

Landlord Services Factsheet

How to Report Anti-Social Behaviour

› What is Anti-Social Behaviour?

Anti-social behaviour is behaviour that spoils a neighbourhood and upsets or alarms people who live in that area. It can affect people's quality of life.

This could be:

- Loud noises, for example:
 - Someone who plays loud music all the time or who is always watching the television with the volume turned up;
 - Someone who has lots of loud arguments or constantly slams doors;
 - Someone who does DIY at night;
 - Dogs who bark all the time.
- Someone who behaves in a threatening, abusive or violent way towards their neighbours or community, or;
- Someone who allows their property to be used for criminal activity such as the sale of drugs.

Living close to other people will sometimes mean hearing noises and activities that you might find annoying. People have different lifestyles, working patterns and cultures. If your neighbour does something which you find annoying or which only happens occasionally, that doesn't mean that it is anti-social behaviour. You should consider whether their behaviour is actually unreasonable and try to resolve any issues with your neighbour before contacting us or the police.

› How can I report loud noise?

To report anti-social behaviour caused by loud noise, call 029 2087 1650. You can call at any time, day or night. A night service is available Friday and Saturday from 8pm until 2am. You can also e-mail the team at Noise&AirPollution@cardiff.gov.uk

› How can I report other forms of anti-social behaviour?

Serious anti-social behaviour is a crime and you should report it to the police by phoning 101 or in an emergency, by phoning 999.

As a landlord the Council can also assist you and take action against tenants or leaseholders who are behaving in an anti-social way. You can report it to us:

- In person at any of our housing offices or Hubs;
- By telephoning the Anti-Social Behaviour Team on 029 2053 7111, or;
- By emailing ASBReferral@cardiff.gov.uk

Contact us

Tel: 029 2087 1650 to report noise nuisance
029 2053 7111 to report anti-social behaviour
E-mail: Noise&AirPollution@cardiff.gov.uk
ASBReferral@cardiff.gov.uk
Visit: www.cardiff.gov.uk/antisocialbehaviour

› What will happen if I report anti-social behaviour?

If the anti-social behaviour is urgent, for example racial harassment, violence or criminal behaviour, we aim to contact you within 1 working day. For reports about other types of behaviour, we aim to contact you within 7 working days.

We will also:

- Treat all the information you provide to us as confidential;
- Take your complaint seriously and investigate it thoroughly;
- Make your safety our main concern;
- Discuss with you what action we can take;
- Consider how best to support you;
- Provide you with updates at agreed regular intervals, and;
- Work as part of a multi-agency partnership, e.g. with Police, Environmental Health;
- Use all available legal options to solve the problem.

› What can the Council do?

We can help you by:

- Providing a safe environment for all parties to discuss how to resolve the anti-social behaviour;
- Putting in place safety measures to protect you and your family;
- Providing help from a Victim Support Officer;
- Making a Good Neighbour Agreement with the person committing the anti-social behaviour, and;
- Sending warning letters to the person, advising them that we will take legal action if their behaviour does not change.

If the anti-social behaviour is very serious or if other action has failed and there is clear evidence of anti-social behaviour, we will take legal action.

› What legal action can be taken?

We can ask a court to:

- Make an injunction to protect witnesses and victims by ordering the person committing the anti-social behaviour to stop and/or not to enter specified areas;
- Demote their tenancy giving them less tenancy rights, or;
- End their tenancy.

› Would I need to go to court?

The majority of our anti-social behaviour cases are resolved without going to court. When legal action is required, you will normally need to attend court to explain to the judge how the anti-social behaviour has affected you and your family. We can support you throughout any court case by:

- Keeping you informed of the progress of the court action;
- Arranging a meeting between you and our lawyer before the hearing date;
- Arranging a tour of the court before the hearing;
- Preparing you for the hearing and any questions you may be asked;
- Arranging transport to and from the court;
- Requesting a private waiting room for you at the court;
- Where appropriate, asking the court to put in place special measures to support you during the hearing, for example screens, video link;
- Meeting you in court and accompanying you throughout the hearing if you wish us to do so, and;
- Paying for travel expenses, child care costs and any loss of earnings you suffer while you are at the hearing.

In very exceptional cases we can go to court without you attending.

