

# Dealing with crime and nuisance

Carlisle

Putting things right



tenant  
checked





**This leaflet provides information about crime and nuisance. What it is, how to report it and how we can help.** This is one of a number of leaflets we produce for our customers. You can find them all on our website or in our offices.


At Riverside, we are committed to providing excellent service to all our customers. We value diversity and do everything we can to make our services available to as many people as possible. This commitment to equality is at the heart of everything we do.

## Contact us

 [www.riverside.org.uk](http://www.riverside.org.uk)  
email: [carlisle.enquiries@riverside.org.uk](mailto:carlisle.enquiries@riverside.org.uk)

 **Customer Service Team**  
**0800 169 3245**  
From a mobile phone, it may be cheaper to call **0345 155 9020**

 You can also **visit the office** at  
**English Gate Plaza, Botchergate, Carlisle CA1 1RP**  
Monday–Thursday 9am–5pm; Friday 9am–4.30pm  
Please note that the office will open at 10.30am on the first Wednesday of every month

 We are happy to accept **Typetalk** calls

## What is crime and nuisance?

Crime and nuisance can take different forms and these are explained below.

### Anti-social behaviour

Anti-social behaviour covers a wide range of unacceptable activity that can affect the quality of community life, including acts of nuisance, disorder and annoyance. Examples include:

- drug abuse and drug dealing
- damage to property
- groups of people causing annoyance
- fly tipping
- nuisance from pets (dogs barking, foul smells).

### Hate crime and harassment

Hate crimes are motivated by an offender's prejudice against a certain social group, including race, gender, age, disability, sexuality, culture or belief.

Harassment is a similar offence but it is targeted, it happens regularly and is an ongoing problem.

They can take many forms including:

- physical attacks
- threat of attack
- verbal abuse or insults.

### Domestic abuse

If you are experiencing domestic abuse, please contact us for help and advice.

## Reporting crime and nuisance

We understand how much stress can be caused and we want to make reporting incidents as easy as possible.

### Anti-social behaviour

If you feel it's safe, try to work out a compromise with your neighbour. They may not realise they're affecting you.

If not, contact us and we will work with you. We can advise you if we can help or if we need to refer to another agency to help solve the problem.

### Hate crime, harassment and domestic abuse

If you feel you are experiencing any problems with hate crime, harassment and domestic abuse, please contact us for advice and guidance. Depending on the case we may advise that other agencies need to be involved and the reasons why.

**Any acts of violence or threats of violence must be reported to the police immediately.**

## When we can help

We can become involved in cases when:

- one of our tenants is experiencing problems
- one of our tenants, or their visitor, is causing the problem
- a tenant, resident or visitor (including children) to one of our properties has been charged/convicted of an arrestable offence committed at the property or in the local area.

## What we can do

We are committed to doing everything possible to help protect you from any acts of nuisance and crime.

As your landlord, we will treat all reports of crime and nuisance seriously.

Crime and nuisance covers a number of different issues and this affects how we will work. We will acknowledge your report in two working days. We will let you know each of the steps we need to take in order to begin investigating and working on the problem quickly and successfully.

All reports of crime and nuisance will be dealt with in confidence. Sometimes, depending on the problems, we may need to interview other witnesses and involve other organisations but we will only do this with your permission.

Tenancy Agreements and Licence Agreements make it clear that tenants are responsible for the behaviour of those living at or visiting the property (including children and animals). The agreement can be enforced through court action if required.

## What we cannot do

There may be times when we cannot help. We will review each case and we may decide there is not enough evidence to support the case. If this happens we will write to you and let you know why.

## What support will I receive?

Our staff will keep in close contact with you throughout the process. They will let you know about the support and counselling services that are available, including Witness Support, and can arrange contact for you if you wish.

## Equal opportunities

We will not discriminate against you or members of your household on the grounds of race, gender, sexuality, age, culture or belief.

## Do you need help or more information?

If you would like more information or need help with any problems of crime or nuisance, please contact us.

## Other useful numbers

### Crimestoppers

If you would like to report information about a crime anonymously, you can call Crimestoppers on 0800 555 111.

### Emergency services

Remember, if you need immediate assistance call 999.

### Victim support

Call their national helpline service on 0845 303 0900.

