

Tenancy Enforcement Team – Case Study

Details of Complaint/Incidents

An incident in our high rise accommodation block relating to youths accessing without authority. Our tenants complained of youths entering the building. They complained that the youths were congregating in the garage areas and in the communal areas, the youths were drinking and smoking and the residents felt concerned and scared. The cleaning and support staff also witnessed the youths coming and going and they were congregating in groups of between six and ten, leaving litter and acting in an anti-social manner towards residents by becoming verbally abusive and intimidating.

Action Taken

We spoke to the complainants individually and issued incident diaries so they could provide us with dates and times, we took statements and began our investigation. We reassured the residents by keeping in regular contact with them and we arranged to have weekly surgeries for residents to meet us face to face to voice any concerns. After speaking to several residents they identified that the youths were congregating at one address and one of the group was letting the others into the building.

We visited the resident who at first denied their family member was causing any trouble, but at the time we had several eye witness accounts. We challenged the resident and reminded her of the breaches of the tenancy agreement and that she was responsible for her visitors. We then arranged to meet her and her family member and we issued a Formal Warning against her tenancy due to the volume of complaints and the impact that the behavior had had on the residents. The behavior continued and we received further complaints, we liaised with North Wales Police and Youth Justice through the CDRP (Crime and Disorder Reduction Partnership) as police were also receiving calls at the time, we completed joint visits to reassure residents that we were dealing with the situation, we then arranged a further meeting with our tenant and her family member. We issued an Acceptable Behaviour Contract between, police, ourselves and the tenant and her family member. We advised that any further issues would be dealt with swiftly by ourselves and police. The contract stated that our tenant was responsible for the behavior of her visitor and she was issued with her Tenancy Agreement, we advised the family member that this behavior was not acceptable and made him aware of the consequences and the seriousness of the situation. We completed a support referral for the family member to the Youth Justice Service. North Wales Police also added the building on their patrol list to have an increased uniform presence in the area. There was also a new key fob system that was introduced which added extra security to the building with access and egress which is monitored by the Housing department.

Outcome

We continued the surgeries with the residents and continued to liaise with the complainants on a weekly basis, since the joint meeting with ourselves and police there have been no further incidents. The tenant had stopped her relation from entering the building and started to meet him away from her property. In turn he engaged with the support services and was issued with a yellow card by police, but has engaged with support. We continued to monitor the situation and visited our tenant to ensure that there was no further issues. There have been no further complaints by residents, we felt that working with North Wales Police and other agencies and having the surgeries was a proactive approach to the problem which was resolved quickly and effectively.