- They will discuss your problems with you impartially and in confidence
- They will not identify you to your neighbour, or anybody else, unless you agree we should
- All our staff have been trained, and work to a code of good practice
- You can bring someone with you when you come to the office, including witnesses to any incidents

We will want to know:

- what has happened. It will help if you have dates and times
- what you think has caused the problem
- what action you have taken so far
- whether you have discussed the matter with the police, another Council department or any other organisation.

Action Plan

Your Tenancy Enforcement Officer will agree an action plan with you to resolve the problem and will confirm this in writing to you. They will be honest about the likely outcome of the various forms of action, particularly legal action.

Depending on what happened, the action plan might include the following:

- You approaching your neighbour. We would advise you to do this only if suitable
- Mediation
- An officer interviewing or writing to your neighbour
- Collecting more evidence, including evidence from other witnesses
- Starting legal action. Court action will only succeed if the right evidence is available. Your Tenancy Enforcement Officer can explain what the court requires (Section 4)
- Involving other council departments or organisations

Keeping you informed

Your Tenancy Enforcement Officer will confirm the discussion and action plan in writing to you. They will regularly review your case and decide with you any further action to be taken, so it is important that you let your Tenancy Enforcement Officer know as soon as you can, of any new incidents or anything you think might be relevant.

Closing your case

Your case will be closed when the problem has been resolved, or 4 weeks after you last contacted us. We will write to you confirming that it has been closed.

4 : Action we can take against people who act in an anti-social way

Action against tenants

The tenancy agreement is a legally binding contract between Royal Greenwich (the Council) and its tenants. It states that as a tenant you are responsible for your behaviour and that of your household members, visitors and pets. 'Good behaviour' is behaviour which respects the rights of others to peaceable enjoyment of their home and neighbourhood, and which doesn't cause nuisance, distress or annoyance to others.

We have an Introductory Tenancy Scheme.

Introductory Tenancies last for 12 months, and during this 'trial' period the tenant does not have all the legal rights of a secure tenant. If an Introductory Tenant causes anti-social behaviour during this period, we can quickly regain possession of their property through the courts.

If a tenant acts in an anti-social way, we will try to resolve the problem by investigating the case, giving advice, negotiating solutions and using mediation where necessary. However, where these measures do not stop the behaviour, we will take legal action.

Action outside the court system

Acceptable Behaviour Agreements:

Acceptable Behaviour Agreements (ABA's) are an early intervention tool used address anti-social behaviour being caused by an individual.

Usually in place for 6 months the ABA is a voluntary agreement made between the individual causing the anti-social behaviour.

The council and the in some cases the police outlining the behaviours exhibited by the individual and them agreeing to cease the behaviours. The agreement is then signed by the involved parties and reviewed throughout its duration to see if there has been an improvement in the individuals behaviour. The agreement is not legally binding, but it can be used as evidence should the council need to pursue legal action against a resident, for example applying for an Injunction or Premises Closure Order.

The ABA can be offered to individuals aged 10 or over. Where a child is under 10, a Parental Control Agreement may be considered. If an ABA is agreed for a child under 18 their parent or guardian also has to be involved in this process and sign the agreement.”

Legal action

Injunctions

An injunction is a court order that requires a person to do something, or to stop doing something.

Injunctions can:

- apply to anyone over the age of 10
- be obtained more quickly than other legal action – in 24 hours in cases of serious harassment
- include a power of arrest in case the terms of the injunction are broken
- order your neighbour not to approach you or speak to you.

You do not necessarily have to provide named evidence in support of an application, however named evidence is the best evidence that can be given to the court.

If the application is not defended you may not have to attend court, but if you have given a named statement you will have to swear a statement of truth (a legal oath) beforehand.

If your neighbour breaks the terms of the injunction, it is treated as contempt of court. As long as we can prove that the injunction has been broken, the Judge can order a fine or imprisonment, or both. If a power of arrest was granted as part of the injunction, the police can arrest the person breaking it.

