



Empowering People.
Inspiring Communities.

Anti-Social Behaviour

Information for Customers

What is Anti-Social Behaviour?

Anti-social behaviour involves doing something which is likely to cause nuisance or annoyance to any person, including tenants, members of the public, and EPIC staff or contractors.

Examples of anti-social behaviour include loud music or pet related problems, or more serious incidents such as threats of violence or harassment.

What can you do?

If your neighbour is causing nuisance, such as playing loud music or allowing their dog to bark during the day, try to talk to them politely before contacting your housing officer.

Your neighbour may not be aware that they are causing a problem. Often, neighbours can resolve problems by talking to each other and seeing each other's point of view, rather than needing our help. However, if you are unable to sort out the problem by talking to your neighbour, please contact us.

Sometimes problem behaviour is criminal as well as anti-social. Examples include threats of violence, damage to a property or drug-related activity. If you have problems with such behaviour you should report this to the police as well as to EPIC.

In the case of an emergency you can contact the police by dialling 999. For all other incidents, you can call the non-emergency police number, 101.

What can EPIC do?

EPIC takes all complaints of anti-social behaviour seriously, and we will investigate each complaint that is received. We will need the address of the person you wish to complain about and details of the problems you are experiencing.

We will investigate complaints of anti-social behaviour based on the seriousness of the case - serious cases need more urgent attention than low level cases. We will begin investigating cases within the following timescales:

- Low risk cases (e.g. dog fouling): Within seven working days.
- Medium risk cases (e.g. threatening behaviour): Within five working days.
- High risk cases (e.g. violent behaviour): Within one working day.

Where we have evidence of anti-social behaviour by EPIC tenants, people living with them, or their visitors, we can take various forms of action, including:

- Giving advice.
- Issuing verbal warnings and written warnings.
- Using mediation techniques.
- Requiring tenants to sign a letter saying they will not behave in a specific way.

In some cases where the above options have failed, and problem behaviour persists, we can seek legal remedies. This may include:

- Legal action which can result in a court ending the tenancy.
- Applying for a demoted tenancy order. This means the tenancy is easier to end if problems continue.
- Applying for an injunction to stop the tenant causing a problem.

EPIC may need assistance from people who complain about anti-social behaviour. You may be asked to complete nuisance logs, or to provide a written statement, which can be used in court.

How to report Anti-Social Behaviour

You can report anti-social behaviour in the following ways:

- Calling 01782 252575
- Texting 07838 906952
- Emailing mailbox@epichousing.co.uk
- Visiting our office
- Through our website - www.epichousing.co.uk

EPIC Telephone numbers

Customer Services

01782 252575

07838 906952

Tenancy Management

01782 252572

Income Services

01782 252581

Asset Management

01782 252577

Repair line

0800 694 0434

This leaflet can be provided in large print or on coloured paper on request

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