

brighter futures
HOUSING • HEALTH • HOPE



TACKLING ANTI-SOCIAL BEHAVIOUR

Everything you need to know
about ASB and what to do if
you are a victim



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Brighter Futures Housing Association Limited is registered with the Regulator of Social Housing (H4315); and is a Registered Society under the Co-operative and Community Benefit Societies Act 2014 (21244R) and is affiliated to The National Housing Federation. Brighter Futures Housing Association Limited's registered office is at 5 Whittle Court, Town Road, Hanley, Stoke-on-Trent, Staffordshire, ST1 2QE



WE WANT OUR TENANTS TO LIVE IN AN ENVIRONMENT WHERE THEY FEEL SAFE AND PROTECTED IN THEIR HOMES AND COMMUNITY.

WE ARE COMMITTED TO WORKING TOGETHER TO TACKLE ASB AND BUILD BETTER NEIGHBOURHOODS FOR EVERYONE.



WHAT IS ASB?

Anti-social behaviour (ASB) is anything that can cause harm, alarm or distress to another person usually within a home or community.

Examples of ASB:

- Excessive noise and loud music
- Harassment, verbal abuse, racist, sexist or homophobic remarks
- ASB caused by illegal drugs or alcohol abuse
- Threats of violence or assault
- Damage to property, vandalism or graffiti
- Domestic abuse
- Fly-tipping, rubbish dumping and littering



HOW DO I REPORT ASB?

Contact Brighter Futures

By calling: 01782 406 000

Or emailing: customerservices@brighter-futures.org.uk

Call 101

to report a crime that is not an emergency. You can also call 101 to provide information or make an enquiry.

Call 999

to report a crime that is in progress or if someone is in immediate danger.



WHAT CAN I DO ABOUT ASB?

In the first instance, we would expect you to try to resolve the issues with your neighbours yourself.

CONSIDER

- Describing the problem clearly
- Explaining how the issue affects you and your family
- Accepting different lifestyles
- Being open to suggestions to negotiate in order to resolve the issues
- Staying calm

AVOID

- Going to see them when you are angry
- Using the opportunity to bring up other issues
- Becoming involved in an argument
- Using threatening behaviour
- Exaggerating the problem

If you do not feel comfortable to approach your neighbour, or you have done so but the ASB is continuing, please contact Brighter Futures to discuss your concerns.

YOUR INVOLVEMENT

If you have tried to approach the person causing the nuisance but the ASB continues, you can expect a robust and supportive service from our specially trained staff.

All we expect from you is:

- Your current contact details to discuss your concerns - we do not accept anonymous reports
- Be descriptive with incident details
- Agree to a case plan so you can keep a record of who is doing what
- Provide timely and accurate information
- Report criminal activity to the police
- Be honest - if the nuisance stops, this is a good thing!

We consider your report and your personal details confidential. Your details won't be given to anyone without your permission. However depending on the incident being reported, there may be a chance that your identity will be obvious to the other person(s) involved.



INFORMAL OPTIONS

Before taking legal action, there are various informal procedures that we can consider.

- Acceptable behaviour practice
- Warning letter(s)
- Intervention from support agencies
- Requesting Police Disclosure
- Liaising with Environmental Health
- Issuing Diary Sheets
- Multi-agency Referrals
- Liaising with the Police

USING LEGAL ACTION

Where non-legal action has been taken, and there is clear evidence that an individual continues to cause ASB, Brighter Futures may take legal action.

Tenancy Sustainment Officers can support you to seek legal advice as well as providing emotional support throughout the court proceedings.

Legal action and eviction are generally only used when all non-legal interventions have been exhausted.

USEFUL CONTACT DETAILS

ACCESS SUPPORT

Uniting Staffordshire Against Hate

Call **0330 0881 339**

www.usah.co.uk

www.staffsvictimsgateway.org.uk

Stoke-on-Trent City Council:

Call **0800 561 5610**

Visit: www.stoke.gov.uk/xfp/form/1369

Harmony ASB and Mediation Service

Email harmony@victimsupport.org.uk

Call **0330 1757258**

STAY CONNECTED

BRIGHTER FUTURES SOCIAL PAGES:



facebook.com/brighterfuturesNW



linkedin.com/company/bfha



twitter.com/BFNW

BRIGHTER FUTURES CONTACTS:



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