

What is

# Anti-Social Behaviour (ASB)?

**ASB is conduct that has caused or is likely to cause harassment, alarm or distress or is capable of causing housing related nuisance or annoyance to any person.**

## Examples of ASB:

- Excessive noise
- Rowdy behaviour and drunkenness
- Persistent dog barking /uncontrolled animals
- Throwing things from windows or off balconies
- Dealing or taking drugs
- Criminal damage or behaviour
- Verbal abuse, threats or physical violence
- Intimidation and harassment including stalking and hate crimes
- Known perpetrators of fly tipping.

## Examples of what isn't ASB:

- Babies crying
- Cooking odours
- One off parties
- Clash of lifestyles including cultural differences or different working patterns
- Children's play
- Noise caused by the property's design or layout
- Bonfires
- Parking issues
- Personal differences or unfriendly looks/ stares
- Reasonable DIY and other daily activities

**If you're experiencing ASB, we encourage you to speak to us.**

## We will:

- Agree an action plan and assign an officer to lead on your case
- Investigate your complaint by gathering evidence and keep you updated with our progress
- Consider early intervention such as mediation and acceptable behaviour agreements
- Work with other agencies such as the police to consider preventative measures
- Let you know we've resolved your case and when we'll refer for closure.

## What we expect from residents:

- You and anyone else whose behaviour you're responsible for (including children) not to commit ASB, hate incidents or crimes
- You to resolve minor disputes with your neighbours
- Provide evidence to investigate your complaint.

## Contact us

If you need to talk to us about ASB please visit our website: **[www.southernhousing.org.uk](http://www.southernhousing.org.uk)**  
If you complain about someone causing ASB we won't disclose your details to them without your consent.