

We're committed to tackling anti-social behaviour and hate crime in our communities.



# What is anti-social behavior?

Anti-social behaviour (ASB) is unacceptable behaviour that affects the quality of life for residents and others living or working in the community.

#### The types of behaviour that we consider to be ASB include:

- noise, like loud music or noisy parties
- · verbal abuse, harassment, intimidation or threatening behaviour
- Hate Crime
- vandalism and damage to property
- nuisance vehicle noise
- drug misuse and dealing
- alcohol related disturbances
- littering, fly-tipping, overgrown gardens or hedges
- pet or animal nuisance
- misuse of communal areas or public spaces
- · criminal behaviour.

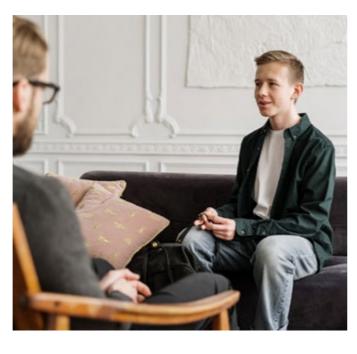


# How we can help

Housing Patch Managers are trained to investigate ASB and to support victims.

### If you report anti-social behaviour to us, we will:

- treat all information you give us in confidence
- give you advice and guidance and arrange support
- · interview you within three days of your initial report
- agree an action plan, and review it with you at least once a month
- look into a range of civil and legal actions that can be taken against the perpetrators
- advise you about security improvements if your personal safety is at serious risk
- help you find safe, temporary accommodation if you need it
- arrange for abusive, obscene or threatening graffiti to be removed within one working day
- advise you on how to fill in observation sheets to record details of incidents and review these regularly with you
- keep you updated on the progress of your case
- refer you for additional support (for example, victim support services).



# If a complaint is made about you

#### We will:

- speak to you within seven working days of the complaint being made
- tell you what allegations are being made against you and listen to your response
- give you the opportunity to rectify your behaviour and help you get support
- let you know how we believe you have broken your tenancy or leasehold agreement
- where appropriate, discuss options with you, such as an anti-social behaviour contract mediation, before taking formal legal action
- give you written notice of any legal action we intend to take against you, and the reasons for that action
- Refer you for additional support.

Where there has been actual violence or the threat of violence, we may make an application to court for a without notice injunction without interviewing you.

If the allegations of ASB include noise nuisance, we may carry out part of our investigation by officers or by using a recording device.

If we find that there is noise coming from your property that could be considered a nuisance or annoyance, we will consider enforcement action.

## Actions we can take to tackle ASB

Each case is different, and the steps we take will change depending on the circumstances and evidence.

#### There are a number of actions available to us, including:

- interview
- verbal and written warnings
- acceptable behaviour contact
- mediation
- family intervention referral
- support referral
- · civil injunction
- possession proceedings / eviction
- demoted tenancy
- closure order (with the police or council)
- community protection warning / Notice (with the police or council)
- extend introductory or starter tenancy
- suspend Right to Buy application
- · absolute grounds for possession.



# **ASB Case Review (Community Trigger)**

If re-occurring anti-social behaviour is affecting you – and a complaint has been made three times or more within a six-month period and you are unhappy with the case – you will qualify to raise your issues as an ASB Case Review.

#### What is an ASB Case Review

The ASB Case Review gives victims and communities the right to request a review of their cases and bring agencies together.

### Who can Request a Review?

The victim or another person acting on their behalf can request the review, such as a family member, MP or councillor.

### Which Agencies may be involved?

Agencies who may be involved with the trigger review may include the following:

- The police
- Local authority
- Social housing providers
- Clinical Commissioning Group (CCG).

## How do you request a review of an anti-social case ASB?

 To request a Case Review, a single ASB case must have been reported three times or more within the last six months.

You can request an ASB Case Review online via Nottingham City Council's website at <a href="https://myaccount.nottinghamcity.gov.uk/service/community\_triggers">https://myaccount.nottinghamcity.gov.uk/service/community\_triggers</a> or you can contact Nottingham City Council on Tel: 0115 915 5555.

If you haven't reported the incident of ASB more than three times in the last six months, then you still have various options, such as:

- Report a new case
- Add additional information to an existing case
- If you feel your case hasn't been dealt with correctly by Housing Services, you can contact the Housing Services Customer Relations Team.



For advice or to report anti-social behaviour, you can contact your Housing Patch Manager. All reports will be treated in confidence.

Telephone: 0115 746 9555

Email: reportasb@nottinghamcity.gov.uk

Text: REPORTASB to 80800 with you name and telephone number

We also encourage you to report criminal behaviour to Nottinghamshire Police:

Non-emergency call 101

Emergency call 999

Crimestoppers anonymously on 0800 555 111

