

# Antisocial Behaviour Flow Chart

Everyone should feel safe in their own home. Sometimes antisocial behaviour (ASB) stops this from happening and affects the enjoyment of your home. We find informal solutions to ASB where possible, but we also have some powers under the Antisocial Behaviour, Crime and Policing Act 2014.



## Examples of ASB

Excessive noise over long periods, verbal and physical abuse, harassment and intimidation, threatening behaviour, criminal damage, vandalism

## What isn't ASB?

General living noise, children playing, footsteps, babies crying, smoking cannabis in your own home. Flushing toilets, loud music or dogs barking unless its persistent

## How to deal with a neighbour dispute

If it is safe to do so, speak to your neighbour about the issue, stay calm and friendly, explain the problem and listen to the response, suggest a solution and be flexible, if you end up arguing, remove yourself from the situation

## What if we can't agree?

You can contact us and we will try to help but these issues aren't usually a breach of tenancy so we are limited in what we can do.  
We will offer mediation

## ASB REPORTED

Evidence to be supplied by the person making the report

## ASB CASE OPENED

Case number allocated for the tenancy management coordinator for your area

## ASB ASSESSMENT

To see if we can help you based upon information that you have supplied

## Can we help you?

Yes

No

## If we can help we will agree an action plan with you

We will take appropriate and proportionate action which may or may not include legal action

## If we can't help we will explain why

and signpost you to another organisation who may be able to help you