

petersfield housing association limited



TACKLING ASB

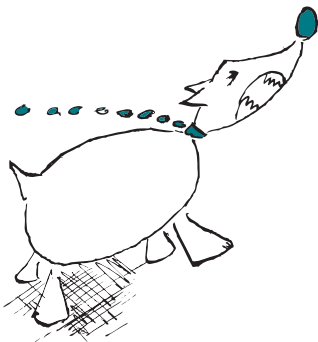
ANTI SOCIAL BEHAVIOUR

Anti-social behaviour (ASB)

From time to time you may experience something in your neighbourhood that will annoy you, whether it is the neighbour's dog barking or children playing football in the street. But is it really anti-social behaviour?

It is important to remember that what might be a nuisance to one person may not be to another. There are many different types of neighbour problems which often get labelled as anti-social behaviour when in fact it is low level nuisance such as clash of lifestyles. In these incidences if you have a problem with a neighbour, your first action should be to approach them and try to come to an amicable agreement. They may not realise that their actions are causing you a problem. If you can resolve the matter in a friendly way without involving the Association, you should do so.

However if this approach is not an option or was not successful then you must contact your housing officer immediately who will advise you of the next step. It may be the case that we would put you in touch with a mediation service who will try to help you and your neighbours settle your differences.



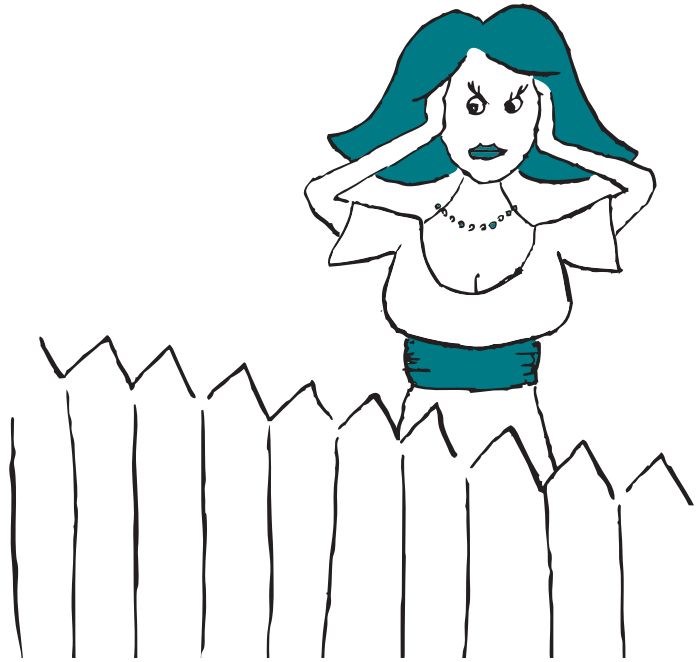
What is anti-social behaviour?

A definition of ASB is:

“Acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as himself.”

The following are deemed as forms of ASB; however the list is not exhaustive:

- **Verbal abuse**
- **Graffiti**
- **Vandalism**
- **Fly-tipping**
- **Drug and alcohol related behaviour**
- **Nuisance vehicles**
- **Noise**
- **Harassment** - is where somebody deliberately intimidates and/or inflicts fear, violence, aggression on another person because of prejudicial views about specific characteristics of an individual or group e.g. race, disability
- **Nuisance** - behaviour which disrupts the daily lives of others
- **Neighbour Disputes** - ongoing disagreements between individuals



Reporting anti-social behaviour

If you experience anti-social behaviour please document the details such as the date and time of the nuisance, how long it went on for, if possible who was involved and how it affected you. This information must then be passed onto your housing officer who will then advise you of the next step.

IMPORTANT - if you witness threatening or aggressive behaviour and/or witness criminal behaviour, immediately phone for the Police on 999 or call Crime Stoppers on 0800 555111

Our approach to tackling ASB

We will tackle anti social behaviour by:

- **Prevention** - Initiatives will be used to try and stop the problem from arising in the first place and from continuing and escalating, should a problem develop
- **Intervention** - We will aim to intervene and offer support and advice if preventative measures have been unsuccessful. This option gives residents another chance, before enforcement measures are considered
- **Enforcement** - Will be used when necessary and when other options have been unsuccessful

For more information or details please contact your housing officer on 01730 26358

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