

Reporting anti-social behaviour (ASB)

step-by-step guide



WestKent

Places to live. Space to grow.

What is Anti-social behaviour (ASB)?

ASB includes things such as:

- Violence or threats of violence by residents, their family or visitors
- Behaviour that unreasonably interferes with other people's rights to the use and enjoyment of their home and community
- Acting in a manner that causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household
- Harassment and intimidation including racial, homophobic and hate crime
- Young people congregating in groups creating a threatening and intimidating atmosphere
- Illegal drug use and supply relevant to our property or locality
- Noise nuisance
- Graffiti, fly tipping, overgrown gardens, animals causing nuisance
- Use of motor vehicles in an anti-social manner on our estates
- Abandoned and untaxed vehicles on our land.

ASB doesn't just make life unpleasant. It can ruin lives and make whole areas feel unsafe.

Some complaints are not ASB

Some neighbours may do things you do not approve of, but it is not ASB. Examples are:

- Noise from children playing
- Family disputes
- Babies crying
- Cooking odours
- Normal living sounds, closing doors, walking
- on stairs, talking loudly, some DIY
- One off parties where there is no evidence it will reoccur
- Personal differences
- Clash of lifestyles, including cultural differences.

What to do if you are experiencing ASB

In some cases, residents can successfully resolve neighbour problems early themselves.

If this is the first time you have experienced it, talk to the person who is causing it. They may not realise they are causing a problem and will change their behaviour as soon as they know it is making you feel upset.

What to do if you have tried talking and it has made no difference...

...Report it to us.

If you have tried talking to the person and it has made no difference, please contact us. We will register your complaint and either a Community Safety Officer or your Neighbourhood Housing Officer will then investigate the problem.

If your complaint is more serious, for example involving physical assaults, threats of harm, racial or other harassment, we will contact you within 24 working hours. If you have not done so already, you should contact the police.

What happens next?

We'll get in touch with you and talk through the problems. We will provide you with diary sheets or ask you to use our ASB app. Keep a diary of things that happen. We will talk to you about the action we can take and the action you can take.

We will also speak to the person causing the problem – other people may be affected by their behaviour as well. We'll try to get all the information we can so that we can decide with you what action to take.

To report problems:

Call us on

01732 749400 or 0800 1691122

Email

help@wkha.org.uk

Visit our website for more information on our approach to ASB

<https://www.westkent.org/help-for-residents/anti-social-behaviour-and-crime>



We may suggest mediation, or you can contact the mediation service directly.

The mediation service can resolve disputes between you and your neighbour.

We often recommend mediation in cases where there is a dispute. We use external mediation agencies who are independent. It is a very good way of helping people understand each other's point of view, particularly as you will usually remain as neighbours. Mediation does not take sides, but tries to find the middle ground that you can both agree on, and work from there.

Using mediation at an early stage can often prevent the problem escalating. Mediation is usually the best option in most cases and will be actively promoted. Sometimes even when a problem has been going on for sometime, mediation can still work to help someone realise they are causing a problem and stop (e.g. lifestyle clashes with a young person living next to an older person).

If problems continue

These steps may resolve the situation. However, if there is still ASB and you need to take your complaint further, please contact us, and we will see what else we and other agencies can do to help you resolve the problem.

If you have experienced violent behaviour or harassment from your neighbour in the past, or feel threatened by them you should not attempt to resolve the matter yourself.

What powers do we have?

It is rare for us to evict people because of their behaviour, but it does happen. Many serious ASB cases have involved perpetrators with a level of vulnerability or need for help from other agencies. We aim to work with perpetrators to try and change their behaviour or find the right support for their needs.

The action taken will depend on the circumstances of the case. Early action may include acceptable behaviour agreements, neighbour respect agreements and/or referrals to support, mediation or agencies such as social service and community safety partnerships.

