

Reporting Anti-Social Behaviour

What happens next?



Thank you for getting in touch to report Anti-Social Behaviour (ASB) in your community.

We take all reports of ASB seriously and we're committed to doing all we can, within our powers, to prevent, investigate, manage, and tackle ASB and harassment.

This leaflet tells you more about what happens next, what you can expect from us and what we need from you as we investigate your report. Please take the time to read this information fully, and if you have any questions, get in touch.

You can:

- **Call us on 0300 123 1567**
- **Email us at hello@abri.co.uk**
- **Talk to us via LiveChat using My Abri**

What happens next?

- **If it's a one off?**

We'll note your report but it's unlikely we'll take any further action, unless the incident is high risk.

- **If it is a persistent problem?**

We'll review the evidence provided and assess the reports to help decide on the steps.

What actions could we take?

Depending on the reports, we would likely speak to all parties to understand everyone's point of view in this situation. We might:

- **Issue a tenancy warning letter**
- **Encourage a "have your say" session via an independent service to support a way forward with your neighbour**
- **Issue an Acceptable Behaviour Contract**
- **Issue a Good Neighbour Agreement between you and your neighbour**
- **Involve or signpost you to other agencies such as the Police and Local Authority.**
- **In noise cases, we might use noise monitoring tools such as noise monitoring equipment or the Noise App to gather evidence.**

What's not ASB?

- **Children Playing**
- **DIY or housework**
- **Smells**
- **Cats roaming**
- **Untidy gardens**
- **Parking disputes**
- **Rubbish**
- **Staring**

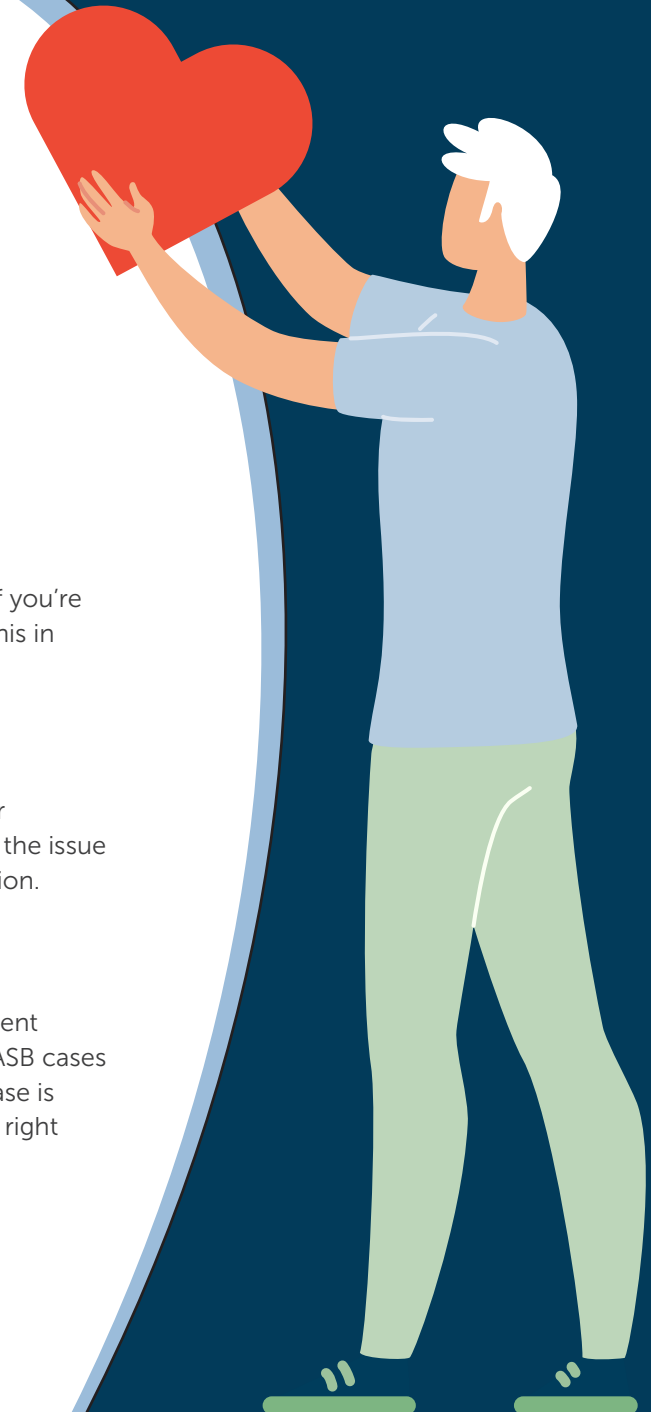
This list isn't exhaustive but if you're still unsure, we can explain this in more detail with you

