Connexus

Anti Social Behaviour

Is anyone in immediate danger?

Call **999**.

If a crime has happened but there is no immediate danger, report it to the police by calling **101** or using the **Police.uk reporting service**.

You can also report the anti-social behaviour to us.

Report anti-social behaviour

You should feel safe in your home and neighbourhood. If someone's behaviour is causing serious or ongoing nuisance, alarm or distress, tell us as soon as you can.

You can report anti-social behaviour:

- through our online reporting form
- by telephone
- in writing
- by speaking to a member of our team

We will listen to you, assess the risk and agree what happens next.

Report anti social behaviour

Contact us

What is anti-social behaviour?

Anti-social behaviour, often called ASB, is behaviour that causes, or is likely to cause, harassment, alarm or distress. It can include:

- threatening, abusive or intimidating behaviour
- violence or threats of violence
- hate-related incidents or harassment
- excessive or persistent noise
- vandalism, graffiti or damage to property
- drug-related activity
- littering, fly-tipping or misuse of shared areas
- ongoing nuisance involving vehicles or animals

This list gives examples and is not exhaustive.

Our anti-social behaviour service standards

When you report anti-social behaviour to us:

- we will acknowledge serious or high-risk reports within **one working day**
- we will acknowledge all other anti-social behaviour reports within **three working days**
- we will assess the risk and consider any vulnerabilities or support needs
- we will tell you who is dealing with your report and how to contact them
- where we open an anti-social behaviour case, we will agree an action plan with you, including what we will do, anything we need you to do and the relevant timescales
- we will agree how you would prefer us to contact you
- we will update you at least **fortnightly**, unless we agree a different frequency with you
- we will discuss the reasons with you before closing your case and explain what happens next

Some cases can be resolved quickly. Others may take longer because we need to gather evidence, work with other organisations or consider legal action. We will be open with you about what we can do, the possible

What may not be anti-social behaviour?

Some noise and differences between neighbours are part of everyday life. We would not normally treat the following as anti-social behaviour unless it is excessive, persistent or unreasonable:

- children playing
- doors closing
- footsteps or general household noise
- vacuuming or using household appliances
- mowing lawns or carrying out DIY at reasonable times
- a one-off party or occasional noise
- parking legally on a public road
- minor differences in lifestyle between neighbours

If it is safe and you feel comfortable doing so, speaking calmly to your neighbour may resolve a minor problem. Do not approach them if you feel threatened, intimidated or at risk.

What happens after you report anti-social behaviour?

We will consider:

- what has happened and how often
- the effect the behaviour is having on you
- whether you or anyone else may be at risk
- whether anyone involved has vulnerabilities or support needs
- what evidence is available
- whether another organisation also needs to be involved

We will discuss the outcome you are looking for and explain what action may be possible. Where we open an anti-social behaviour case, we will agree an action plan with you and keep it under review.

We may ask you to record further incidents or provide evidence, such as dates, times, photographs or recordings. We will explain why this is needed and how it may help.

If you cannot use a particular method of recording evidence, tell us. We will discuss a suitable alternative with you.

How we may deal with anti-social behaviour

There is no single response that is right for every case. Depending on the evidence, level of risk and circumstances, we may use:

- advice, warnings or agreements about future behaviour
- support or referrals to specialist services
- mediation, where it is safe and everyone agrees
- partnership work with the police, local authority or support services
- legal action where it is necessary, proportionate and supported by evidence

We will not offer mediation where there has been intimidation, harassment, violence or threats of violence.

We will not normally move customers as a way of resolving anti-social behaviour. Our priority is to deal with the behaviour. A move will only be considered in exceptional circumstances where there are serious concerns about safety and relevant agencies, such as the police, support this approach.

What if the person responsible is not a Connexus customer?

If the person responsible is not a Connexus tenant, leaseholder or resident, our tenancy enforcement powers may be limited.

We will consider what action we can take. We may work with, or refer you to, the police, local authority or another appropriate organisation.

Support and accessible communication

We know that reporting anti-social behaviour can be difficult. We will listen to you, consider your safety and discuss any support you may need.

We can discuss communication or evidence-gathering arrangements if you:

- have a disability or health condition
- have difficulty reading or writing
- need information in another format
- need interpreting or translation support
- cannot use digital equipment or an app
- would like an advocate, friend or other person to support you

Tell us what you need when you make your report or at any point while we are managing your case.

Find out more here

Confidentiality and anonymous reports

We will keep your information as confidential as we can. However, we may need to share relevant information with another organisation to protect someone from harm, investigate a crime or take action.

If sharing details of an allegation could identify you, we will discuss this with you wherever possible.

You can report anti-social behaviour without giving your name. However, an anonymous report may limit:

- our ability to investigate
- the action we can take
- our ability to update you

Is it anti-social behaviour or a complaint about Connexus?

An **anti-social behaviour report** is about someone's behaviour.

A **complaint** is about the service you have received from Connexus.

Report anti-social behaviour if:

- someone's behaviour is affecting you, your home or your neighbourhood
- you need us to assess the behaviour and consider what action we can take

Report anti social behaviour

Contact us

Make a complaint if:

- you are unhappy with how we handled your anti-social behaviour report
- we did not respond within our published timescales
- we did not do something we said we would do
- we did not keep you informed
- you believe we did not follow our policy or the agreed action plan
- you are unhappy with the standard of service you received

You do not need to wait until your anti-social behaviour case is closed before making a complaint. We will continue to manage the anti-social behaviour case while we consider your complaint about our service.

We will not treat your first report of anti-social behaviour as a complaint about Connexus.

If you remain unhappy

If you are unhappy with the way we have handled your anti-social behaviour report, you can make a complaint through our complaints process.

Click here to raise a complaint

If you have completed our complaints process and remain unhappy with our service, you can contact the **Housing Ombudsman Service**.

Ask for an independent ASB Case Review

If you have made repeated reports of anti-social behaviour and believe the relevant organisations have not taken sufficient action, you may be able to request an independent **ASB Case Review**, previously known as the Community Trigger.

The review is coordinated locally. Your council will explain:

- the local eligibility criteria
- how to make an application
- what will happen after an application is accepted

We can provide information and, where appropriate, support you with the process.

Relevant council information:

- **Shropshire Council: antisocial behaviour**
- **Herefordshire Council: report antisocial behaviour**

Help us to help you

Where you are able to:

- report crimes to the police as well as telling us
- keep a note of incidents, including dates, times and what happened
- keep any photographs, recordings or other relevant evidence
- tell us if the situation changes or you feel at greater risk
- respond to agreed contact from the officer managing your case
- let us know if you need information in another format or support to communicate with us

We will explain why evidence is needed and will try to avoid asking you to record incidents for an unnecessarily long period.

Privacy

We handle personal information in line with current data protection law and our privacy notice. We will only collect or share information where there is a lawful reason to do so.

Read our **privacy notice here**.

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