Only a named statement giving evidence of the breach will be accepted by the court, this is because of the potential for a sentence of imprisonment. Injunctions remain in force for 1 year (the maximum period for an individual under 18) up to, in exceptional cases, an indefinite period. Breach of an injunction can lead to a fine, a period of imprisonment or both for an adult, and a Supervision Order, or a Detention Order, for a juvenile aged under 18.

Possession Orders

In serious cases, we can ask the court to evict a tenant from their home when they have broken the tenancy agreement. The Judge can give two different types of possession orders, unless the application is made on the 'Absolute' grounds:

Immediate possession

A tenant has to move out of their home within a specified time decided by the Judge, which is usually no more than 28 days from the court hearing.

Suspended possession

The Judge will set a period of time when the tenant must not repeat their behaviour or break other conditions set out by the court. If they do so, we will go back to court and ask for an immediate possession order.

Absolute Grounds for possession

Where an application for possession is made on the following grounds:

- The tenant, or a person residing in or visiting the dwelling-house, has been convicted of a serious offence, breached a provision of an injunction or Criminal Behaviour Order, or an Environmental Protection Act abatement notice or court order, and the serious offence or the breach:
- was committed (wholly or partly) in, or in the locality of, the dwelling-house, or
- was committed elsewhere against a person with a right (of whatever description) to reside in, or occupy housing accommodation in the locality of, the dwelling-house, or

- was committed elsewhere against the landlord of the dwelling-house, or a person employed (whether or not by the landlord) in connection with the exercise of the landlord's housing management functions, and directly or indirectly related to or affected those functions, or
- the dwelling-house is or has been subject to a Closure Order.

An application to the court on the 'Absolute Grounds' can be made. The tenant has the right to apply in writing within 7 days of being served with the Notice of Seeking Possession, to have the decision to serve the Notice reviewed. If the review decides the serving of the Notice was reasonable and proportionate, an application to the court will be made. Where the criteria are met, the court must grant outright possession.

In all cases, strong supporting evidence is needed, and the people providing the evidence may have to appear in court.

Demotion Orders (Demoted Tenancies)

We can apply for a secure tenancy to be ended and replaced with a 'demoted' tenancy. This allows us to evict the tenant more quickly and easily if the anti-social behaviour continues.

Demoted tenants do not have some tenancy rights, such as the Right to Buy and the right to exchange their property.

If the demoted tenant stops causing problems, they can get their secure tenancy and rights back after a period of time, usually a year.

Evidence for legal action

The Judge will grant injunctions, possession orders, or demotion orders only on good evidence.

Evidence that will satisfy the court must:

- preferably be first hand named evidence; ‘hearsay’ evidence will only be used as a last resort in an application and cannot be used in breach proceedings.
- be what you, a council officer or the police have seen or heard. Police officers, council staff and other ‘professional witnesses’ can give evidence based on what they have seen or heard themselves. Only in applications will they provide hearsay, as a last resort.
- be presented clearly and in writing. Details of incidents must be written down when they actually happen. If there has been a delay, the court may ask questions about it
- convince the Judge that it is reasonable to make an order, or orders
- show that in all nuisance cases the anti-social behaviour has seriously affected the witnesses, person complaining and/or the wider community
- usually be given in person. This is more likely if the person complained about is challenging the evidence
- be given by more than one witness, especially if a possession order is being sought. Amateur video or photographic evidence may be accepted.

What we will do to support you

We recognise that it is very demanding for anyone to have to give evidence against someone. We aim to give practical support and protection for complainants and witnesses.

Your Tenancy Enforcement Officer will discuss with you the type of support that you feel you need and will refer you to support services as necessary.

These might include:

- **Victim Support** - providing emotional and practical support to victims of crime, including anti-social behaviour
- **Our Legal Services** – staff from this section will keep you informed at all stages of the legal process and give you advice and support about being a witness in court

Our Specialist Anti-social Behaviour Team which liaises with the police, and can also help you decide whether your home should have additional security.

