



# ANTI-SOCIAL BEHAVIOUR (ASB)

**Our communities are generally great places to live, but there can be times when they are affected by ASB.**

## What we can help with:

- Harassment
- Verbal abuse
- Intimidation
- Criminal behaviour where there is Police evidence - this can be criminal behaviour affecting a neighbourhood or criminal behaviour in a customers' home
- Noise nuisance (with evidence from the Noise App/noise monitoring equipment)
- Hate-related incidents.

## What we are not able to help with:

- Children playing in the street or arguing
- Parking issues
- Untaxed vehicles unless in a dangerous or unsightly condition
- Everyday living noise such as flushing toilets, cooking smells, smoking in own home, washing machines, babies crying or playing. This is especially for people living in flats where a certain amount of noise is to be expected
- Staring or looking at someone, giving "dirty looks"
- Pets straying across your garden
- One-off noise nuisance such as a one-off party or BBQ
- Personal disputes where no breach of tenancy can be proven
- Problems arising from a conflict of lifestyles, such as shift work or cultural differences
- Personal dislikes between neighbours
- Personal relationship breakdowns
- Anonymous complaints.



## How we will help you:

- As many of the complaints we receive are criminal, we will work in partnership with the Police and other agencies to resolve anti-social behaviour (Police action will influence how or if we can deal with a situation)
- Investigate complaints thoroughly
- Advise you how you can help us with our investigation and provide evidence to us
- Use a range of legal and non-legal ways to tackle the antisocial behaviour. This could include mediation if suitable or issuing an acceptable behavior contract. Legal action will be considered as a last resort if all other action has failed, we have suitable evidence and the anti-social behaviour continues.
- Keeping you updated during the case
- Letting you know if we are unable to take any action and why.

## What you can do:

- Speak directly with your neighbour to try and resolve things between you. This is often the best way to solve issues and build relationships
- Provide us with evidence of anti-social behaviour (for example, using the noise app)
- Report criminal activity direct to the Police and obtain a log number and share this with us.

## How to be a good Neighbour:

- Introduce yourself to your neighbour
- Be mindful of noise with party walls and in flats
- Keep your pets under control
- Keep your gardens or shared areas clean and tidy
- Inform your neighbour if you plan to have a party/barbeque etc
- Be aware of your neighbours lifestyles – eg they work nights or early mornings
- Communicate with your neighbour and discuss any problems with each other.



If you are experiencing ASB, we are here to help. You can report ASB online by filling in this form on our website:

[newportcityhomes.com/contact-us/report-anti-social-behaviour/](https://www.newportcityhomes.com/contact-us/report-anti-social-behaviour/)

As always, if you would like to report any issues or raise any concerns, please use the following methods to contact us directly:

 [www.newportcityhomes.com](https://www.newportcityhomes.com)

 01633 381111

 NewportCityH

 [enquiries@newportcityhomes.com](mailto:enquiries@newportcityhomes.com)

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