

Response Timescale

| | |
|--------------------------------------------|----------------|
| Acknowledgement of complaint | 2 working days |
| 1 st interview with complainant | 5 working days |



Contact us if you would like a copy of this publication in large print, Braille, audio format or another language.

Arabic

إذا كنت ترغب في الحصول على نسخة من هذا المنشور باللغة الصومالية، يرجى الاتصال بالهاتف على الرقم 0161 226 4211 أو إرسال رسالة إلى العنوان التالي:
MossCare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

French

Si vous souhaitez une copie de cette publication en Français, veuillez téléphoner au 0161 226 4211 ou écrire à :
MossCare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

Gujarati

જો તમને આ પ્રકાશનની ગુજરાતી ભાષામાં નકલની આવશ્યકતા હોય કૃપા કરી 0161 226 4211 પર ટેલિફોન કરો અથવા આ સરનામે લખો "The MossCare Housing Group, 101 Great Western Street, Moss Side, Manchester, M14 4AA"

Polish

Jeżeli chciałbyś otrzymać kopię niniejszej publikacji w języku polskim, prosimy skontaktuj się z nami pod numerem telefonu 0161 226 4211 lub napisz do nas na adres:
MossCare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

Somali

Haddii aad af Soomaali ku rabtid nuqulka daabacaddaan fadlan soo wac telefoonka 0161 226 4211 ama u soo qor:
MossCare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

Urdu

اگر آپ کو اس اشاعت کی ایک نقل اردو میں چاہیے تو فون نمبر 0161 226 4211 پر رابطہ کریں یا ہمیں لکھیں:
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Registered Charitable Housing Association No. 18877R.
Registered with the Tenant Services Authority.



Tackling antisocial behaviour – our commitment to you



Tackling antisocial behaviour

- We recognise that your home should be a place of safety. Everyone has the right to the peaceful enjoyment of their home and neighbourhood. Equally every resident has a responsibility not to interfere with their neighbour's right to the peaceful enjoyment of their home and neighbourhood
- Antisocial behaviour is defined as conduct which is capable of causing nuisance or annoyance to any person and directly or indirectly relates to or affects the housing management functions of a relevant landlord
- People to whom the conduct may cause annoyance or nuisance includes anyone who has the right to live in the property that Mosscares owns or manages. It also includes those living in any other property in the neighbourhood, for example, owner occupiers or tenants of other associations. It also includes anyone else living legally in the property or who works or uses local facilities in the area



- Examples of antisocial behaviour include:
 - Noise nuisance
 - Domestic violence
 - Intimidation and harassment
 - The fouling of public areas
 - Aggressive and threatening language and behaviour
 - Actual violence against people and property
 - Hate behaviour that targets members of identified groups because of their perceived differences
 - Using homes to sell drugs, or for other unlawful purpose

What we will do

- Support the victim of antisocial behaviour and take swift action against the perpetrator of antisocial behaviour
- Publicise the timescale for responses to complaints of antisocial behaviour
- Keep the victim of antisocial behaviour informed of progress
- Use as appropriate all the legal tools that are appropriate to Mosscares such as:
 - Injunctions
 - Possession proceedings
 - Demoted tenancies
 - Antisocial behaviour orders
- Use Acceptable Behaviour Contracts as appropriate
- Use starter tenancies and promote the use of Community Agreements in local neighbourhoods, if applicable
- Work in partnership with other agencies, such as, the local authority and Police to address antisocial behaviour. This will include supporting multi-agency forums such as Local Action Partnerships set up under the Crime & Disorder Act

- Maintain effective links with agencies providing specialist support, e.g. those working to support victims of racial harassment, domestic violence, and hate crime
- Seek to prevent antisocial behaviour through support for community activities, early intervention, offering mediation, and multi-agency working
- Ensure staff are fully trained and have the expertise to deal effectively with antisocial behaviour
- Have publicly available policies and procedures for antisocial behaviour, which are regularly reviewed and updated
- Obtain feedback from residents on our approach to antisocial behaviour through newsletters, focus groups, and at tenants' meetings

If you have any additional ideas on how our approach could be improved, or if you would like a copy of our full policy and procedure statement, then please contact.

Your Neighbourhood and Community Liaison Officer at Mosscares Housing:
Moss Side: **0161 226 4211**
Openshaw: **0161 231 2755**
Carrbrook: **01457 832 195**