

Anti- Social Behaviour



Noise

This would only be considered antisocial behaviour if the noise is persistent*.

We want everyone to enjoy living in their home and would ask that residents are both considerate and tolerant.

- We would suggest you have a friendly word with your neighbour first as they may not be aware they are disturbing you
- If you still feel you are being disturbed, we suggest you contact the local Environmental Health Officer. Should they take enforcement action, we will use this as evidence against the perpetrator if appropriate
- If the situation has not improved, mediation might be of help to you. It's an informal, confidential and independent service available to help neighbours sort out their differences and reach an agreement. They can help you and your neighbour(s) understand each other's point of view and reach a solution. Please ask and we will refer you

*'Persistent' means the disturbance lasts for continuous periods of over 30 minutes a day for at least 5 days within one week.

**Night-time – after 11pm and before 7am

How to make a report

If you want to report persistent noise, please use our report ASB online form.

Neighbours arguing and shouting

We would not usually consider this to be antisocial behaviour.

- You may want to have a friendly word with your neighbour as they may not be aware you can hear them
- If you still feel you are being disturbed, we suggest you contact the local Environmental Health Officer. Should they take enforcement action, we will use this as evidence against the perpetrator if appropriate
- If the situation has not improved, mediation might be of help to you. It's an informal, confidential and independent service available to help neighbours sort out their differences and reach an agreement. They can help you and your neighbour(s) understand each other's point of view and reach a solution. Please ask and we will refer you
- If the behaviour is persistent (continuous periods lasting over 30 minutes a day for at least 5 days within one week) and you do not feel safe approaching your neighbour, or you have tried and the situation has not improved, once you have contacted the local Environmental Health Officer
If you have concerns about the welfare of an adult or child in the household, you should contact social services Safeguarding Team and/or the Police.

Dogs barking

We would not usually consider this to be antisocial behaviour.

- You may want to have a friendly word with your neighbour as they may not be aware you can hear them
- If you still feel you are being disturbed, we suggest you contact the local Environmental Health Officer. Should they take enforcement action, we will use this as evidence against the perpetrator if appropriate
- If the situation has not improved, mediation might be of help to you. It's an informal, confidential and independent service available to help neighbours sort out their differences and reach an agreement. They can help you and your neighbour(s) understand each other's point of view and reach a solution. Please ask and we will refer you

If you have concerns about the welfare of an adult or child in the household, you should contact social services Safeguarding Team and/or the Police.

Footsteps

We would not usually consider this to be antisocial behaviour.

- You may want to have a friendly word with your neighbour as they may not be aware you can hear them
- If you still feel you are being disturbed, you may wish to contact the local Environmental Health Officer. Should they take enforcement action, we will use this as evidence against the perpetrator if appropriate.

DIY

We would not usually consider this to be antisocial behaviour.

- We would suggest you have a friendly word with your neighbour first as they may not be aware they are disturbing you
- If you still feel you are being disturbed, we suggest you contact the local Environmental Health Officer. Should they take enforcement action, we will use this as evidence against the perpetrator if appropriate
- If the situation does not improve, mediation might be of help to you. It's an informal, confidential and independent service available to help neighbours sort out their differences and reach an agreement. They can help you and your neighbour(s) understand each other's point of view and reach a solution. Please contact us and we will refer you

How to make a report

- If you want to report persistent* noise or noise at night**, please use our report ASB online form
- If you believe that a business is being run from the property, please report this using our general enquiry form

* 'Persistent' means the disturbance lasts for continuous periods of over 30 minutes a day for at least 5 days within one week

** Night-time - after 11pm and before 7am

General Living Noises

We would not usually consider this to be antisocial behaviour.

'General living' includes noise such as vacuuming, walking around, doors opening/closing, general conversations, children playing etc.

- You may want to have a friendly word with your neighbour as they may not be aware you can hear them
- If you still feel you are being disturbed, you may wish to contact the local Environmental Health Officer. Should they take enforcement action, we will use this as evidence against the perpetrator if appropriate.

Baby Crying

We would not usually consider this to be antisocial behaviour.

If you have concerns about the welfare of a child however, please contact social services safeguarding team or the NSPCC.

