



woven

What is and
what is not ASB
and what we
can do when a
report of ASB is
received.

ANTISOCIAL BEHAVIOUR

Antisocial Behaviour ASB

We take antisocial behaviour (ASB) very seriously.

All tenants have the right of feel safe and secure in their home and we work to prevent and tackle ASB quickly with a balanced approach, taking enforcement action where necessary.

What is ASB?

ASB comes in lots of forms. You may for example, be having problems with a noisy neighbour, or someone keeping pets which are causing a nuisance. Alternatively there may be crowds of people gathering regularly vandalising property or someone holding regular late night parties. How we deal with ASB will depend on what type of behaviour it is and also on the frequency and severity. But it is important also to know what isn't ASB.

ASB is NOT:

- **Living noise, including babies crying, children playing, doors closing, DIY noise at reasonable times**
- **Cooking odours**
- **Normal behaviour occurring at unusual times because of different working patterns provided that the resident is attempting to keep disturbance to a minimum.**
- **One off parties e.g. BBQ where there is no evidence that the problem will reoccur.**
- **Clash of lifestyles including cultural differences.**

All the above may cause annoyance and we will try to offer advice but they would not be subject to an ASB investigation.

Please be tolerant of your neighbours as some noise is inevitable, especially in apartment blocks.

Can I resolve the problem?

Many neighbour problems can be sorted out simply by talking to each other. Sometimes people genuinely don't know they are creating a nuisance. It is always best to try to talk to your neighbour directly in the first instance, if you feel you can.

When you speak to your neighbour remember to:

- **Go at an appropriate time, remain calm, keep things friendly**
- **Do not approach them when you are angry - calm down first, stay in control and do not speak in a loud or aggressive manner**
- **Explain the issues calmly and try to settle the problem without ill - feeling, highlight how the behaviour is affecting you/family members**
- **Don't get drawn into an argument and if the neighbour gets angry, make your excuses and walk away**

How do I report ASB?

You may report cases of ASB to your Housing Officer by email, in writing, by telephone, through our website or by calling in person - all are acceptable but it helps to have things in writing. We will be able to help you if you need assistance with this.

The Housing Officer will be able to provide you with a recording diary to keep a detailed record of when the ASB occurred. Any records you make will be very important if we are to take further action.

When we receive your complaint of antisocial behaviour you will receive a written acknowledgement within 5 working days - and we will let you know how quickly we can begin to deal with the matter

With your consent, we will interview the person you have complained about. We will keep your identity confidential, but your neighbour may guess who made the complaint. We will inform your neighbour of what we will do if any ASB continues and we will monitor the situation.

We may ask you to provide further evidence, generally by completing a diary which we can supply. We may contact other sections of the Council or other agencies with your consent. We will update you what action we intend to take and what you can do to assist.

If we do not intend to take further action, we will explain why.

In cases where there is no improvement: in partnership with other agencies we have a range of tools that we use. When investigating a case we will offer early intervention to:

- Resolve the matter quickly and rebuild neighbour relations
- Use acceptable behaviour agreements, mediation services as well as issuing warnings / cautions to deter future ASB.
- Encourage perpetrators to change their behaviour, making use of referrals to drug and alcohol services, mental health services and voluntary organisations.
- Share information with the police and other agencies. We won't share information without permission from the victim, unless we are required by law to do so. If we think the victim or their family is in immediate harm we will tell the police or social services without their permission.
- Use a range of legal tools available such as possession action. We will only take legal action if there is substantial evidence to present to court. If you are experiencing ASB we may ask and support you to attend court to give evidence.

If ASB involves any criminal activity, this should be reported to:

Police emergency - Tel: 999

Police non-emergency - Tel: 101

Crimestoppers - 0800 555 111

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We invest in people Gold



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