

## **Our commitment**

Everyone has the right to enjoy their home and community without being affected by anti-social behaviour (ASB). While people live differently and small disagreements are sometimes unavoidable, behaviour that causes distress or fear is never acceptable.

We aim to respond to ASB fairly, consistently, and with a focus on early resolution. Where possible, we'll work with you and others to improve behaviour before taking legal action.

## **What is anti-social behaviour?**

ASB includes behaviour that:

- Makes another person feel personally threatened.
- Creates a nuisance in shared or public spaces.
- Has a harmful impact on quality of life or the local environment.

Common examples include:

- Excessive noise (beyond everyday living).
- Verbal abuse, threats, harassment or intimidation.
- Hate-related incidents (see our Race and Hate Crime Policy).
- Drug or alcohol-related nuisance.
- Physical violence.
- Criminal or threatening behaviour.
- Vandalism or damage to property.

We don't treat the following as ASB:

- Day-to-day living noise (e.g. walking, washing machines, closing doors).
- Lifestyle differences or neighbour disagreements unless abusive or threatening.
- Cats roaming or fouling communal areas.
- Parking issues unless threatening or abusive.

## **What we'll do**

When you report ASB, we will:

- Assign a named officer to your case.
- Listen carefully to your experience and its impact on you.
- Agree a plan with clear actions and timescales.
- Identify any support needs and respond with sensitivity.
- Keep in touch regularly and involve you in all decisions.
- Work with the police and other services as needed.
- Avoid legal action where other remedies can resolve the issue.
- Only close your case after discussing it with you.

## How to report ASB

- By phone.
- On our website.
- Through any member of staff.
- Via a third party or support worker.

If the incident is a **crime**, we'll encourage you to contact the police – but we'll still offer support whether you do.

## How quickly we respond

**Emergencies:** such as hate crime or serious threats: within **1 working day**.

**Other reports:** assessed within **7 working days**.

## What happens next

We'll usually arrange a phone call or home visit to understand the issue and agree an action plan. We may ask you to:

- Record further incidents in a diary.
- Help us contact other agencies.
- Agree how and when we update you.

If communication or health makes diary-keeping difficult, we'll find another way to record what's happening.

With your agreement, we'll contact the person causing the issue. We may also speak to witnesses, neighbours, or professionals (e.g. social workers, PCSO's) to help build a fuller picture.

In serious cases, we may use a multi-agency approach (multi-agency panel meetings) to reduce harm and protect people at risk.

## How we prevent and stop ASB

We start by using supportive and proportionate steps to improve behaviour, such as:

- Warnings (written and verbal).
- Mediation (where available).
- Behaviour contracts.
- Support referrals.

If needed, we'll move to formal enforcement. Legal options include:

- Prohibition notices.
- Injunctions or undertakings.
- Acceptable Behaviour Contracts (ABCs).
- Possession proceedings or lease forfeiture (in serious cases).

We work with local agencies to make sure our response is safe, legal, and proportionate.

### Closing a case

We won't leave cases open indefinitely. We'll regularly review your action plan and incident records with you.

We'll close your case when:

- The problem has been resolved.
- The behaviour has stopped.
- We can't substantiate your reports or take any further action.

We'll always explain the reasons and give you a chance to ask questions or appeal our decision.

### People, Places, Partnerships

ASB effects not just individuals, but the communities they live in.

- For **people**, we focus on early, respectful support, and clear communication.
- In the **places** we manage, we aim to build safe, calm environments where everyone feels secure.
- Through **partnerships** – with residents, police, and community services – we respond quickly and work to prevent issues from escalating.

Thank you for working with us to keep your home and neighbourhood safe.