Please note that this is a specialist service and is only available to tenants who are giving evidence in court on the Council’s behalf.

Action against leaseholders of council property

Council leaseholders are bound by the terms (covenants) of their lease. Tenancy Enforcement Officers will investigate reports of anti-social behaviour caused by leaseholders. In very serious cases we can force the leaseholder to keep to the terms of their lease; for example, we may apply for a Premises Closure or even end the lease.

Action against owner-occupiers

As with council tenants, the council can take action against homeowners. If you want to make a complaint about the behaviour of a neighbouring owner-occupier, you should contact your Tenancy Enforcement Officer.

They will work with our specialist services, such as the Community Protection Team, to resolve these issues by using tools such as Injunctions, Acceptable Behaviour Agreements, Premises Closures, and take action to address noise nuisance.

5 : Hate Crime related harassment

This section gives information about what to do if you have been attacked or abused because of:

- Your race, colour, ethnic origin, nationality or national origins or perceived race, colour, ethnic origin, nationality, or national origins
- faith/religion or perceived faith/religion
- gender/ gender identity or perceived gender/ gender identity
- sexual orientation or perceived sexual orientation
- disability or perceived disability.

How to report incidents

Royal Greenwich tenants and leaseholders should report all incidents to their Tenancy Enforcement Officer who will, wherever possible, interview you within one working day. They will arrange the interview to suit your needs as much as possible, for example in your language or using a signer, or by arranging wheelchair access.

At the interview, the Tenancy Enforcement Officer will ask for details of the incident(s) and will agree with you what action to take.

This may include:

- extra security to your home
- a community alarm, so that you can get help if you need it
- arranging for you to get more support

- taking action against the person responsible – they may have broken the terms of their tenancy agreement or lease
- rehousing – though only in the most serious cases, where it is necessary to protect you and your family.

The Tenancy Enforcement Officer will also tell you about other organisations or agencies offering specialised help and support. With your permission, they will pass your details on after the interview.

The Tenancy Enforcement Officer will agree action with their manager within 3 working days, or 24 hours in cases involving violence.

Safer Greenwich Partnership

Depending on the types of incident, the Tenancy Enforcement Officer may then arrange a case panel meeting inviting you and any other workers or agencies who are involved. This will help to decide what more needs to be done. The panel is attended by representatives from Royal Greenwich, the police, Metro, GAD and Greenwich Inclusion Project (GRiP) – see later in this section for details of these agencies.

Monitoring

The Tenancy Enforcement Officer and their manager will check what is happening at least every month, and this will include contacting you for updates. It is important that you let your Tenancy Enforcement Officer know as soon as anything happens which may be relevant.

Cases are closed where no further action is possible or necessary, and the Tenancy Enforcement Officer will discuss this with you and put it in writing.

Useful numbers for hate crime related incidents

Stop Hate UK

Royal Greenwich commissions Stop Hate UK to provide an independent reporting service, which operates 24 hours a day, 365 days a year. You can report incidents online or by telephone.

Tel: 080 0138 1625

www.stophateuk.org

Greenwich Inclusion Project (GrIP) In partnership with Stop Hate UK, Greenwich Inclusion Project delivers services aimed at promoting social inclusion and addressing the issue of hate crimes in the Borough.

Tel: 020 3747 9862

133 Island Business Centre

18 -36 Wellington Street

Woolwich,

SE18 6PF

Metro GAD (formerly known as Greenwich Association of Disabled People):

GAD provides in-depth support for individuals and represents clients at case panels.

Email: gad@metrochrity.org.uk

Tel: 020 8305 2221

Textphone: 020 8858 9307

METRO Charity,

METRO works with anyone experiencing issues related to gender, sexuality, diversity or identity.