Children Playing

We would not usually consider this to be antisocial behaviour.

Play is an essential part of every child's life and is vital for the enjoyment of childhood as well as their health, well-being and development.

Although some types of behaviour can be annoying, children playing in the street or communal areas (unless they are causing damage) is not antisocial behaviour.

Arson

This is a criminal offence and you need to report it to the Police immediately, you must also let them know if you are concerned about your safety.

Once you have reported it to the Police, please contact us with the incident report number and the officer's name so we can make contact with them and work with them and agree the next steps with you and the Police.

Assault

This is a criminal offence and you need to report it to the Police immediately, you must also let them know if you are concerned about your safety.

Once you have reported it to the Police, please contact us with the incident report number and the officer's name so we can make contact with them and work with them and agree the next steps with you and the Police.

Drug Use and Dealing

This is a criminal offence and you need to report it to the Police immediately, you must also let them know if you are concerned about your safety.

Once you have reported it to the Police, please either contact us or complete the online ASB form with the incident report number and the officer's name so we can make contact with them and work with them and agree the next steps with you and the Police.

Drunk or Rowdy Behaviour

If the associated behaviour is of a criminal nature you need to report this to the Police immediately, you must also let them know if you are concerned about your safety.

Once you have reported it to the Police, please either contact us or complete the online ASB form with the incident report number and the officer's name so we can make contact with them and work with them and agree the next steps with you and the Police.

Gun or Knife Crime

This is a criminal offence and you need to report this to the Police immediately, you must also let them know if you are concerned about your safety.

Once you have reported it to the Police, please contact us with the incident report number and the officer's name so we can make contact with them and work with them and agree the next steps with you and the Police.

Hate Crime

This is a criminal offence and you need to report this to the Police immediately, you must also let them know if you are concerned about your safety.

Once you have reported it to the Police, please contact us with the incident report number and the officer's name so we can make contact with them and work with them and agree the next steps with you and the Police.

Sexual Offences

This is a criminal offence and you need to report this to the Police immediately, you must also let them know if you are concerned about your safety.

Once you have reported it to the Police, please contact us with the incident report number and the officer's name so we can make contact with them and work with them and agree the next steps with you and the Police.

Threats of abuse or violence

This is a criminal offence and you need to report this to the Police immediately, you must also let them know if you are concerned about your safety.

Once you have reported it to the Police, please contact us with the incident report number and the officer's name so we can make contact with them and work with them and agree the next steps with you and the Police.

Verbal abuse, intimidation or harassment

This includes personally targeted vandalism.

If the associated behaviour is of a criminal nature you need to report this to the Police immediately, you must also let them know if you are concerned about your safety.

Once you have reported it to the Police, please either contact us or complete the online ASB form with the incident report number and the officer's name so we can make contact with them and work with them and agree the next steps with you and the Police.

Group Disorder

For example, groups whose actions are causing criminal damage or threatening or intimidating residents.

If the associated behaviour is of a criminal nature you need to report this to the Police immediately, you must also let them know if you are concerned about your safety.

Once you have reported it to the Police, please either contact us or complete the online ASB form with the incident report number and the officer's name so we can make contact with them and work with them and agree the next steps with you and the Police.

Unsanitary conditions or hoarding

Please report hoarding by completing our general enquiry form or contacting us by phone.

If you are concerned about your safety or the safety of someone else, you must contact the police immediately.

How to get help

If you or someone you know has a tendency to hoard items, you can find out more about what to do and where to get help on the NHS website

Domestic Abuse

If you are, or someone you know is, a victim of domestic abuse or violence find out how to report domestic abuse and where to get help.

If you are concerned about your safety or the safety of someone else, you must contact the Police immediately.

Once you have reported it to the Police (or another agency) you can contact us by phone or make your report online. If you need to contact us urgently, please contact us by phone.

Graffiti

Graffiti is an offence of criminal damage and can be reported to the Police; however they will not remove it.

Is the graffiti personally targeted towards you or your family?

- If yes, please refer to our Verbal abuse / intimidation / harassment section for guidance
- If no, if the graffiti is on our land, please complete our general on-line reporting form and attach a photo if possible and we will arrange to get this removed

If the graffiti is abusive or racist, we will arrange to remove within one working day, otherwise this may take up to four weeks.

