

What to expect when reporting anti-social behaviour (ASB)



What is Anti-Social Behaviour?

Any behaviour by a person which causes, or is likely to cause, alarm, distress or harassment to persons not of the same household (Anti-Social Behaviour Act 2003, and Police Reform and Social Responsibility Act 2011).

There are three main categories for anti-social behaviour, depending on how many people are affected:

Personal	The targeting of a specific individual
Nuisance	When a person causes trouble, annoyance or suffering to a community. Usually for a nuisance to exist it would be: unreasonably and substantially interfering with the use or enjoyment of a home or surrounding area.
Environmental	When a person's actions affect the wider environment, such as public spaces or buildings

Anti-social behaviour will not be tolerated by Rooftop Housing, West Mercia Police or Environmental Services within your Local Authority.

What to expect when reporting anti-social behaviour

When you contact Rooftop, whether by phone, through the website or in person, it will be logged on our systems.

- Incidents should be reported to the out-of-hours service during evenings and weekends. You can do this by calling 01386 420800.
- You can expect contact within three working days for serious reports of Anti-Social Behaviour or five working days for any other enquiries.
- Remember, it is highly recommended that if your complaint is of a criminal nature you report it to the Police using 101. Police will give an incident number, ensure you record this number for future reference. If the incident is likely to cause danger to life or property you should use 999 to make your report.
- Rooftop Housing will treat you fairly and consider all cases carefully. You can expect to be kept updated on your case, but this may take longer in certain cases where other agencies such as the Police are involved.
- Some instances when Rooftop may not necessarily get involved are:
 - parking disputes
 - bonfires (within reason)
 - staring

Please do not be afraid to report any incidents of concern. We are here to help.

Consequences of ASB

The consequences of causing any anti-social behaviour by you or any visitors to your home can have an impact on your tenancy. Please think carefully about the impact your behaviour has on others.

Your tenancy agreement outlines the expected behaviour of all tenants. Any breach of tenancy gives Rooftop powers to enact further enforcement action, which could result in you losing your home.

Useful Contact Numbers

Rooftop Housing/Out-of-Hours - 01386 420800

Police - Emergency 999/Non Emergency 101

Worcestershire Regulatory Services - 01905 822799 (24 hr)

Gloucestershire County Council - 01452 614914

Domestic Abuse Helpline - 0808 2000 247

GALOP LGBT Hate Crime Helpline - 0800 999 5428

Samaritans (free anytime from any phone 24hr) - 116 123

If you are unsure who to contact, call Rooftop for advice.