

# 11. Are you experiencing anti-social behaviour or harassment?

## What is anti-social behaviour?

Anti-social behaviour is any behaviour that could cause a nuisance to you or any other person, (such as visitors to the area) regardless of whether they are a Community resident or not. It is also the unlawful use of a Community property.

Anti-social behaviour arises out of inconsiderate acts, patterns of behaviour or targeted actions that cause nuisance, such as:

- Noise, persistent noise from loud music, shouting, banging doors and late night use of domestic appliances
- Verbal abuse, harassment, intimidation or threatening behaviour
- Hate related incidents on any grounds e.g. race, religion, sexuality, disability, age etc
- Vandalism, graffiti and damage to property
- Allowing animals to roam uncontrolled and to foul communal areas
- Nuisance from vehicles
- Drugs, substance misuse and drug dealing
- Alcohol related disorder
- Domestic violence and abuse
- Physical violence or the threat of violence
- Litter and rubbish in communal areas and fly-tipping
- Misuse of communal, public and open areas
- Prostitution and other criminal behaviour.

## What can I do if I see, hear or experience anti-social behaviour?

Please contact us so we can give you advice and support and take appropriate action. We consider your safety to be of paramount importance. Please remember, criminal acts should always be reported to the police first of all.

## What can we do to help?

Community treats all cases of anti social behaviour seriously and sympathetically. We respect your views and confidentiality and we adopt a 'twin-track' approach balancing enforcement with appropriate support and protection. In extreme cases we take positive action to enforce tenancy agreements.

## How do I report anti-social behaviour?

**You can report ASB by any of the following methods:**

- Contacting your Neighbourhood Officer
- Contacting the Customer Service Centre on **0207 428 4328**
- Writing a letter to us
- E-mailing us at: [csc@onehousinggroup.co.uk](mailto:csc@onehousinggroup.co.uk)
- Visiting our office to speak to a Duty Officer in person

## How will my concerns be addressed?

Your Neighbourhood Officer will talk to you about your problems and then agree a reasonable course of action with you. They will not take any action that you are not comfortable with. You will be kept informed throughout the management of your concerns.

## The Government Respect Agenda

"Anti-social behaviour ruins lives; it doesn't just make life unpleasant, it prevents the renewal of disadvantaged areas and creates an environment where more serious crime can occur".