



Community
Housing

Anti-social behaviour



www.sw9.org.uk



Part of

**Network
Homes**

Anti-social behaviour

We believe that everyone has the right to live the way they want to, as long as this does not impact on other people's quality of life. This means being tolerant, and accepting and respecting the needs and choices of others.

What is anti-social behaviour?

Anti-social behaviour (ASB) is defined in law as behaviour that causes, or is likely to cause, harassment, alarm or distress to others.

What does it mean for you?

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 your property or in the locality. 'In the locality' means neighbouring estates or properties, footpaths, roads, communal areas, stairs, lifts, landings, entrance halls and gardens.

What is harassment?

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

Harassment includes:

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



Examples of anti-social behaviour

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 or TV.

What isn't ASB?

Everyday domestic noise is not ASB, for example:

- talking
- babies crying
- walking around
- doors closing
- flushing toilets
- appliances
- children playing in communal areas.

What can you do about ASB?

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
- do not retaliate - it could result in complaints being made against you
- download an Incident Log from our website www.sw9.org.uk/asb or ask your neighbourhood officer for one. Keep a record of all incidents of anti-social behaviour, including dates, times, details of anyone involved and what happened.



How we help to resolve ASB

As we work with you to resolve the issue you have reported, 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.

The action we take against individuals causing ASB will depend on:

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

Possible actions we take to stop ASB include:

- issuing a warning
- asking residents to take part in a meeting with an independent, impartial mediator
- setting up an Acceptable Behaviour Agreement
- issuing a Notice of Seeking Possession (NOSP) of a tenants home
- seeking an injunction or forfeiture of a lease
- asking the court for a Possession Order that could lead to eviction.



Report it to us

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/asb
- by phoning **020 7326 3700**
- in writing to **6 Stockwell Park Walk, London, SW9 0FG**
- via email at info@sw9.org.uk.

If you would prefer, you can report anti-social behaviour to us anonymously on our website or in writing. You can also ask a friend, relative, neighbour or advocate to report ASB to us on your behalf.


We can provide this document in other formats including Braille, large print or audio CD. Sometimes, we can also help with translations into other languages. Please contact our Customer Service team at info@sw9.org.uk if you require this service.



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

In an emergency, always call 999.

Contact us

-  www.sw9.org.uk
-  info@sw9.org.uk
-  020 7326 3700
-  6 Stockwell Park Walk,
London, SW9 0FG
-  [@sw9housing](https://twitter.com/sw9housing)
-  [SW9 Community Housing](https://www.facebook.com/SW9CommunityHousing)

