

Anti-social behaviour

We're committed to tackling anti-social behaviour and hate crime in our communities.



Nottingham
City Council

Housing
Services

What is anti-social behavior?

Anti-social behaviour (ASB) is unacceptable behaviour that affects the quality of life for residents and others living or working in the community.

The types of behaviour that we consider to be ASB include:

- noise, like loud music or noisy parties
- verbal abuse, harassment, intimidation or threatening behaviour
- Hate Crime
- vandalism and damage to property
- nuisance vehicle noise
- drug misuse and dealing
- alcohol related disturbances
- littering, fly-tipping, overgrown gardens or hedges
- pet or animal nuisance
- misuse of communal areas or public spaces
- criminal behaviour.



How we can help

Housing Patch Managers are trained to investigate ASB and to support victims.

If you report anti-social behaviour to us, we will:

- treat all information you give us in confidence
- give you advice and guidance and arrange support
- interview you within three days of your initial report
- agree an action plan, and review it with you at least once a month
- look into a range of civil and legal actions that can be taken against the perpetrators
- advise you about security improvements if your personal safety is at serious risk
- help you find safe, temporary accommodation if you need it
- arrange for abusive, obscene or threatening graffiti to be removed within one working day
- advise you on how to fill in observation sheets to record details of incidents and review these regularly with you
- keep you updated on the progress of your case
- refer you for additional support (for example, victim support services).



If a complaint is made about you

We will:

- speak to you within seven working days of the complaint being made
- tell you what allegations are being made against you and listen to your response
- give you the opportunity to rectify your behaviour and help you get support
- let you know how we believe you have broken your tenancy or leasehold agreement
- where appropriate, discuss options with you, such as an anti-social behaviour contract mediation, before taking formal legal action
- give you written notice of any legal action we intend to take against you, and the reasons for that action
- Refer you for additional support.

Where there has been actual violence or the threat of violence, we may make an application to court for a without notice injunction without interviewing you.

If the allegations of ASB include noise nuisance, we may carry out part of our investigation by officers or by using a recording device.

If we find that there is noise coming from your property that could be considered a nuisance or annoyance, we will consider enforcement action.

Actions we can take to tackle ASB

Each case is different, and the steps we take will change depending on the circumstances and evidence.

There are a number of actions available to us, including:

- interview
- verbal and written warnings
- acceptable behaviour contact
- mediation
- family intervention referral
- support referral
- civil injunction
- possession proceedings / eviction
- demoted tenancy
- closure order (with the police or council)
- community protection warning / Notice (with the police or council)
- extend introductory or starter tenancy
- suspend Right to Buy application
- absolute grounds for possession.



ASB Case Review (Community Trigger)

If re-occurring anti-social behaviour is affecting you – and a complaint has been made three times or more within a six-month period and you are unhappy with the case – you will qualify to raise your issues as an ASB Case Review.

What is an ASB Case Review

The ASB Case Review gives victims and communities the right to request a review of their cases and bring agencies together.

Who can Request a Review?

The victim or another person acting on their behalf can request the review, such as a family member, MP or councillor.

Which Agencies may be involved?

Agencies who may be involved with the trigger review may include the following:

- The police
- Local authority
- Social housing providers
- Clinical Commissioning Group (CCG).

How do you request a review of an anti-social case ASB?

- To request a Case Review, a single ASB case must have been reported three times or more within the last six months.

You can request an ASB Case Review online via Nottingham City Council's website at https://myaccount.nottinghamcity.gov.uk/service/community_triggers or you can contact Nottingham City Council on Tel: **0115 915 5555**.

If you haven't reported the incident of ASB more than three times in the last six months, then you still have various options, such as:

- Report a new case
- Add additional information to an existing case
- If you feel your case hasn't been dealt with correctly by Housing Services, you can contact the Housing Services Customer Relations Team.



For advice or to report anti-social behaviour, you can contact your Housing Patch Manager. All reports will be treated in confidence.

Telephone: **0115 746 9555**

Email: reportasb@nottinghamcity.gov.uk

Text: REPORTASB to **80800** with you name and telephone number

We also encourage you to report criminal behaviour to Nottinghamshire Police:

Non-emergency call **101**

Emergency call **999**

Crimestoppers anonymously on **0800 555 111**