



old oak

HOUSING ASSOCIATION

NEWS

The newsletter of Old Oak Housing Association

Community Safety Issue

Crime can be tackled – but only if we do it together

For some time now, Old Oak Housing Association has been working with the council, police and youth services to make a difference here on Old Oak to the problems you have been telling us about. Some of you have told us that you think we do nothing; however, I can assure you that we have worked hard to build local links, and we liaise regularly over local incidents that we become aware of, and ways in which to best tackle local crime.

This can only be resolved by working together. Unfortunately, crime and anti-social behaviour here on Old Oak goes repeatedly unreported. Monitoring for over a year now shows that, despite our best efforts to increase the volume and ways you can report crime and anti-social behaviour, the calls to police have not increased.

This lack of reporting leads to the following facts, when it comes to tackling crime on the estate:-

- **Firstly** – if a crime or incidence of anti-social behaviour isn't reported then, from a Police perspective, it hasn't been logged and, as such, officially hasn't happened. Whatever you see, whether it's a moped being ridden dangerously, noise from groups of people congregating or any other crime or anti-social behaviour, if it goes unreported, then it's not officially a crime and, as such, police resources won't be focused on your local area.
- **Secondly** – nothing changes if we

don't work together. Only collectively can we do something to make the changes you want. Old Oak Housing Association has 611 properties on an estate of 1200 so we need the help of the council and police to enforce those changes that we cannot make. If you don't report it, we don't know about it and again it's not happening!

- **Tenancy enforcement:-** When we receive information and evidence has been provided we will take tenancy action. We know this can take time, but we are duty bound to follow the legal processes. It's also worth remembering that we can only enforce tenancy action on those properties that belong to us and over half the estate does not belong to us.
- **CCTV cameras:** we currently have 3 in place and we are about to start using undercover CCTV to identify perpetrators and gather evidence
- **Neighbourhood wardens:** patrol the estate but the wardens will go where crime is reported the most.
- **Local Safer Neighbourhood Officers** have been carrying out more patrols, gathering information and working with us to identify those responsible for anti-social behaviour. However, the more we ALL keep a look out, the more effective our joint efforts will be.
- **Youth engagement:-** Old Oak centre offers its facilities for youth activities and continues to work on funding for young people's activities.



The bottom line:-

None of us want crime and anti-social behaviour in the area where we live. On Old Oak estate, the vast majority of residents, as well as staff at Old Oak Housing Association, and our local Police, want to see these issues reduced. The ONLY way this can happen is for all of us to work together to combat crime or other anti-social behaviour. If you witness something yourself, don't assume your neighbours will report it – they may well be thinking the same thing! Also, don't assume that it is only down to the Police or us to resolve the problem. Old Oak is YOUR estate, and it is essential that you, as residents, report what you see.

Only together can we make a difference.



Anti-social behaviour is one of the most serious abuses of a tenancy, and causes misery for immediate neighbours and serious damage to whole communities

There is no precise definition of antisocial behaviour. Broadly, it is acting in a way that causes or is likely to cause alarm or distress to one or more people in another household. To be antisocial behaviour, the behaviour must be persistent.

There may be a fine line between antisocial behaviour and disputes between neighbours over relatively minor inconveniences, although these may, if persistent, become antisocial behaviour. Antisocial behaviour can include:-

- noise
- rowdy behaviour such as shouting, swearing and fighting
- intimidation of neighbours and others through threats or actual violence
- harassment, including racial harassment or sectarian aggression, particularly if it takes place at or near a football match
- verbal abuse
- systematic bullying of children in public recreation grounds, on the way to school or even on school grounds, if normal school disciplinary procedures do not stop the behaviour
- abusive behaviour aimed at causing distress or fear to certain people, for example, elderly or disabled people
- driving in an inconsiderate or careless way, for example, drivers congregating in an area for racing
- dumping rubbish
- animal nuisance, including dog fouling
- vandalism, property damage and graffiti.

Approach the neighbour

You should first make a complaint to the neighbour. If it seems that one or both parties will be unable to keep her/his temper during such a meeting, it may be advisable to write a letter to the neighbour.

Sometimes a neighbour may be made to see that her/his behaviour is anti-social or is causing a nuisance, if representations come from a group of neighbours.

If an initial approach to the neighbour has failed, there may be local mediators who are able to help. Mediators are independent people who will listen to both sides and help you to reach an agreement which you can live with. Mediation is usually free and confidential and can stop problems from getting out of hand.

What can be done about antisocial behaviour

If you want to take action about antisocial behaviour you should first try and establish who is responsible for the behaviour. It is also important to establish whether the behaviour is deliberate or unintentional.

