

Antisocial behaviour

How we can support you



This leaflet aims to help you recognise antisocial behaviour (ASB), and to tell you what you can expect from us in tackling ASB in your local community.

Antisocial behaviour explained

Simple things, like too much noise from a late-night barbeque to inconsiderate parking, can often be easily resolved by a simple chat with your neighbour.

Of course, there are times when a situation may get out of hand and you might need to take further steps to resolve them. We're here to help you manage your tenancy and we'd never ask you to handle incidents of antisocial behaviour when criminal acts have been carried out.

We understand there may be times when you may not feel comfortable speaking directly to someone to try and sort things out. You can let us know about the problem by completing our **online form**, or by calling us on **0800 131 3348** or **0300 123 3511**. We will offer you confidential help and support before passing your concern on to your local Housing Officer to investigate.

What is antisocial behaviour?

The Home Office defines antisocial behaviour as "any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life". It can affect one person or a whole community.

ASB can include anything from minor disputes between neighbours to severe nuisance, harassment and domestic violence. This can include a wide range of unacceptable behaviour that can affect your quality of life and others living or working in the community. The types of behaviour that we consider antisocial include:

- Domestic violence and abuse
- Physical violence
- Hate-related incidents (such as those based on race, sexual orientation, gender, disability or belief)
- Verbal abuse, harassment, intimidation or threatening behaviour
- Excessive noise
- Vandalism and damage to properties, including graffiti
- Dropping litter or dumping rubbish, including fly tipping
- Prostitution or sexual acts
- Criminal behaviour, including the dealing and cultivation of drugs
- Pets being allowed to foul in public spaces
- Misuse of communal areas, public areas or loitering



What is not antisocial behaviour?

We would not normally consider behaviour around different cultures or lifestyles, or which may not be considered unreasonable by most people, as ASB. The issues listed below are usually not considered to be ASB:

- Cooking smells
- DIY during reasonable hours
- Minor or occasional car repairs
- Young people gathering socially or children playing
- Someone parking lawfully outside your home
- Civic disputes between neighbours (such as boundary issues or shared driveways)
- Day to day living noises

However, if any of the above examples were having a harmful impact on a vulnerable person, then we would investigate further.

What part do you play?

Your tenancy agreement is a contract between Sanctuary Housing and you which gives rights and responsibilities to both parties. You have a right to live peacefully in your home but you also have a responsibility to ensure that you, your family and any visitors do not cause any nuisance or harassment.

If you are able to speak to the person or people concerned to resolve the antisocial behaviour, this is often the best approach.



What can you expect from us?

When you report an ASB incident to us, we'll prioritise it depending on what is happening and how it is affecting you.

We will also ask you some more standard, in-depth, questions to make sure that we fully understand the issue and the impact it's having on you. We'll then manage the case according to the priority it is allocated.

Once your case has been categorised, we'll contact you to agree an action plan and update you on the amount of time it's likely to take. We will always deal with the situation sensitively and explain what action can be taken. During the investigation, we may offer a range of relevant support and advice to try to resolve your complaint.

We're committed to doing everything we can to stop antisocial behaviour. This can include issuing verbal and written warnings, acceptable behaviour agreements, injunctions and, as a last resort, even seeking possession of a home.

Often problems cannot be solved by one agency alone, but we can work together with other organisations, such as the police and local authority, to improve your quality of life.

Whatever action is taken, we will ensure that anyone experiencing antisocial behaviour is supported and kept informed of progress.

If you are threatened with violence or are concerned for the safety of yourself or others, please contact the police immediately on 999.

This leaflet can be translated into other languages, large print and Braille or recorded on to an audio CD. Please contact us for details.

If you need to speak to a Sanctuary member of staff in your own language, please contact your local office and they will arrange an interpreter for you.

0800 131 3348 (landline) 0300 123 3511 (mobile)

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