



**WANT TO REPORT AN
ASB INCIDENT?**

- Write to us: **Oaklee Housing, 132 James St., Dublin 8**
- Email us: **enquiries@oakleehousing.ie**
- Or speak to us in person, contact the customer service centre on **01 400 2650**



Oaklee Housing
132 James's Street
Dublin D08 PK25
enquiries@oakleehousing.ie

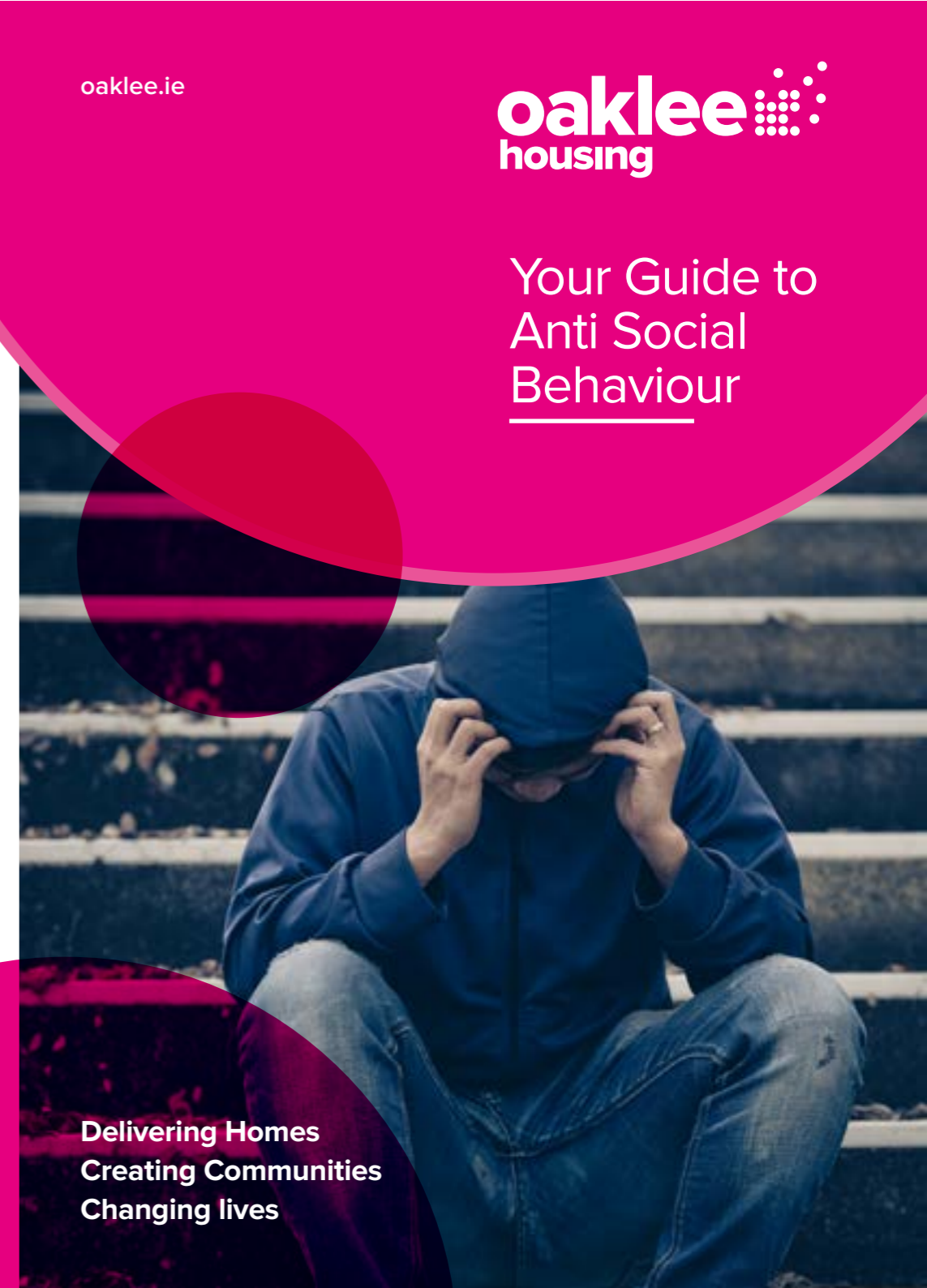
T: 01 400 2650
oaklee.ie

in

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**Your Guide to
Anti Social
Behaviour**



**Delivering Homes
Creating Communities
Changing lives**

oaklee.ie

What is Anti Social Behaviour (ASB)?

