

# Anti-social behaviour



**Network  
Homes**

Because good homes  
make everything possible

## Anti-social behaviour

We believe that everyone has the right to live the way they want to, as long as this does not impact on other people's quality of life. This means being tolerant, and accepting and respecting the needs and choices of others.

### What is anti-social behaviour?

Anti-social behaviour (ASB) is defined in law as behaviour that causes, or is likely to cause, harassment, alarm or distress to others.

### What does it mean for you?

You are responsible for making sure that you, the people living in your home, your visitors and your pets do not harass or cause a nuisance to others in or near your property. 'Near the property' means neighbouring estates or properties, footpaths, roads, communal areas, stairs, lifts, landings, entrance halls and gardens.

### What is harassment?

Harassment is repeated behaviour that is deliberately intended to upset or harm another person, family or group of people.

Harassment includes:

- damage to property e.g. graffiti or vandalism
- verbal abuse and threats of violence
- violent acts
- domestic abuse
- hate crime.



## Examples of ASB

### ASB includes:

- shouting, screaming, swearing, drunkenness, making indecent or offensive gestures
- using or dealing drugs
- environmental nuisance including litter
- abandoned vehicles and frequently carrying out major repairs to vehicles
- pets/animal nuisance including aggression and barking
- graffiti
- excessive or persistent noise e.g. loud music or TV.

### It does not include everyday domestic noise such as:

- talking
- babies crying
- walking around
- doors closing
- flushing toilets
- appliances
- children playing in communal areas.

## What can you do about ASB?

We work with our residents and partners including the police and local authorities to deter and resolve nuisance and ASB in neighbourhoods.

If you experience anti-social behaviour, you should:

- Try to resolve the issue yourself by discussing it with the person causing the problem in a calm and reasonable way.
- Do not retaliate - it could result in complaints being made against you.
- Keep a record of all incidents of anti-social behaviour, including dates, times, details of anyone involved and what happened. You can download an Incident Log from our website [www.networkhomes.org.uk/asb/](http://www.networkhomes.org.uk/asb/).



## Report it to us

You can report incidents of anti-social behaviour in any of the following ways.

- through the ASB online form on our website:  
**[www.networkhomes.org.uk](http://www.networkhomes.org.uk)**
- by calling us on: **0300 373 3000**
- by emailing us at: **[customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)**
- in writing to: Network Homes, Olympic Office Centre,  
8 Fulton Road, Wembley, HA9 0NU.

If you experience threatening behaviour or damage to your property, please contact your local police on 999 or 101.

**In an emergency, always call 999.**




We can provide this document in other formats including Braille, large print or audio CD. Sometimes, we can also help with translations into other languages. Please contact our Customer Service team at **[customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)** if you require this service.






## Contact us

 by phone on **0300 373 3000**

 online at **[www.networkhomes.org.uk](http://www.networkhomes.org.uk)**

 email **[customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)**

 in person at our offices:  
**Olympic Office Centre, 8 Fulton Road,  
Wembley, HA9 0NU**  
or **36 Ware Road, Hertford, SG13 7HH**

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