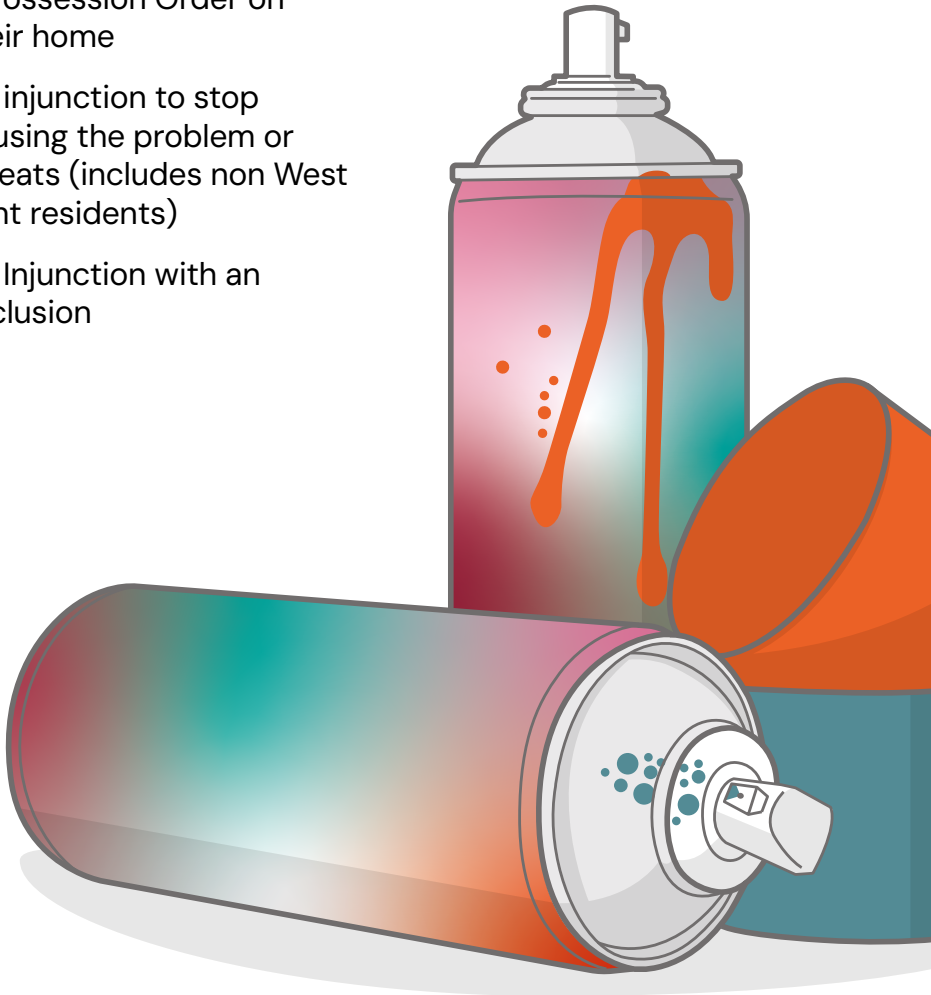
If there is evidence of nuisance, the person will be warned that we can take action (including against their tenancy if they are our resident), if the problem continues. If problems persist and they are serious, we can serve a formal warning by:

- Serving a Notice of Seeking Possession (NOSP)
- Issuing a warning letter.
- Ask the resident causing the issue to sign an Acceptable Behaviour Agreement (ABA)
- Ask the Local Authority or Kent Police to issue a Community Protection Warning/Notice



If problems continue after formal warnings and are having a substantial effect on neighbours, the community, or how we manage our homes, or if the incident is very serious, we will ask our solicitors if we have enough evidence to go to court for:

- A Possession Order on their home
- An injunction to stop causing the problem or threats (includes non West Kent residents)
- An Injunction with an Exclusion



If you would like to receive this information in another format, for example in large print, in another language, or in Braille, please call 01732 749400 or email help@wkha.org.uk.

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需要翻译这份资料吗?请致电 01732 749400.

Sie möchten den Text übersetzt? Rufen Sie 01732 749400.

Potrzebujesz przetłumaczyć ten tekst? Dzwoni na numer tel. 01732 749400.

Precisa disto traduzido? Contacte 01732 749400.

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