

Antisocial behaviour (ASB)

We are committed to tackling antisocial behaviour (ASB) swiftly, firmly and fairly. As one of the main partners in Solihull's Community Safety Partnership we take a lead role in tackling all types of ASB for all residents of Solihull.

What is ASB?

The Antisocial Behaviour, Crime and Policing Act 2014 describe ASB as:

- ▶ Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person.
- ▶ Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises.
- ▶ Conduct capable of causing housing-related nuisance or annoyance to any person.

Examples of ASB include:

- ▶ Excessive noise
- ▶ Threatening behaviour or verbal abuse
- ▶ Criminal activity
- ▶ Vandalism
- ▶ Assault or physical violence
- ▶ Drugs
- ▶ Hate crime including racist or homophobic abuse
- ▶ Fly tipping



What do I do if I have an antisocial neighbour?

If your neighbour's behaviour is causing you problems, try talking to them to see if the problem can be sorted out between yourselves.

Before approaching your neighbour, you may want to consider the following:

- ▶ Be courteous, calm and polite.
- ▶ Choose a convenient time to talk to your neighbour. Avoid meal times or late at night.
- ▶ If you get on with your neighbour and the problem is noise, invite them round to your house to hear this.
- ▶ Describe the problem and give examples of how you have been disturbed.
- ▶ Keep to the relevant issues.
- ▶ Allow your neighbour to express their views.
- ▶ Stay open to suggestions for resolving the problem.
- ▶ Come to an agreement that is suitable for all.
- ▶ Avoid exaggerating the problem.



Resolving the problem will be easier if you:

- ▶ Avoid retaliation – this could make the problem and increase tension.
- ▶ Don't visit when you are angry.
- ▶ Don't use threatening behaviour. If this is used against you, walk away immediately.
- ▶ Avoid becoming involved in an argument.
- ▶ Don't visit to make them apologise.
- ▶ Keep to the problem. Don't drag up every other issue you may have with your neighbour.
- ▶ Ask someone to accompany you and approach the situation calmly.
- ▶ Don't go round when the nuisance is occurring unless you feel the situation is safe enough to approach your neighbour.



Resolving the problem will be easier if you:

- ▶ If you go round on your own, let someone know where you are going.
- ▶ The other option is to write to your neighbour, but keep a copy for your records as it is useful evidence.
- ▶ Before you approach your neighbour, think about the risk to your personal safety and property.

If your attempts to resolve the problem are unsuccessful, or you feel uncomfortable about approaching your neighbour, then call 0121 717 1500.

If the problem is excessive noise happening out of working hours, and you cannot resolve the issue yourself, you can log the complaint with the police on 101.

How do I report ASB?

If your neighbour's behaviour is causing you problems, the first thing you should do is speak to them. After speaking to them, give your neighbour some time to change their behaviour. If talking to them doesn't work and you don't see an improvement, please ask us for help.

It would be helpful for us if you kept a record, telling us what the behaviour is together with the dates and times it has been happening.

You can report ASB by:

- ▶ Completing the online form
- ▶ Calling the ASB hotline on 0121 717 1500
- ▶ Emailing info@solihullcommunityhousing.org.uk

If you have been threatened or assaulted please report it to the police immediately. In an emergency call **999** or non-emergency call **101**.



What we will do

We take reports of ASB very seriously and will make sure that they are thoroughly investigated. You need to let us know as many details of your issues as possible to help us resolve the problem.

The best way of recording this information is to complete an incident diary.

Your case will be assigned to an Officer who will carry out a detailed investigation and work out how to resolve the issue. Our Officers may work together with other agencies including the Police, Environmental Health, Social Services, Community Mental Health and other voluntary agencies.

Officers will support victims and witnesses of ASB throughout a case in line with our Witness Charter.



To get in touch:



If you have been threatened or assaulted please report it to the police immediately. In an emergency call **999** or non-emergency call **101**.



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Protecting your personal information: We promise only to use your information strictly within the Data Protection Act 1998. If you supply your email address we will use it to contact you in the future.

If you would like this leaflet in another language or format please contact us.

