

Help for Victims of Anti Social Behaviour



at home with
معشلا



Language Line
services

Informacja w języku polskim pod numerem 0800169 2407

অনুবন্ধ সাপেক্ষে অনুবাদে ব্যবস্থা করা হয়। ক্রী ফোন নাম্বার ০৮০০১৬৯ ২৪০৭

انگلی پڑا لائین سروس سٹیب ہے۔ ریمٹ ٹیلیفون نمبر: 0800 169 2407

ستاسو په درخواست باندې به ترجمه هم فراهم کولای شی: مفت فون: 0800 169 2407

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Introduction

We say 'no way'

Calico wants you to enjoy your home and live in peace. That's why we take anti-social behaviour seriously and why we act on it.

Here's what to do if you see, hear or experience any form of anti-social behaviour in your neighbourhood.

Here for you now and at all times

Tell us now – we will help

Our specialist anti-social behaviour team is always on duty and ready to take your call. Whoever you speak to knows what to do and will help.

Ring the free phone 0800 169 2407

Ask to speak to the Anti-Social Behaviour Duty Office

- Remember, we are here for you 24 hours a day, seven days a week.

Is it anti-social behaviour?

Here's a quick answer.
If in doubt report it anyway

But here are some examples of anti-social behaviour:

Noise, verbal abuse and threats, hate crimes (such as racial or homophobic harassment), nuisance from pets, alcohol or drug nuisance, criminal activity in the neighbourhood, domestic violence, untidy gardens and, of course, any physical violence at all.

- Remember, you and yours deserve to live in peace.

Don't get to the end of your tether

Most problems can be resolved early so tell us now and let us act. Wait to see if things improve and they may get worse.

Most anti-social behaviour doesn't get reported. Help us change that.

- Remember, every little bit helps and with your help we can take the right steps to deal with the problem.

No one will know when you speak to us

You may worry that if you speak to us you put yourself in danger. That fear stops some people phoning. Don't be afraid. We know that if you phone the situation is serious. Our staff deal with reports in strict confidence and can help you with practical and emotional support.

- Remember, your calls are in the strictest confidence.

Support - each step of the way

Our service is here to help you at each point, Trust us to find a solution that works for you. Each case is unique and so are you. That's why we involve you in decision-making. Like you, we want a lasting solution. Trust us.

- Remember, as soon as you tell us you are not alone

Never too small to mention

You may ask yourself – Is this too trivial? The answer is clear. Not if it upsets you. Tell us first and don't get so used to the problem that you think it's too small to mention.

- Remember, you don't have to put up with it.

Don't get used to bad behaviour

Some people say: "This is normal for this neighbourhood." Calico says: "NO WAY"

Anti-social behaviour should never become normal. Tell us now and we will look into it, even if it's been going on for a while.

- Remember, it's never too late to talk to us

What about the Police?

Calico works closely with the Police – so it pays to tell them as well about anti-social behaviour. Criminal behaviour is a breach of tenancy, so we both have a direct interest. Our approaches are very different, but together we can be highly effective.

- Remember, The Police and Calico are partners against anti-social behaviour

What you can expect from Calico?

We will act.

Each action we take depends on the incident and its seriousness.

Visits and warning letters deal with most incidents of anti social behaviour.

Only in some cases, do we have to use legal action, such as an injunction, an ASBO or an eviction.

- Remember, four out of five cases are thankfully resolved without legal action

Like you, we are not alone

Calico works with a host of other agencies to help you live in peace and comfort. Each of us does things in our own way but we all know that anti-social behaviour is best tackled when organisations and individuals work together. That's why share information and ideas.

- Remember, all agencies in Burnley deplore anti-social behaviour and work to bring peace to our neighbourhoods



Phone:	0800 169 2407
Website:	www.calicohousing.co.uk
Email:	contact@calicohousing.co.uk

Translations are available on request, please call the Freephone number above.

Useful contacts:

Victim Support
0845 30 30 900

Crime Stoppers
0800 555 111

Police (emergency) **999**
Police-Community Safety Dept
01282 472190

British Telecom nuisance calls
0800 661 441

Burnley Borough Council -
It's your call
0845 605 222

Jinnah Community
Development Service
01282 423296

Bangladesh Welfare Association &
Advisory Service
01282 450269

Blackburn with Darwen Race Equality
Council
01254 261924

24 hr National Domestic
Violence helpline
0808 2000 247

Samaritans
08457 90 90 90

Childline
0800 1111