Gwasanaethau Landlord - Taflen Wybodaeth

Sut i roi gwybod am Ymddygiad Gwrthgymdeithasol

› Beth yw Ymddygiad Gwrthgymdeithasol?

Ymddygiad gwrthgymdeithasol yw ymddygiad sy'n sbwylio cymdogaeth ac yn peri gofid neu'n dychryn pobl sy'n byw yn yr ardal honno. Gall effeithio ar ansawdd bywyd pobl.

Er enghraifft:

- Synau uchel, er enghraifft:
 - Rhywun sy'n chwarae cerddoriaeth uchel drwy'r adeg neu'n gwyllo'r teledu gyda'r sain yn uchel o hyd;
 - Rhywun sy'n cael llawer o ddadleuon neu sy'n cau drysau'n swllyd o hyd;
 - Rhywun sy'n gwneud gwaith ar y cartref yn ystod y nos;
 - Ci sy'n cyfarth drwy'r adeg;
 - Larymau tai a cherbydau sy'n canu bob awr o'r dydd a'r nos.
- Rhywun sy'n ymddwyn yn fygythiol, ymosodol neu dreisgar tuag at eu cymdogion neu gymuned, neu;
- Rywun sy'n caniatáu i'w heiddo gael ei ddefnyddio i gynnal gweithgareddau anghyfreithlon fel gwerthu cyffuriau.

Mae byw yn agos at bobl eraill weithiau'n golygu clywed synau a gweithgareddau a allai darfu arnoch. Mae ffordd o fyw, patrymau gwaith a diwylliannau pobl i gyd yn wahanol. Os yw eich cymydog yn gwneud rhywbeth sy'n tarfu arnoch neu sy'n digwydd yn achlysurol yn unig, nid yw hynny'n golygu ei fod yn ymddygiad gwrthgymdeithasol. Dylech ystyried p'un ai a yw ei ymddygiad yn wirioneddol afresymol a cheisio datrys unrhyw broblemau gyda'ch cymydog cyn cysylltu â ni neu'r heddlu.

› Sut alla i roi gwybod am sŵn uchel?

I roi gwybod am ymddygiad gwrthgymdeithasol a achosir gan sŵn uchel, ffoniwch 029 2087 1650. Cewch ffonio ar unrhyw adeg o'r dydd neu'r nos. Mae Swyddogion Llygredd Sŵn ar gael ar ddydd Gwener a dydd Sadwrn rhwng 8yh hyd at 2yb. Gallwch hefyd anfon e-bost at y tîm yn LlygreddSwnAcAer@caerdydd.gov.uk

› Sut alla i roi gwybod am droseddau ac ymddygiad gwrthgymdeithasol?

Mae ymddygiad gwrthgymdeithasol difrifol yn drosedd a dylech roi gwybod amdano i'r heddlu drwy ffonio 101 neu, mewn argyfwng, drwy ffonio 999.

Fel landlord gall y Cyngor eich helpu a gweithredu yn erbyn tenantiaid neu lesddalwyr sy'n ymddwyn yn wrthgymdeithasol. Gallwch roi gwybod i ni:

- Yn bersonol mewn unrhyw un o'r swyddfeydd tai neu Hybiau;
- Drwy ffonio'r Tîm Ymddygiad Gwrthgymdeithasol ar 029 2053 7111, neu;
- Drwy e-bostio ASBReferral@caerdydd.gov.uk

Cysylltu â ni

Ffôn: 029 2087 1650 i roi gwybod am sŵn sy'n achosi niwsans

029 2053 7111 i roi gwybod am ymddygiad gwrthgymdeithasol

E-bost: LlygreddSwnAcAer@caerdydd.gov.uk
ASBReferral@caerdydd.gov.uk

Ymweld â: www.caerdydd.gov.uk/ymddygiadgwrthgymdeithasol

› Beth fydd yn digwydd os bydda i'n rhoi gwybod am ymddygiad gwrthgymdeithasol?

Os yw'r ymddygiad gwrthgymdeithasol yn fater brys, e.e. aflonyddu hiliol, trais neu ymddygiad anghyfreithlon, byddwn yn ceisio cysylltu â chi o fewn un diwrnod gwaith. Mewn cysylltiad ag adroddiadau am fathau eraill o ymddygiad, byddwn yn anelu at gysylltu â chi cyn pen 7 diwrnod gwaith.