What's the goal?

We'll work with you and your neighbour to try and resolve the issue and support you to a resolution.

For assurance

We carry out case management audits on a sample of open ASB cases each month to ensure the case is being managed well and the right options have been explored.



What happens if we've taken some steps to resolve the issue but the anti-social behaviour continues?

We'll work with our legal department to assess the evidence and we may decide that we need to take some enforcement action. This might include:

- **Notice of Seeking Possession**
- **Undertaking**
- **Injunction**
- **Possession**

We'll talk this through with you and if we don't feel that the evidence is strong enough to support legal action, we'll then discuss the next steps.

How can you help?

Evidence is the most important part of any ASB investigation. We'll need you to give us evidence that'll support your case and our decision making. This could be your diary sheets with dates and times of the incident and how it is making you feel, photographs, CCTV or audio recordings. Your evidence is vital to our investigation. Without evidence it's highly unlikely we can proceed with any further action. We'll let you know if we come to this decision.

We work closely with our partner agencies to help support our investigations, so please report to the relevant agencies, for example police, environmental health or dog warden. If you're unsure, we can guide you through this.



Our commitments to you

We'll assign a case officer when we receive your report, and they'll aim to contact you within five working days.

We'll act with integrity at all times and not compromise our position. This means:

- We'll never call/message you from a personal mobile
- We'll never take you anywhere in our car
- We'll never ask to meet you anywhere that is not in a public space
- We won't enter your home unless a person over 18 is home (unless in exceptional circumstances/pre-arranged)
- We'll dress appropriately for your visit and would ask you to do the same
- We'll treat you with respect and courtesy, but please understand we may need to have difficult conversations at times
- We'll act with fairness and impartiality and will not discriminate unlawfully or unfairly
- We'll treat your information with respect, but may access or disclose in the proper course of our duties. This may include making a referral to Social Services if we have any concerns of abuse or neglect
- We may contact other relevant agencies to help manage your case. We'll ask you for your consent if appropriate
- We'll provide you with regular contacts/updates about your case by your preferred method of contact.

These are our commitments to you and we ask that you also treat our colleagues with kindness and respect.



How we'll support you through this process

Your case officer will offer you practical support whilst we investigate your case, however, if you feel you're in need of further support we can, with your consent, refer you to the Victim Support, who are impartial, and specialise in ASB support. They'll give you on-going support and advice to help you through, what may be a difficult time.

How Abri can make you feel safer in your home

We may offer some additional security measures, such as additional lighting or a door chain to help support you feel safer in your home. Please speak to your case officer to discuss the options available.

