



Community
Housing

Anti-social behaviour

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What is anti-social behaviour?

We believe everyone has the right to live the way they want to, as long as it does not affect those around them. This means that we expect our residents to be tolerant, accepting and respectful of others.

Anti-social behaviour (ASB) is behaviour that annoys, disturbs or distresses anyone else in the area.

You are responsible for making sure that you, the people living in your home, your visitors and your pets do not harass or cause a nuisance to others in or near your home.

Near your home includes neighbouring estates or properties, footpaths, roads, communal areas, stairs, lifts, landings, entrance halls and gardens.

Examples of nuisance and ASB

What *is* ASB?

Nuisance and ASB includes:

- shouting, screaming, swearing, drunkenness, making indecent or offensive gestures;
- using or dealing drugs;
- environmental nuisance including litter;
- abandoned vehicles and frequently carrying out major repairs to vehicles;
- pets/animal nuisance including aggression and barking;
- graffiti;
- excessive or persistent noise e.g. loud music, TV, banging doors.

What *isn't* ASB?

Everyday domestic noise is **not** ASB. For example:

- talking;
- babies crying;
- walking around;
- doors closing;
- flushing toilets;
- household appliances.

What is harassment?

Harassment is repeated behaviour that is deliberately intended to upset or harm another person, family or group of people. Examples of harassment include:

- damage to property, e.g. graffiti or vandalism;
- verbal abuse and threats of violence;
- violent acts;
- domestic abuse;
- hate crime.

What can I do?

We work with our residents and partners including the police and local authorities to deter and resolve nuisance and ASB in neighbourhoods.

If you experience anti-social behaviour:

- try to resolve the issue yourself by discussing it with the person causing the problem in a calm and reasonable way;
- keep a record of all incidents of anti-social behaviour, including dates, times, details of anyone involved and what happened;
- do not retaliate. It could result in complaints being made against you;
- report it.

If you experience threatening behaviour or damage to your property, please contact your local police on **101**, or report it to us.

In an emergency call **999**.

How do I report anti-social behaviour?

We encourage you to try and resolve ASB issues between yourself and the other person, before making a report. A lot of issues can be solved by having a face-to-face discussion.

However, if you have tried this and it has not worked, or you feel vulnerable approaching the person, you can report it to us:

- online at **www.sw9.org.uk**
- phoning us on **0207 326 3700**
- writing to us at **6 Stockwell Park Walk, London, SW9 0FG**
- emailing us at **info@SW9.org.uk**

You can also ask a friend, relative, neighbour or advocate to report anti-social behaviour to us on your behalf.

All reports are confidential.

I've reported anti-social behaviour, what happens now?

After you report anti-social behaviour, we will ask you how you want to be contacted as this issue is being resolved.

As we work with you to resolve your issue, we will:

- make an action plan with you;
- keep in regular contact;
- let you know when we will contact you again;
- keep all information and records relating to your issue confidential;
- tell you what steps we plan to take to resolve your issue and what the expected outcome could be.

We have different actions we can take against individuals causing nuisance and ASB issues. This action depends on:

- the type of ASB;
- the impact on other residents;
- the amount of evidence and number of willing witnesses.

Possible enforcement actions

Examples of possible actions to stop anti-social behaviour include:

- issuing a warning;
- asking residents to take part in meetings with an independent, impartial mediator who will help you to resolve your differences;
- issuing a Notice of Seeking Possession (NOSP) for the home of the person involved in the ASB (tenants only);
- seeking an injunction or forfeiture of the lease (leaseholders only);
- entering into an Acceptable Behaviour Contract with the person causing the issue;
- asking the court for a Possession Order on the property that could lead to eviction.

How soon will you respond?

With high-level incidents, we will contact you within one working day of receiving your report. This includes:

- harassment;
- drug dealing;
- domestic violence;
- substance abuse.

If your property has been damaged, we aim to make your home safe within 24 hours of receiving your report.

For low level incidents we will contact you within five working days of receiving your report. This includes:

- noise nuisance;
- environmental damage;
- neighbourhood disputes;
- communal nuisance;
- animal nuisance;
- vehicle nuisance.

If you witness animal abuse, you can report it without giving personal details to the RSPCA on **0300 1234 999**.


You can report an abandoned vehicle to us on **0207 326 3700**.



Contact us

 by phone on **0207 326 3700**

 online at **www.sw9.org.uk**

 in person at our office:
**6 Stockwell Park Walk,
London, SW9 0FG**