



# Leaseholder's Handbook



Your Homes  
Newcastle

# Nuisance and anti- social behaviour

In recent years, the effects of nuisance, harassment and other forms of anti social behaviour have become more evident. This makes effective partnership working and enforcement action more important than ever.

Your Homes Newcastle has a number of aims and objectives in relation to nuisance and harassment. These are to:

- tackle anti social behaviour, neighbour nuisance and harassment on estates promptly and effectively, through partnership working.
- adequately resource our Housing Anti Social Behaviour and Enforcement Team (H.A.S.B.E.T) to support local staff in tackling and reducing nuisance and harassment.
- provide guidance to all housing management staff through appropriate training, policies and procedures that will be used consistently to meet the challenges presented by nuisance and harassment.
- provide appropriate support to individual victims, witnesses and communities who face problems in their homes and on their estates. H.A.S.B.E.T employs a dedicated Victim Support worker .
- consult with tenants and other residents and work with them to reach appropriate and mutually beneficial solutions to problems.
- meet and surpass our service standards in relation to nuisance and harassment, so that service users are clear about the service they can expect from us.

H.A.S.B.E.T uses a range of interventions to tackle anti social behaviour across the city. These have included diversion, prevention, education and enforcement as appropriate, including;

- support for the Children's Safety Education Foundation
- early intervention warning letters and visits
- acceptable behaviour agreements
- injunctions
- anti social behaviour order and evictions
- possession proceedings and evictions



How do I contact the Housing, Anti Social Behaviour & Enforcement Team (HASBET)?

HASBET can be contacted in the following ways:

- by phone; please ring the 24 hour reporting line on '101'
- by email; [newcastleasbunit@yhn.org.uk](mailto:newcastleasbunit@yhn.org.uk)
- in writing: HASBET, YHN House, Benton Park Road, Newcastle upon Tyne, NE7 7LX
- by fax – please fax your enquiry to 0191 278 8758

How do I report Anti Social Behaviour?

If your enquiry is an emergency you should contact the Police immediately by telephoning '999'.

You can contact the HASBET team using the information above.

You can also report anti social behaviour by;

- contacting any of Your Homes Newcastle's Community Housing Offices
- contacting the Leasehold Team
- contacting your nearest Police Station
- contacting one of Newcastle City Council's Customer Service Centres
- telephoning the 24 hour reporting line on '101'.

Who investigates my complaint when I report Anti Social behaviour?

Initially your complaint may be investigated by a member of staff from the Leasehold Team or your Local Housing Office. They will refer more serious cases of anti social behaviour to H.A.S.B.E.T; if this happens you will receive a letter confirming which Housing Enforcement Officer is dealing with your case.

Who does H.A.S.B.E.T. work with?

Our partners include front line staff from Your Homes Newcastle, Victim Support, Public Health, Northumbria Police and Newcastle City Council. Other partners include the Probation Service, Social Services, the Private Rented Project, and the Youth Offending Team. The Team makes an important contribution to the Safe Newcastle Partnership.

What support does H.A.S.B.E.T. provide for victims?

The team has a dedicated victim support officer for this purpose. Also all staff in the Housing, Anti Social Behaviour & Enforcement Team keep in regular contact with victims throughout their investigations and fully supports victims where legal action is taken.