

How to report anti-social behaviour to the Housing Service (Council Tenants)

Tackling and preventing anti-social behaviour (ASB) within our communities is an important priority for The Council. If the issue involves tenants within a Council property the housing department can help.



What is anti-social behaviour (ASB)?

There are many definitions of ASB. Ashfield District Council has adopted the ASB Crime and Policing Act definition as follows:

- Conduct that has caused or is likely to cause, harassment, alarm, or distress to any person
- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- Conduct capable of causing housing-related nuisance or annoyance to any person.

The Council will not tolerate ASB within our communities.

What isn't anti-social behaviour:

- Children or young people playing in the street (unless this is targeted behaviour)
- Parking or obstruction issues
- Matters relating to shared access or boundary disputes
- Babies crying
- General living noise
- Intermittent animal noise
- Domestic cooking smells
- Home improvements carried out at reasonable times of the day
- CCTV, 'Ring' doorbells or other surveillance equipment installed in domestic homes (This is a matter for the Information commissioner's office)



I am suffering from anti-social behaviour – what can I do about it?

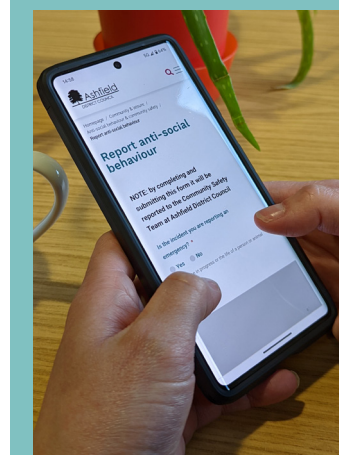
Before reporting an incident to us, ask yourself whether the issue could be resolved by speaking to the individual concerned. Where it is safe to do so, we encourage you to approach the other party to explain how their actions are affecting you and to ask that they change their behaviour. Sometimes, other people may not be aware that their behaviour is causing distress or nuisance and letting them know may help.



Remember if you go to talk to the individual concerned, stay calm, explain the problem, and listen to the other persons point of view.

Criminal behaviour should be reported to Nottinghamshire Police straight away, especially if you do not feel safe.

Call 999 if the problem is an emergency and call 101 for non-emergencies or crimes that have already happened.



How do I report anti-social behaviour to The Council?

If you have tried speaking to the individual(s) causing the problem and the situation has not improved, you can report the incident to us in the following ways:

- On our website using the online form www.ashfield.gov.uk
- By telephone: 01623 450000 option 1 option 3
- By email: tenancy@ashfield.gov.uk
- In person at: Council Offices, Urban Road, Kirkby-in-Ashfield, Nottinghamshire NG17 8DA
- In writing to: Housing Management Section (at the address above)

What happens after I report anti-social behaviour?

When you report an incident to us, it is assessed and placed into one of the following categories:

- Serious Incidents

Serious Incidents may include hate crimes, harassment, criminal activity, physical violence, aggressive behaviour, and drug dealing.

If we receive these types of reports, the case will be referred straight through to our Community Safety Team for investigation. The Community Safety Team will respond to you within 24 hours (or the next working day if the report is received on a non-working day).

- Low level Incidents

Low level incidents may include general noise nuisance, non-violent crimes, and fly-tipping. Low level incidents will not specifically target an

individual, the person reporting ASB may not be vulnerable, and the impact is considered low risk.

When you report this type of incident to us, you can expect to receive a response from your housing officer within five working days.

We will

- Treat all reports of anti-social behaviour seriously.
- Agree an action plan with you to resolve the problem and confirm this in writing to you.
- Work with you to identify any risks or support needs you have and talk about how best to respond to them.
- Carry out a thorough and fair investigation.
- Be open and honest with you and focus on what we can do.
- Consider a range of civil and legal actions that can be taken against the perpetrators.
- Work with the police and other agencies so that we can resolve your complaint.
- Only close your complaint after discussing it with you first and confirm the reasons in writing.

What happens if I am not satisfied with The Council's response?

The housing team are committed to delivering an excellent housing service. Whilst we strive to meet your needs, on occasion we may fall short of your expectations. In such circumstances we would always encourage you to contact us at the earliest opportunity as we may be able to resolve the issue. Email: housingcomplaints@ashfield.gov.uk

You can also seek assistance and guidance from the Housing Ombudsman Service. The Housing Ombudsman Service can be contacted using the following details:

Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

Tel: 0300 111 3000
Online: www.housing-ombudsman.org.uk/contact-us

Useful Contacts

Crimestoppers
0800 555 111
www.crimestoppers-uk.org

Nottinghamshire Victim Care
Opening times (8am to 8pm Monday to Friday and 9am to 5pm on Saturdays)
0800 304 7575
www.catch-22.org.uk

