

# SERVICE STANDARD:

## Antisocial behaviour (ASB)

We believe everybody has a right to enjoy their home and where they live safely and peacefully. We are committed to working with communities to tackle antisocial behaviour and neighbour nuisance.

### ANTISOCIAL BEHAVIOUR (ASB)

Housing related antisocial behaviour is defined as **'conduct capable of causing nuisance or annoyance to any person in relation to that person's occupation of residential premises'** (s2 ASB Crime & Policing Act 2014).

### HATE CRIME

Crimes committed against someone because of their disability, gender-identity, race, religion or belief, or sexual orientation.

### HOW YOU CAN REPORT ASB OR HATE CRIME

We provide 24-hour reporting options, all year round, for ASB and Hate Crime. These options are:

- **Website** - Our incident page and webchat [www.yourhousinggroup.co.uk/asb](http://www.yourhousinggroup.co.uk/asb)
- **Email** - Your Response at [general@yourhousinggroup.co.uk](mailto:general@yourhousinggroup.co.uk)
- **By phone** - Contact Your Response on 0345 345 0272
- **Out of Hours** – Contact Your Response on 0345 345 0272

### WHAT YOU CAN EXPECT FROM US

#### We will:

- Offer mediation if we think this would be the most effective way to deal with the problem;
- Work closely with the police and other partners to tackle ASB/Hate Crime and take appropriate action against the alleged perpetrator(s), using all available powers to protect you and your community from ASB and Hate Crime;
- Treat all the information you give us in confidence (unless we are legally obliged to disclose it) and keep your records safe in line with legal requirements;
- Where legally permitted, publish information about individuals who are subject to an antisocial behaviour court order; and
- Keep you updated on what we are doing to tackle ASB in your area, via leaflets, online articles and in person at events.