

Pocket Guide to Antisocial Behaviour

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.

If you're concerned about ASB you can contact us for advice on **01209 200200**

Tenancy@coastlinehousing.co.uk

Via our **website** or **My Coastline**



Everyone has the right to enjoy their home and feel safe in their community. We expect customers to behave respectfully towards each other and resolve most disagreements by speaking to each other, but only if it is safe and appropriate to do so.

There will be times where ASB is more serious, and in these cases Coastline will get involved where our intervention is appropriate, and there is no other agency better suited to respond.

Typical examples of ASB

- **Frequent or continual noise over a prolonged period:** loud music, parties, arguing
- **Verbal and/or physical abuse:** shouting abuse, swearing, pushing, hitting
- **Harassment and intimidation:** threats or actual violence
- **Threatening behaviour:** following, watching, getting too close
- **Vandalism, graffiti:** deliberately breaking public property
- **Criminal damage:** burglary, thieving, damage to vehicles
- **Illegal activities:** drug dealing, selling stolen property or cigarettes

Things we wouldn't consider to be ASB

- General living sounds, such as walking around the home, toilets flushing, washing machines, alarm clocks, babies crying, vehicle engines
- Individuals choosing to smoke cannabis in their home
- Loud music, unless it's persistent
- Dogs barking, unless it's persistent
- Inconsiderate parking
- DIY

Neighbour disputes do happen from time to time. If this happens, try to speak to your neighbour to find a resolution. Here are some tips:

- Stay calm and friendly
- Explain the problem and how you're affected by the other person's behaviour
- Listen to their explanation
- Stick to the current problem
- Suggest a solution if there is one, and be flexible
- If the discussion leads to an argument, politely withdraw and contact us for further advice – we may be able to help with mediation

Domestic Abuse

This is threatening behaviour or violence (including physical, sexual, emotional, financial or psychological) that occurs between people who are or have been partners or family members.

It is rarely a one-off event, and it tends to get worse over time. It is never the fault of the person who is abused.

You can report domestic abuse to us in confidence. We won't ask you to prove this.

What we will do

- Our priority is your safety and we will cooperate with other agencies to ensure that
- We will try to meet you within 24 hours of you contacting us and agree a plan with you about how we will help
- We can offer extra home security if you need it

Cuckooing

This is criminal behaviour.

Cuckooing is a term used to describe a situation where criminals exploit a vulnerable person and use their home for illegal activities, such as storing and selling drugs. The person may be threatened, harmed or abused by the criminals.

Signs to look out for

- Frequent visitors to the person's home at odd hours
- Different vehicles stopping outside the person's home and not staying long
- Your neighbour being absent or isolated for long periods

If you suspect cuckooing, please contact the Police at **101** or **999**. Provide the crime reference number to us - this will help us to take the appropriate action.

Hate Crime

This is a criminal offence.

A hate crime is an incident motivated by hostility or prejudice towards someone because of their race, religion, sexual orientation, disability or gender identity. This can include intimidation, bullying, graffiti, vandalism, verbal abuse, or physical assault.

All hate crimes should be reported to the Police by calling **101** or **999** and you must also let them know if you're concerned about your safety.

What we will do

- Our priority is to keep you safe
- We will help our customers to report hate crime to the Police and work closely with the Police to resolve hate crime
- We can provide extra home security in your home if you need it