

# Service standard

**Anti Social Behaviour**  
**Helping tenants feel safe in their**  
**homes and where they live.**



This guide explains what we will do as your landlord to help you if you are experiencing anti social behaviour.

It will also tell you what you can expect from our housing staff in helping to keep you and others safe.

## Helpful words

### Anti Social Behaviour



Anti-social behaviour is when someone acts in a way that worries, upsets or frightens people. It can make people scared to go out or afraid when they are in their own home.

### Domestic abuse



Domestic violence can be lots of things including hurting you or threatening to hurt you, shouting at you and bullying you, and taking away your money or things you own.

### Hate crime



A hate crime is when a crime is committed against you because of who you are. A person who commits a hate crime to someone because of their religion or race or ethnicity, such as the colour of their skin, or because they have a disability. There are other reasons as well.

### Racism



Racism means nasty or unfair treatment of someone because of where they come from, their language, history, skin colour, religion or culture.

**Golden Lane Housing  
wants to keep you safe  
from abuse such as  
anti-social behaviour,  
domestic violence and  
hate crimes.**



## To help keep you safe Golden Lane Housing will:



investigate every anti-social behaviour complaint that is reported to us. We will talk to everybody involved and provide support until the complaint is closed.



If you or your neighbours, are having arguments or disagreements about things like, noise late at night, untidy gardens, or damage to your property, we will work with everyone until the issues have stopped.



make sure all information we hold about you is stored securely, so that only people who need to use it can find it.

make sure all information we hold about you is only shared with other people when it is important.

# To make sure tenants feel safe in their homes and where they live, we will:



take action to help you before the complaint gets worse and support you at all times until the anti-social behaviour has stopped.

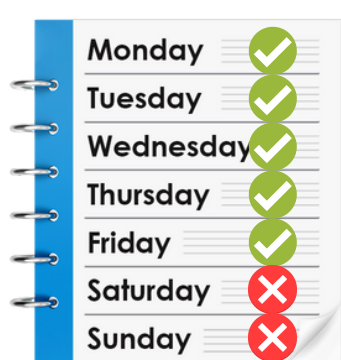


respond and take action using set timescales.

We will contact you within 24 hours if you are a victim of a hate crime, if you are threatened or attacked.



report any hate crime to the Police



contact you about other antisocial behaviour as soon as possible and within 3 working days.



## To make sure tenants feel safe in their homes and where they live, we will:



make a plan with you or your representative and make sure we explain what we will do and when.



work with other people such as the police and social services to keep tenants safe.



keep you updated and where possible, achieve the outcomes that are important to you.



Sometimes we might need to take legal action against the people who are committing anti-social behaviour, hate crime or domestic abuse.

# To make sure tenants feel safe in their homes and where they live, we will:



All cases of anti social behaviour are dealt with by Housing Officers.



Housing Managers will make sure Housing Officers are dealing with all reports of anti social behaviour.



communicate how we respond to ASB in our annual report to tenants.

For alternative versions of this guide, please  
contact the Communications Team:  
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