

Tackling Anti-Social Behaviour



We all have the right to live in a safe and pleasant neighbourhood. That's why we take Anti-Social Behaviour (ASB) seriously.



What happens when you report ASB to us?

- We aim to respond to reports of ASB within five working days, and within 24-hours for urgent cases.
- Remember, if you feel that you're at immediate risk, or reporting a crime, then call 999.

How you can help:

Most problems between neighbours can be sorted out privately before you make a formal complaint.

Where possible, you can try to resolve the issue by talking to them in the first instance. If this isn't possible or doesn't work, please report the behaviour to us. Don't put yourself at risk.

If you're bothered by noise nuisance, then the noise app can help. You can use the free app to make audio recordings of the noise (up to 30 seconds) and enter details about the nature of the disturbance. This can easily be shared with us to support your complaint. The audio clips are unlikely to be sufficient on their own to determine if the noise is statutory nuisance. However, they can be helpful in deciding the priority level and helping your complaint progress quickly. The app is available on Android and Apple.



Did you know?

54North Homes can and will take legal action against any customer where they or their household members are found to be involved in ASB.

Other types of reporting

Criminal activities, such as burglary, arson, acts of violence or sexual offences, should be reported to the police.

Cannabis is illegal and its use by customers, household members or visitors at your property, is a breach of your tenancy agreement. Cannabis for medical use is exempt.

Tenancy enforcement action will be used against those caught or reported to be involved in the supply/use of drugs.



Anti-Social Behaviour

Anti-Social Behaviour (ASB) can have a significant impact on your life.

What is ASB?

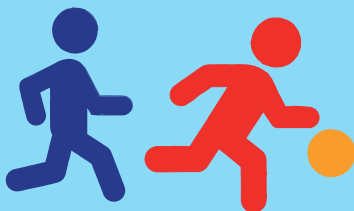
Some examples are:

- Dealing or taking drugs.
- Excessive noise.
- Verbal/physical abuse.
- Meter tampering.
- Uncontrolled animals.
- Threatening behaviour.
- Hate crime.



ASB is not:

- Babies crying.
- Parking issues.
- Dog barking every now and again.
- Staring at people.
- Children playing.
- One-off parties.
- Disagreements on social media.
- Cooking odours.
- Clash of lifestyles.



What we'll do:

- Understand your expectations when you report a complaint.
- Support you in trying to resolve issues with your neighbours.
- Agree an action plan.
- Depending on the risk, we may involve community safety officers.



Enforcing ASB

Not every case of anti-social behaviour is the same – we'll use different tools depending on the case.

How to report ASB

Victims of ASB and hate crime can contact 54 North Homes in a variety of ways:

- By telephone by calling 0345 521 1993. Our Customer Services Team are available from 8.30am to 5pm Monday to Friday.
- In person.
- Report to a neighbourhood housing officer.

If you witness a crime being committed, you should call the police and then contact 54 North Homes.





Contact us

Email: hello@54northhomes.co.uk

Telephone: **0345 521 1993**

MyKarbon: www.my.54northhomes.co.uk/