Email: info@metrocharity.org.uk

1st Floor Equitable House, 7 General Gordon Square,

Woolwich,

London SE18 6FH

6 : *Domestic Abuse*

Definition:

Royal Greenwich Tenancy Services has a separate policy and procedures for dealing with reports of domestic abuse. We use the following definition:

“ *The emotional, physical, sexual, financial or psychological abuse of a person by their partner, family member or someone with whom there is, or has been, a relationship* ”

This covers relationships with ‘associated persons’ as defined by the Housing Act 1996. Domestic abuse is defined as any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence, or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality.

Domestic abuse can happen to anyone, regardless of gender, age, ethnicity, sexuality, background, or socio-economic status.

There are different types of abuse, and it is not always physical.

How to report incidents

If you are experiencing domestic abuse, you should contact your Tenancy Enforcement Officer for advice and assistance. They can arrange for you to see a different member of staff if you would prefer this; for example, if you would prefer to be interviewed by a person of the same sex.

Your Tenancy Enforcement Officer will discuss the situation with you in confidence and will do everything they can to help you. They will set out the possible options open to you and will talk to you about what support is available. The Tenancy Enforcement Officer will allow you to decide what action will be taken and will offer support for as long as you need it. This could include making your home more secure.

The Tenancy Enforcement Officer will check what is happening at least every month for as long as necessary, and will contact you for updates.

Multi-Agency Risk Assessment Conference or MARAC

A MARAC is a meeting where information on the highest risk domestic abuse and violence cases is shared, with the victim's consent, between representatives of Royal Greenwich, local police, probation, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs) and other specialists from the statutory and voluntary sectors. Referrals can be received from any statutory or third sector agency and must go through each agency's MARAC representative. MARAC agrees risk management plans through inter- agency information sharing, to reduce repeat victimisation.

Useful numbers for domestic abuse related incidents

Various agencies also offer advice, help and support for people experiencing domestic abuse.

National Domestic Abuse Helpline

The National Domestic Abuse Helpline is run in partnership between Women's Aid and Refuge. It is a national service for women experiencing domestic abuse, their family, friends, colleagues and others calling on their behalf.

24hr Freephone number:

080 8200 0247

Her Centre

The Her Centre is a woman-led charity which supports women who live, study or work in Royal Greenwich.

The Centre offers free and confidential advocacy, counselling, outreach, advice and training in the following areas: domestic abuse & violence, rape and sexual abuse, young women's relationship abuse, legal issues, health, language skills, immigration (signposting to specialists), emergency housing (relating to domestic abuse).

Tel: 020 3260 7715

In an emergency, you should contact the police by calling 999.

Tenancy staff and the Anti-social Behaviour Specialist Team often work in partnership with specialist services in tackling anti-social behaviour.

Royal Greenwich works in partnership with other

professionals in various conferences and panel meetings. The MARAC or Multi-Agency Risk Assessment Conference agrees action plans for high risk domestic violence and abuse cases – see Section 6. The Safer Greenwich Partnership considers hate crime cases - see Section 5.

Police

The police have powers to deal with some aspects of anti-social behaviour, including harassment, property damage, assault and offensive graffiti. We work closely with the police in tackling anti-social behaviour, to ensure that we are using all possible ways to prevent it.

7: Partnership working

You are welcome to ask for support, advice or help from other organisations that are independent of Royal Greenwich. Details of some of them are given below, and you can find more information on our website at www.royalgreenwich.gov.uk

Tenancy Services staff will also have information on other organisations and can be contacted on **020 8854 8888**.

Citizens Advice Greenwich (Woolwich)

Citizen's Advice provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

Tel: 020 8853 9499

**Old Town Hall, Wellington Street
SE18 6PN**

Plumstead Community Law Centre

The Centre's housing team campaigns on behalf of council tenants who are victims of noise

When you report an incident, we may ask you to report it to the police too. We will not make you report it, but involving the police often helps us to take more effective action. Remember to ask the police for a crime number, as having a reference number will make it much easier for you or your Tenancy Enforcement Officer to talk to the police about the incident later on.