If the graffiti is not on our land, please contact the Local Authority who will arrange to get it removed.

Obstructive parking

If your neighbour is parking in a manner which obstructs your ability to enter/leave your home and/or allocated parking space, start by speaking to them first, they may not be aware their actions are causing you a problem.

If the problem continues then you can take the following action:

- If it is on a public verge or highway and the vehicle is found to be parked contravening local parking regulations contact your Local Authority who may be able to assist by issuing a Penalty Charge notice
- If it is parked in such a manner where it needs to be removed immediately, please contact the Police who will arrange this if deemed necessary
- If it is on land owned by United Welsh, complete our general on-line reporting form and we will make contact with your neighbour. It may be that your neighbour/their visitors are not aware of the local parking arrangements

Repairing vehicles

This refers to the offence of repairing vehicles in the street is aimed at those carrying out repairs as part of running a vehicle repair business and not individuals repairing their own cars/bikes).

If you are being disturbed by a neighbour carrying out repairs, start by speaking to them, they may not be aware they are disturbing you. If the problem continues and you believe an offence is occurring then you can either:

1. If it is on a public highway, contact the Local Authority who can investigate and consider action under the Clean Neighbourhood and Environment Act 2005
2. If it is on land owned by United Welsh and they are causing a persistent noise nuisance, please refer to our noise nuisance section for guidance

Speeding or dangerous vehicles

If you believe that a Road Traffic Offence has been committed, such as speeding or dangerous driver, you should report the incident and circumstances as soon as possible to your local Police.

Some local authorities can install traffic calming measures to improve road safety. These may include road humps, chicanes, traffic islands etc. The Local Authority will decide whether a road needs traffic calming and, if so, which measures are most suitable. The specific traffic problem will dictate the location, type and size of traffic calming measures. These are usually chosen after discussion with road safety officers, local residents and the emergency services, they may conduct an independent study to assess the problem.

Abandoned cars

If you have noticed a vehicle that you believe to be abandoned, start by speaking to your neighbours to see if they know who owns the car.

If you have made enquiries and no-one knows, make a note of the registration number and make of the car.

- If the vehicle is in one of our car parks, please complete our general on-line reporting form and attach a photo if possible. Once we receive your report, we will make contact with the DVLA to see if there is a registered keeper. If there is, we will make contact with them. If there is not, we will make contact with the local authority to arrange for the vehicle to be removed. This process can take up to 10 weeks
- If the vehicle is on a public road, please contact the local authority
- If you believe the vehicle is stolen, please contact the Police on 101 who will attend and recover the vehicle if it is stolen

Fly-tipping

If you have noticed items you believe have been fly-tipped, start by speaking to your neighbours to see if the items are theirs and they have already made arrangements to clear.

If you have made enquiries and no-one knows, you can take the following action.

- If the items are on our land, please complete our general on-line reporting form and attach a photo if possible. Once we receive your report, we will arrange to get them removed. This may take up to four weeks
- If the item is not on our land, please contact the Local Authority who will arrange to get it removed

Dangerous dogs

Some dogs can become aggressive and bite other people or animals.

Under the law any dog (of any breed or type) can be considered dangerous in any place if it is not kept under control. The dog doesn't have to bite anyone; it could just show aggressive behaviour that makes someone feel in fear for their safety.

If you are in fear of your safety, please contact the Police immediately or report the dangerous dog. Once you have reported it to the Police, please contact us by phone or via our online ASB form with the incident report number and the officer's name so we can make contact with them and work with them and agree the next steps with you and the Police.

Other pet issues

Dog owners can be given an on-the-spot fine if they do not clear up after their dog. The amount varies from council to council. It's often £50 and can be as much as £80.

Try speaking to your neighbour to make them aware of their responsibility. If you have tried speaking to them or do not feel able to, you can make a report.

- If the offence took place on our land, please complete our general on-line reporting form. Once we receive your report, we will make contact with your neighbour.
- If the offence took place in a public area such as a pavement or park, please contact the Local Authority who will make contact with your neighbour and possibly issue a fine if you are able to provide them with sufficient evidence.