What you do will depend on the type of behaviour you are complaining about and on the result you want.

To deal with antisocial behaviour you can do one or more of the following:-

Option	More about this option
Take action yourself	If you just want the behaviour to stop and don't want to take legal action, several local organisations may be able to help.
Ask your local authority to take action	Your local authority must have an antisocial behaviour strategy in place.
Ask the landlord to take action	Both private and public sector landlords must take steps to address any difficulties. This can include taking steps to bring the tenancy to an end.
Contact the police	The police have a range of powers for addressing antisocial behaviour.

Quads, go-peds or mini motos

As well as posing a risk to the safety of the user and the general public, irresponsible and inappropriate use of quads, go-peds or mini motos can also disturb the peace and quiet of local residents.

Under law quads, go-peds or mini motos are classified as motor vehicles. They are not suitable and not legal for use on the roads or footpaths unless the rider has or complies with the following:

- a driving licence
- road tax
- registration with the Driver and Vehicle Agency (DVA)
- insurance
- lights and reflectors
- number plate
- must comply with all aspects of road traffic law
- fulfil all requirements of regulations relating to motor vehicles

Remember

- quads, go-peds or mini motos are not toys - they can be very dangerous.
- It is illegal to use quads, go-peds or mini motos on public green areas in your community.
- Permission must be sought from the owners of private land before using it.
- The user or parent is potentially liable for any injury caused to others.

Getting Started

There's no doubt that getting a moped or motorbike can give you a huge amount of independence and for many young people, buying a moped is great way to start – they are relatively cheap and easy to run after all. But do you know what the laws are about learning to ride? Or what the differences are for motorbikes or mopeds? Here is the simple guide to what you need to know!

Moprd or Motorbike?

What is a moped? Directgov, the government website, describes a moped as:

- maximum design speed not exceeding 50 kilometres per hour (km/h) (about 31 miles per hour (mph))
- an engine capacity no greater than 50 cc



A learner motorcycle on the other hand:

- has an engine up to 125 cc and a power output not exceeding 11 kiloWatt (kW)

Whichever you choose, it will need to be taxed, insured and have a valid MOT if over 3 years old.

Before you can learn to ride either you must apply for a provisional driving licence. You can apply by completing a D1 Pack available from your main post office or easier still, apply online here

What age can I start?

Before you learn to drive or ride a new vehicle make sure you know about the rules and restrictions that apply to you. To ride a Moped, you must be 16 years old or over. For a learner motorcycle (that's a motorbike not exceeding 125cc) you need to be 17 years old or over. Different vehicles have different minimum ages and restrictions.

What's the basic training?

Compulsory basic training (CBT) was introduced in 1990 to help reduce the very high accident rate among inexperienced motorcyclists. CBT must be completed before a learner moped or motorcycle rider is allowed to ride on the road with L-plates or D-plates in Wales. The course is based around modules which have to be completed, part of which is a minimum two hour on-road ride. Once this has been completed satisfactorily, you will receive a DL196 certificate which you should keep safely. It is valid for 2 years only so you need to

pass your theory and practical tests within this period to obtain a full moped or motorbike license.

Get the right gear!

