

# Contacting us

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# Alternative language

إذا لم تكن اللغة الإنجليزية لغتك الأولى وتحتاج إلى المساعدة في ترجمة هذا المستند أو كنت تطلبه بتنسيق مختلف، أو بحروف طباعة كبيرة، أو صوتيًا أو بطريقة برايل، فيرجى الاتصال هاتفياً بالرقم 0151 606 3000.

ইংরেজি যদি আপনার মাতৃভাষা না হয় এবং এই ডকুমেন্ট অনুবাদের জন্য আপনার সাহায্য দরকার হয় অথবা এটাকে আপনি অন্য কোনো ফরম্যাটে, বড় হরফের ছাপায়, অডিও বা ব্রেইলে পেতে চান, তাহলে অনুগ্রহ করে 0151 606 3000 নম্বরে ফোন করুন।

如果英語不是您的第一語言，而您需要這份文件翻譯版的協助，或您需要不同的格式，大字體印刷版，錄音版或盲人點字版，請撥電話 0151 606 3000 洽詢。

यदि अंग्रेजी आपकी प्रथम भाषा नहीं है और आपको इस दस्तावेज के भाषांतरण में मदद चाहिए या आपको यह किसी अन्य फॉर्मेट में, बड़े अक्षरों में, अलग रूप में या ब्रेल में चाहिए, तो कृपया इस नंबर पर फोन कीजिए: 0151 606 3000.

Jeśli język angielski nie jest dla Państwa językiem ojczystym i potrzebują Państwo pomocy z przetłumaczeniem tego dokumentu, albo też chcą otrzymać go w innym formacie, większą czcionką, w wersji audio lub napisany językiem Braille'a, prosimy o kontakt pod numerem telefonu 0151 606 3000.

ਜੇ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਵੱਖਰੇ ਰੂਪ/ਤਰ, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 606 3000 'ਤੇ ਫੋਨ ਕਰੋ।

Haddii Ingiriiska uusan ahayn luqaddaada koowaad iyo aad uu baahan tahay in lagugu caawiyo turjubaanka dokumentigaan ama aad ku rabto qaab kale, Daabacad Far Waa-weyn, dhegaysi ama farta indhoolaha Braille fadlan soo wac 0151 606 3000.

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے میں مدد کی ضرورت ہے یا آپ کو یہ کسی دوسری شکل جیسے چھاپے کے بڑے حروف، آڈیو یا بریل میں چاہیے تو مہربانی فرما کر 0151 606 3000 پر ٹیلیفون کریں۔

# Tackling anti-social behaviour

# WPH



Give respect Get respect



If you need this leaflet in large print, Braille, audio or a different language call 0151 606 3000



# Tackling anti-social behaviour



## What can I do if I have a problem?

Before you make a complaint, think about what you could do. If you don't feel comfortable discussing the problem with the person who is causing the trouble, then don't. But if possible, talk about it with them. They may not realise they are upsetting you. Stay calm and don't get into an argument. If they won't be reasonable, stop the discussion and walk away.



## What should I do next?

If you cannot solve the problem by talking to the other person, contact your local housing office, where a Housing Officer will offer help and advice. You will be offered an interview and a short-term action plan will be agreed. You will also be asked to complete incident diaries. These are written records of incidents you have heard or seen.



## What must I do to help?

You must complete incident diaries for every incident you hear or see. This is essential if we are to deal with the problem properly. We will give support to witnesses such as you. We will not reveal your identity to the alleged wrongdoer, anyone acting on their behalf or any other complainant without your permission.

## Who will deal with the problem?

All cases involving our tenants will first be dealt with through the housing office. This includes cases where the wrongdoer is connected to one of our properties that they have been living at or visiting, or the witness is one of our tenants. The more serious or long-lasting cases will be referred to the Wirral Anti-Social Behaviour Team, who we work in partnership with.

## Reporting anti-social behaviour...

1. Tell your housing office about the problem.
2. Agree an action plan with the Housing Officer and complete incident diaries.
3. We will create a case file.
4. An investigation will take place; this may include contacting other potential witnesses and gathering information from other agencies.
5. In most cases the wrongdoer will be interviewed. You will not be identified without your permission.
6. If appropriate, the wrongdoer will be issued with a warning.
7. The investigation will continue until the matter is resolved, even if this takes many months.
8. If the matter is more serious or long-lasting, the case will go to the Wirral Anti-Social Behaviour Team.

We will monitor all cases of anti-social behaviour and take prompt action where appropriate.

## The tenancy agreement

Our tenancy agreement clearly states tenants' responsibilities for their own behaviour and that of their family members, lodgers and visitors. We intend to do everything we can to enforce the agreement to ensure you can enjoy your home and live in peace and quiet.

## What action will WPH consider when dealing with anti-social behaviour?

WPH will consider:

- giving warnings
- offering mediation
- Acceptable Behaviour Contracts (ABCs)
- legal action, including
  - Possession Orders (immediate and postponed)
  - Anti-Social Behaviour Injunctions (ASBIs)
  - Anti-Social Behaviour Orders (ASBOs)
  - Demotion Orders (where we reduce the alleged wrongdoer's rights by giving them only a starter tenancy)
- re-housing – in exceptional cases only.