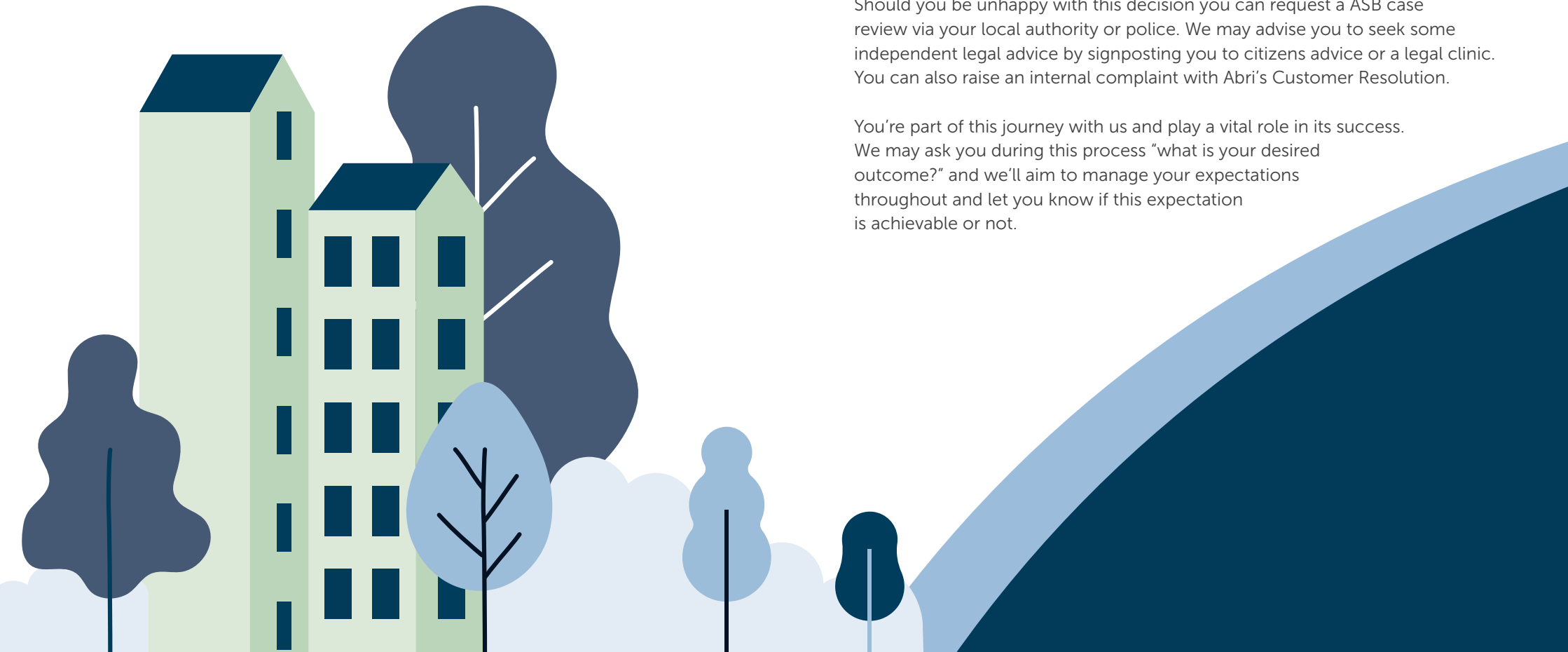
What happens if your case is closed and you are not satisfied with this decision?

Your case officer will talk you through their reasoning as to why your case has been closed. This could be because of:

- **Lack of evidence**
- **Continuous counter allegations where clear evidence has not been provided by either party**
- **If your case has been reviewed but we have concluded it is not anti-social behaviour but a clash of lifestyles**
- **We have used all tools and options available to us and further suitable action cannot be taken**
- **You haven't taken the action agreed, making it difficult for us to progress with your case.**

Should you be unhappy with this decision you can request a ASB case review via your local authority or police. We may advise you to seek some independent legal advice by signposting you to citizens advice or a legal clinic. You can also raise an internal complaint with Abri's Customer Resolution.

You're part of this journey with us and play a vital role in its success. We may ask you during this process "what is your desired outcome?" and we'll aim to manage your expectations throughout and let you know if this expectation is achievable or not.



Useful contact numbers

In a Police emergency call 999
or 101 - non emergency

Crimestoppers: 0800 555 11

Samaritans: 116123

ASB help: www.asbhelp.co.uk

Stop Hate UK: www.stophateuk.org