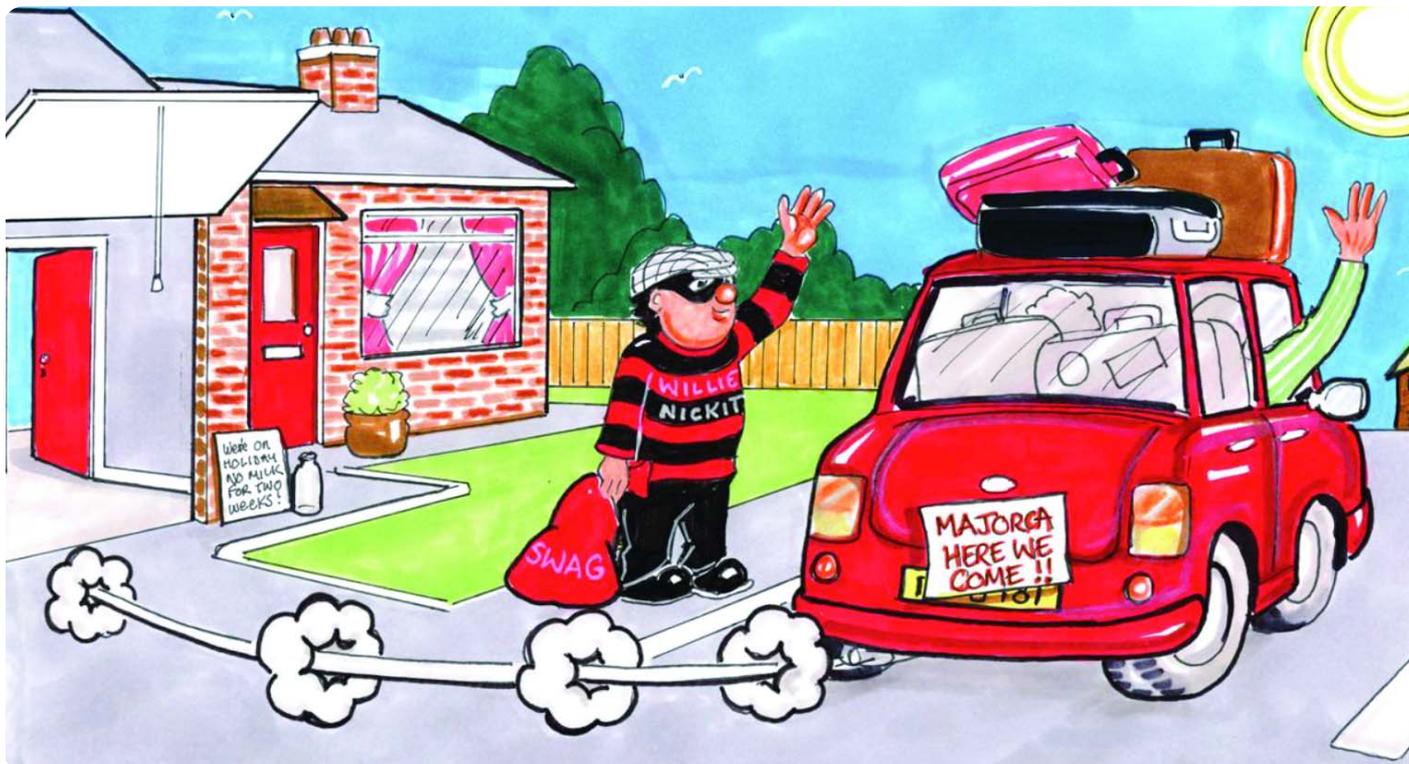
When riding mopeds or motorcycles it is always very important that you wear the correct protective clothing in order to protect you from the weather and also to help other road users to see you. Even riding during warmer weather can be a painfully cold experience! A good quality safety helmet is a must and also the law! Make that it's comfortable and it complies with British Standard BS 6658:1985. Check that it carries the BSI kitemark.

There are many aids on the market designed to make motorcycling comfortable but make sure they're safe and legal!

For safety and comfort you should seriously consider...

- Visors or goggles
- Gloves and gauntlets
- Protective clothing
- Boots
- Visibility aids

Just like any road user, you need to develop the right attitude when riding a moped or motorbike. Having control of your bike and yourself will help you steer clear of problems. Don't ride with a bad temper or when you're tired or under the influence of drugs, medication or alcohol. With experience and self control you'll be a safe and responsible rider.



Willie Nickit? – Yes he will!!

Holidays? - Want Peace of Mind while you're away?

Follow this good advice on making your home more secure:

- Make your home look like it's occupied. Use automatic timer switches to turn lights on when it gets dark.
- Cancel milk and newspaper deliveries.
- Avoid discussing holiday plans where strangers may hear details of your absence from home.
- Tidy the garden before you go and trim back any plants that obstruct the view to your house.
- Remove valuable items from view, place documents and valuables in a safe, if you have one.
- Ask neighbours to keep an eye on your property. Have them remove your post and leave a contact number for them in the case of emergency.
- Is there a Neighbourhood Watch scheme in the area? Local Police will tell you if there is one.
- Do not put your home address on your luggage when you are travelling to your holiday destination.
- Remember to lock all outside doors and windows, and if you have a burglar alarm, make sure it is set.
- Park your car tight to the garage door to prevent forced access.

Don't let fly tipping turn our landscape into a dump

So many of you tell us how awful it is when you see rubbish dumped by your home. We have been working with the council to look at ways we catch the people who do this and have installed CCTV camera and are considering the use of mobile cameras to catch the people responsible.

We have also introduced a new quicker collection service to remove the rubbish dumped to help you be proud of the homes you live in. Don't turn a blind eye if you see someone doing this, report it to us on **020 8743 5486**.



Contact us
Call your local police

101 is the number you call if you need to contact your local police. You can call 101 to report a crime that has already happened, seek crime prevention advice or make us aware of any policing issues in your local area.