ASB is any type of conduct that violates the basic rights of another person and any behaviour that is considered to be disruptive to others in society.

Any act that interferes with the quality of your neighbours' life or prevents them from living peacefully in their home. This also applies to conduct towards Oaklee Housing staff and any persons working on behalf of Oaklee Housing.

Examples of ASB

- Loud noise
- Drunken, aggressive or abusive behaviour
- Drug or alcohol related incidents
- Inconsiderate parking
- Barking dogs
- Graffiti and other property damage
- Hate crimes
- Criminal behaviour
- Verbally abusive

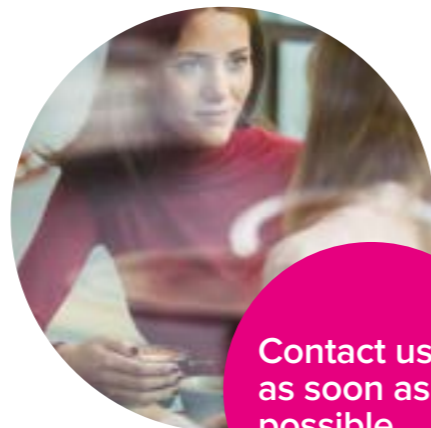
As a tenant of Oaklee Housing, you are responsible for all members of your household as well as all visitors to your home.

What is not anti social behaviour

- Sounds of children playing or crying (unless in internal communal area)
- Litter (this does not include illegal dumping)
- Sounds of everyday life (eg closing doors, going up and down stairs)
- Smells from cooking
- Clashes in lifestyle or cultural differences

What to do if you witness or experience ASB

- Politely raise the issue with the other party, if it is safe to do so.
- Keep records of dates, times, and details of all incidents. If you think you are a victim of anti social behaviour or you have witnessed someone else being subjected to ASB don't be silent – report it to us immediately.



Contact us as soon as possible.

You can make a report of ASB to Oaklee Housing through the following formats:

- In writing to us at **132 James St., Dublin 8**
- By email: **enquiries@oakleehousing.ie**
- By telephone: **01 4002650**

To report illegal dumping around your estate or complex, contact us and/or call the 24-hour National Environmental Complaints Line on **1850 365 121**.

- Contact the Guards immediately if any crime is about to be or just committed.
- You can contact the Guards in an emergency on **999/112**

Emergency SMS

The 112 SMS service lets deaf, hard of hearing and speech-impaired people in the Republic of Ireland send an SMS text message to the Emergency Call Answering Service (ECAS) where it will be passed to An Garda Síochána, the ambulance service, the Fire service, or the Irish Coastguard.

The ECAS operator will act as a relay between the texter and the required emergency service. Before you can use the 112 SMS service, you will need to register your mobile phone on **www.112.ie**

Remember that this is an Emergency Service and should only be used in an emergency i.e. life is at risk, crime or incident is happening now, anyone is in immediate danger.

Look up www.112.ie for further information and terms and conditions.

How we work to prevent ASB

- Have clauses in our tenancy agreements that set out what is acceptable.
- Have policies and procedure to help us deal with ASB.
- Ensure all new tenants go through Pre-tenancy induction.
- Complete estate inspections and regular walkabouts.
- Ensure our properties are let responsibly, in line with our Allocations Policy.

How you can help prevent ASB

- Early intervention is important so contact us as soon as possible.
- Keep a log of events, key items to write down, date, time and brief description of incident.
- Ensure all communal doors and security gates are closed after you.
- Do not give out access codes or fobs. These are for tenants use only.
- Call the Guards if you see immediate criminal behaviour and report it to us.

How we respond

We take Anti-Social Behaviour very seriously and will act immediately on any reports or complaints of such behaviour in and around the properties we manage.

All incidents will be investigated thoroughly.

In order for us to act on any report an incident or make a complaint of ASB, we need evidence of the event by anyone who has witnessed it.

Our aim will always be to resolve the situation amicably and if required will contact the Gardai to assist us in achieving this. But if the problem persists, and a solution cannot be found, we can move to evict someone who is convicted of harassment or abusive behaviour. This will be done in line with the Residential Tenancies ACT and in line with our tenancy agreements through the Residential Tenancies Board .