***In an emergency call 999;
but if the matter is not urgent use the
non-emergency 101 number***

nuisance or harassment. It is a charity run by a management committee.

Tel: 020 8854 8848

36 Wellington Street, SE1 8 6PF

Greenwich Housing Rights

Greenwich Housing Rights was formed in 1983 by tenants' associations and housing workers in Greenwich and provides free specialist, professional advice on housing-related issues.

Victim Support

Their specialist teams deliver tailored support to help people recover from the effects of crime and traumatic events. They speak up for victims' rights, ensuring their needs are met in the criminal justice system. Most of their cases are referred to them by the police, but you can contact them directly or through your Tenancy Enforcement Officer.

Tel: 0808 16 89 111 (freephone)

**National Domestic Abuse
Helpline**

Tel: 080 8200 0247

Stop Hate UK

Tel: 080 0138 1625

www.stophateuk.org

METRO Charity,

Email: info@metrocharity.org.uk

1st Floor Equitable

House, 7 General

Gordon Square,

Woolwich,

London SE18 6FH

**Metro GAD (formerly known as
Greenwich Association of Disabled
People):**

Email: gad@metrochrity.org.uk

Tel: 020 8305 2221

Textphone: 020 8858 9307

Greenwich Inclusion Project (GrIP)

Tel: 020 3747 9862

133 Island Business Centre

18 -36 Wellington Street

Woolwich,

SE18 6PF

HER Centre

info@hercentre.org

020 3260 7715

**Police: *In an emergency call 999, if the
matter is not urgent use the non-emergency
101 number***

8: Independent advice and assistance

Housing Panels and Tenants and Residents Associations

Housing Panels enable tenants and leaseholders to discuss important matters with us. A Housing Panel in each local area meets regularly, attended by local tenant and resident representatives. There are also many tenants and residents' associations throughout the Borough.

Your tenant representatives will listen if you want to talk about a problem and can advise you where to go for help. They may be able to provide supporting evidence if the matter ever comes to court. They can also speak to us on your behalf, especially if you find it difficult dealing with large organisations, or if you think you have not been treated fairly.

Your Tenancy Office has details of representatives in your area. Alternatively, you can contact the Participation and Diversity Team by phone on **020 8921 6117**, or by email at **community-participation@royalgreenwich.gov.uk**

What to do if you are not satisfied Make a complaint

You have the right to complain if you believe you have not received a good service. Royal Greenwich Tenancy Services' complaints procedure ensures that we will deal with your complaint effectively and promptly.

Below we set out how we deal with complaints about any of our services, not just anti-social behaviour:

- You can complain by letter, phone, or email, in person, webform on our Council website, or by using a complaints form, which is available at all Council offices.
- You will receive an acknowledgement within 5 working days, telling you who is dealing with your complaint.
- We will send you a detailed reply within 10 working days unless the complaint is complicated. In this case we will write to tell you what is happening and when you can expect a full reply.

Request an anti-social behaviour review / community trigger

The community trigger provides residents with the opportunity to have their ongoing anti-social behaviour complaint reviewed by the council, the police and other statutory bodies. In order to be eligible for the community trigger, you must have reported the same incident more than 3 times, and at least one report being in the last 6 months.

The report is reviewed and if it meets the criteria for case review, the attendees adopt a problem-solving approach to reach a resolution, setting about an action plan with clear recommendations to resolve the issue.

Further information about the Community Trigger is on the Royal Greenwich website https://www.royalgreenwich.gov.uk/info/200202/community_safety/1567/anti-social_behaviour_community_trigger.

Your Tenancy Enforcement Officer can help you find this.

This booklet is also available in large print, on disc, tape, Braille or other format.



Tenancy Services
4th floor
The Woolwich Centre
35 Wellington Street
London
SE18 6HQ
020 8854 8888
www.royalgreenwich.gov.uk