101

Cold calls, 'vishing' and couriers

What to look out for:

Suspicious calls from your bank or the police, with offers to visit your home. In these cases a fraudster will say they are from the bank or police, and that a fraudulent credit card payment has been spotted or a card that is due to expire needs to be replaced. To convince the intended victim they are genuine, the caller will suggest the customer hangs up and calls the bank back on the number printed on the back of their debit or credit card. But the fraudster never actually disconnects the line so that when you call the real number you are still speaking to them. Usually the fraudster will then ask for the customer's PIN and then send a courier to the victim's home to collect the bank card, promising to provide a new one. By now the assailant has obtained the victim's name, address, bank details, card and PIN – enough to make large bogus payments. The technique of using a telephone call to steal personal or banking information is known as "vishing".



Other types of courier fraud to be aware of

Customers are asked by their bank to

participate in a fake police investigation, usually involving a corrupt bank employee who has been stealing from customer accounts. Typically they will be asked to withdraw substantial sums of money over the counter at their bank without arousing the suspicion of the staff. They are then told to wait at home for it to be

collected by a courier for safe keeping. Alternatively some customers are asked to transfer their money to a "safe" account, which really belongs to the fraudster.

CUPPA WITH A COPPER

Come and have a tea, coffee or water and biscuit with your local Dedicated Ward Officer, **PC ROSS 645FH**

An informal drop-in session where residents can sit down with their local officer, ask questions and find out about crime in the area and obtain crime prevention advice. It's an opportunity for residents to tell officers about any issues or concerns they have; personal appointments can also be made at the event to discuss at another time and location if more appropriate.



You can contact PC Ross by telephone on 07843 291 096, you can also call the police directly on 101. By email on OldOak.SNT@met.police.uk or follow him on Twitter @MPSOldOak. The website is OldOak.SNT@met.police.uk or you can find him on face book at PC Shawn Ross.

HEATHSTAN ROAD ALERT:

We have received several calls from residents at Heathstan Road flats in regard to identity theft. It appears mail is being stolen and varying bank accounts set up in residents names and money obtained. We would urge you to regularly empty your mail boxes and to report any suspicious activity to the police by calling 101.

Cuppa with a copper will be on the following dates and locations:

Wednesday 1 July 2015, 6.00pm - 8.00pm
St Katherine's Church

Wednesday 22 July 2015, 5.30pm - 7.30pm
St Katherine's Church

Wednesday 29 July 2015, 6.00pm - 8.00pm
St Katherine's Church

Wednesday 26 August 2015, 6.15pm - 7.45pm
Kenmont Primary School

Wednesday 2 September 2015, 6.00pm - 8.00pm
St Katherine's Church

Wednesday 30 September 2015, 6.00pm - 8.00pm
St Katherine's Church

Wednesday 28 October 2015, 6.15pm - 7.45pm
Kenmont Primary School

Wednesday 4 November 2015, 6.00pm - 8.00pm
St Katherine's Church

Wednesday 16 December 2015, 6.15pm - 7.45pm
Kenmont Primary School



Parks Police Service

The Parks Police Service provides a reassuring uniformed presence across the almost ninety parks and open spaces in Hammersmith & Fulham and Kensington and Chelsea. The team of one Inspector, five Sergeants and twenty six Constables have police powers within the parks and a duty to ensure that the parks remain safe and welcoming places for everyone. The service is part of the Council's Environment, Leisure and Resident's Services Department.

They assist in delivering both borough's commitment to do all they can to reduce

crime and anti social behaviour, by working with local communities and park users to identify issues and adopt a problem solving approach to resolve them.

The service also has a key role in responding to any major incidents in the boroughs and staff are able to monitor CCTV systems covering a number of parks.

Service is provided 365 days a year during daylight hours, and until midnight during the summer period. Some later patrols are also organised to tackle specific problems and respond to resident's concerns.

Parks Police duties include:

- reporting crime within the parks
- detaining offenders
- enforcing byelaws and the borough dog control orders
- security at park events
- dog chipping , dog shows and cycle marking
- attending park user group meetings
- locking certain parks
- lost property in parks
- truancy patrols

Enquiries about Parks Police Service should be directed to:

Inspector Mike Rumble

Address: 2nd floor, 77 Glenthorne Road, London W6 0LJ
Telephone: 020 8753 5999
Fax: 020 8753 1500
Email: parksconstabulary@lbhf.gov.uk

Head of Community Safety Unit

Claire Rai

Address: 2nd floor, 77 Glenthorne Road, London W6 0LJ
Telephone: 020 8753 5999
Email: claire.rai@lbhf.gov.uk

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101