



# ANTI SOCIAL BEHAVIOUR

**HOUSING & PUBLIC  
PROTECTION DEPARTMENT**



# ANTI SOCIAL BEHAVIOUR

## HOUSING & PUBLIC PROTECTION DEPARTMENT



**Wrexham Council's Housing and Public Protection Department is committed to providing decent homes in a safe environment for those who need them.**

Persistent harassment from a person or group of people in your neighbourhood can cause great distress.



Wrexham County Borough Council's Housing & Public Protection Department is here to help Council tenants who are suffering because of anti social behaviour.

Examples of anti social behaviour include:-

- Untidy Gardens (overgrown, rubbish or vermin)
- Noise Nuisance (neighbours, barking dogs, loud music, and excessive noise from vehicles).
- Assault or Physical Violence
- Verbal Abuse or Threats
- Illegal Drug Use (selling or growing drugs at your home)
- Racial Harassment & Hate Crimes
- Graffiti
- Rubbish dumping (fly tipping, old furniture in gardens, abandoned vehicles)
- Vehicle Repairs (carried out in gardens that is causing an eyesore for neighbours)

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### ABOUT US



Wrexham County Borough Council is working in close partnership with other agencies to combat anti social behaviour.

The Council believes that safety in your home and neighbourhood is a basic right. Anti social behaviour or breaches of the Council's Tenancy Agreement will not be tolerated.

### WHAT DO I DO?

If you rent your home from Wrexham County Borough Council:-

Please remember that much behaviour is acceptable.

Examples of acceptable behaviour are:

- Children playing in appropriate places and at suitable times.
- DIY work during daytime hours.
- Usual household noises, from washing machines and vacuum cleaners during day time.

If the problem is not too serious but causing concern, you could do something about it. Approach the person to let them know that the problem is causing you distress.



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They might not be aware that they are causing a problem. You must:-

- Be calm, friendly. Being aggressive will not help.
- Explain about the problem and how it is affecting you and your family.
- Listen to your neighbour's point of view and try to focus on how things can change.
- If your neighbour becomes unreasonable, leave before matters get out of control.



Keep records of:-

- The type of problem
- The date
- How often
- Location
- Who is involved
- Who is causing the problem



These will be useful if you have to contact the Local Estate Office. You can ask for diary sheets at the Estate Office to record the anti social behaviour.

If the problem continues or worsens contact your Local Estate Office.

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## REPORTING AN ANTI SOCIAL BEHAVIOUR PROBLEM

When you report the problem to your local Estate Office, a Housing Officer will investigate the matter. This may include contacting the perpetrators and working together with other Council Departments such as Environmental Services in cases of fly tipping or noise nuisance, Social Services and the Youth Offending Service and outside agencies such as the Police.



If a situation becomes worse, or for more serious matters the problem will be referred to the Tenancy Enforcement Team.

**PLEASE REMEMBER THAT EVERYTHING YOU TELL US IS TREATED IN CONFIDENCE.**

## WHAT HAPPENS NEXT?

When the Tenancy Enforcement Team receives a report of anti social behaviour from a Housing Officer, they will contact you to discuss the problem.

There are a number of ways available to help combat anti social behaviour, some involve Court action, others do not.

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Once they understand the problems you are experiencing, they can decide on the course of action to take.

Action can include:-

- Acceptable Behaviour Contracts to deter offenders
- Injunctions
- Anti Social Behaviour Orders to deter offenders from continued anti social behaviour
- Evictions - where appropriate and as a last resort.

## **USEFUL TELEPHONE NUMBERS**

North Wales Police (In an Emergency) - 999

North Wales Police (Non Emergency) - 01978 290211

North Wales Police Minicom - 01978 294680

Tenancy Enforcement Hotline (24 hours) - 01978 292029

Domestic Violence National Helpline (24 hour) - 0808 2000 247

Broken Rainbow - 0845 260 4460 (available between 9.00 a.m. - 1.00 p.m. and 2.00 - 5.00 p.m. this is a service for LGBT people who are experiencing domestic violence).

Citizens' Advice Bureau - 01978 364639

Victim Support North Wales - 01978 294605

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Crimestoppers - 0800 555111

Neighbourhood Watch - 01978 294519

## **LOCAL ESTATE OFFICES**

Broughton Estate Office - 01978 720193

Caia Estate Office - 01978 317040

Gwersyllt Estate Office - 01978 722100

Plas Madoc Estate Office - 01978 813000

Rhos Estate Office - 01978 832900

Wrexham Central Estate Office - 01978 292962

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## **Alternative Languages or Formats**

Would you like to receive this leaflet in a different format ie Braille, cassette or text only copy or in a different language?

If so, please contact Housing Services, Ruthin Road, Wrexham LL13 7TU or your Local Housing Office:

Telephone number: 01978 315300

Fax number: 01978 315320

Email: [housing@wrexham.gov.uk](mailto:housing@wrexham.gov.uk)

We have a policy of anti social behaviour which is on [www.wrexham.gov.uk](http://www.wrexham.gov.uk) or alternatively contact your Local Estate Office for a summary of the full policy.

If you have any comments, compliments or complaints about the way we have handled your problems, you can contact The Representations & Complaints Officer, Housing & Public Protection Department, Ruthin Road, Wrexham, LL13 7TU

Tel: 01978 315000

Fax number: 01978 315320

Email address: [housing@wrexham.gov.uk](mailto:housing@wrexham.gov.uk)