Byddwn hefyd yn:

- Trin yr holl wybodaeth a rowch i ni fel gwybodaeth gyfrinachol;
- Ystyried eich cwyn o ddifrif ac ymchwilio iddi yn drylwyr;
- Sicrhau eich diogelwch chi uwchlaw popeth;
- Trafod gyda chi pa gamau y gallwn eu dilyn;
- Ystyried y ffordd orau o'ch cefnogi chi;
- Rhoi'r newyddion diweddaraf i chi ar adegau penodol, ar ôl dod i gytundeb gyda chi am hynny;
- Gweithio fel rhan o bartneriaeth amlasiantaethol, e.e. gyda'r Heddlu, Iechyd yr Amgylchedd;
- Defnyddio'r holl ddewisiadau cyfreithiol sydd ar gael i ddatrys y broblem.

› Beth all y Cyngor ei wneud?

Gallwn eich helpu drwy:

- Sicrhau amgylchedd diogel i'r holl bartïon fel y gallant drafod sut i ddatrys yr ymddygiad gwrthgymdeithasol;
- Rhoi mesurau diogelwch ar waith i'ch amddiffyn chi a'ch teulu;
- Cynnig cymorth gan Swyddog Cymorth Dioddefwyr;
- Llunio Cytundeb Cymydog Da gyda'r person sy'n gyfrifol am yr ymddygiad gwrthgymdeithasol, ac;
- Anfon llythyrau i'r person dan sylw yn ei rybuddio y byddwn yn dilyn camau cyfreithiol os nad yw eu hymddygiad yn newid.

Os yw'r ymddygiad gwrthgymdeithasol yn ddifrifol iawn neu os yw camau eraill wedi methu a bod tystiolaeth amlwg bod ymddygiad gwrthgymdeithasol yn digwydd, byddwn yn dilyn camau cyfreithiol.

› Pa gamau cyfreithiol y gellir eu dilyn?

Gallwn ofyn i'r llys;

- Wneud gorchymyn i amddiffyn tystion a dioddefwyr drwy orchymyn y person sy'n cyflawni'r ymddygiad gwrthgymdeithasol i roi'r gorau iddi a/neu ei wahardd o ardaloedd penodol;
- Diraddio tenantiaeth gan roi llai o hawliau iddo fel tenant;
- Dod â thenantiaeth i ben.

› Fyddai'n rhaid i mi fynd i'r llys?

Mae'r mwyafrif o'n hachosion sy'n ymwneud ag ymddygiad gwrthgymdeithasol yn cael eu datrys heb orfod mynd i'r llys. Pan fydd rhaid dilyn camau cyfreithiol, fel arfer bydd rhaid i chi fynd i'r llys i esbonio i'r barnwr ym mha ffordd y mae'r ymddygiad gwrthgymdeithasol wedi effeithio arnoch chi a'ch teulu. Gallwn eich cefnogi drwy unrhyw achos llys gan:

- Roi gwybod i chi am y datblygiadau diweddaraf mewn perthynas â'r achos llys;
- Trefnu cyfarfod rhyngoch chi a'n cyfreithiwr cyn diwrnod y gwrandawriad;
- Trefnu taith o amgylch y llys cyn y gwrandawriad;
- Eich paratoi chi ar gyfer y gwrandawriad ac unrhyw gwestiynau y gellir eu gofyn i chi;
- Trefnu trafndiaeth i'r llys ac yn ôl;
- Gwneud cais am ystafell aros breifat i chi yn y llys;
- Lle y bo'n briodol, gofyn i'r llys roi mesurau arbennig ar waith i'ch cefnogi yn ystod y gwrandawriad, er enghraifft sgriniau, cyswllt fideo;
- Cwrdd â chi yn y llys ac aros gyda chi drwy gydol y gwrandawriad os ydych eisiau i ni wneud hynny;
- Talu am gostau teithio, costau gofal plant ac unrhyw golled mewn enillion o ganlyniad i'r gwrandawriad.

Mewn rhai achosion eithriadol iawn gallwn fynd i'r llys heb fod angen i chi fynychu'r gwrandawriad.