



**Solihull**  
Community Housing  
Shaping our neighbourhoods

# Antisocial Behaviour

# Antisocial behaviour



**We are committed to tackling antisocial behaviour (ASB) swiftly, firmly and fairly.**


**As one of the main partners in Solihull's Community Safety Partnership we take a lead role in tackling all types of ASB for all residents of Solihull.**

## What is ASB?

The Antisocial Behaviour, Crime and Policing Act 2014 describe ASB as:

- Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person
- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises
- Conduct capable of causing housing-related nuisance or annoyance to any person

## Examples of ASB include:

- Excessive noise
  - Threatening behaviour or verbal abuse
  - Criminal activity
  - Vandalism
  - Assault or physical violence
  - Drugs
  - Hate crime including racist or homophobic abuse
  - Fly tipping
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## What is not ASB?

When we decide whether something is antisocial behaviour and investigated, we give careful thought about behaviours reported and whether they are having a detrimental impact on neighbours and the community.

## Examples of behaviours that are not ASB, are:

- People mowing their lawns or using other garden maintenance at reasonable times and frequency
- People vacuuming or using other domestic appliances at reasonable times and frequency
- People carrying out DIY repairs at reasonable times
- Noise generated by everyday living, i.e. walking across laminate flooring wearing shoes
- Cooking Smells
- Children playing in their homes or in the locality of their homes or a designated playing area
- Children playing ball games is normally not considered to be ASB
- One on one disputes with neighbours

## What do I do if I have an antisocial neighbour?

We will never recommend taking the law into your own hands.

Retaliation by carrying out the same behaviour as the perpetrator e.g. turning up your music as well is not acceptable either. You could end up behaving anti-socially, and affecting the lives of other people living around you as well, who have nothing to do with the problems between yourself and your neighbour.

The following advice gives you some ideas on how to deal with a dispute with your neighbour. Disagreements with neighbours can arise over everyday things like badly behaved children, car parking and uncontrolled pets. It is often difficult to resolve problems without those involved talking to each other.

If your neighbour's behaviour is causing you problems, it may be that this can be sorted out simply by talking to each other. Try talking to them to see if the problem can be sorted out between yourselves. Some people genuinely do not know they are creating a nuisance.

### Before approaching your neighbour, you may want to consider the following:

- Be courteous, calm and polite
- Choose a convenient time to talk to your neighbour. Avoid meal times or late at night
- If you get on with your neighbour and the problem is noise, invite them round to your house to hear this
- Describe the problem and give examples of how you have been disturbed
- Keep to the relevant issues

- Allow your neighbour to express their views
- Stay open to suggestions for resolving the problem
- Come to an agreement that is suitable for all
- Avoid exaggerating the problem

### Resolving the problem will be easier if you:

- Avoid retaliation
- Don't visit when you are angry
- Don't use threatening behaviour. If this is used against you, walk away immediately
- Avoid becoming involved in an argument
- Don't visit to make them apologise
- Keep to the problem. Don't drag up every other issue you may have with your neighbour
- Ask someone to accompany you and approach the situation calmly
- If you go round on your own, let someone know where you are going
- Don't go round when the nuisance is occurring unless you feel the situation is safe enough to approach your neighbour
- The other option is to write to your neighbour, but keep a copy for your records as it is useful evidence
- Before you approach your neighbour, think about the risk to your personal safety and property



If your attempts to resolve the problem are unsuccessful, or you feel uncomfortable about approaching your neighbour, then call us on 0121 717 1500.

If the problem is excessive noise happening out of working hours, and you cannot resolve the issue yourself, you can log the complaint with the police on 101.

## How do I report ASB?

If your neighbour's behaviour is causing you problems, the first thing you should do is speak to them. After speaking to them, give your neighbour some time to change their behaviour. If talking to them doesn't work and you don't see an improvement, please ask us for help.

It would be helpful for us if you kept a record, telling us what the behaviour is together with the dates and times it has been happening.

You can report ASB by:

- **Completing an online form on the SCH website**
- **Calling the ASB hotline on 0121 717 1500**

If you have been threatened or assaulted please report it to the police immediately. In an emergency call 999 or non-emergency call 101.

## What we will do

We take reports of ASB very seriously and will make sure that they are thoroughly investigated.

You need to let us know as many details of your issues as possible to help us resolve the problem.

The best way of recording this information is to complete an incident diary.

Officers will then carry out a detailed

investigation and work out how to resolve the issue working with you.

With your consent, we will interview the person you are complaining about. Although we will keep your identity confidential, your neighbour may guess who made the complaint.

We will inform your neighbour of what we will do if the antisocial behaviour continues.

We will fully explain what can be done and what cannot and your officer will agree with you what action we intend to take and what you can do to assist in the form of an action plan. If we cannot take any further action, we will explain why.

Our Officers may work together with other agencies including the Police, Environmental Health, Social Services, Community Mental Health and other voluntary agencies.

Officers will support victims and witnesses of ASB throughout a case in line with our Witness Charter.

Each case will be looked at individually and a course of action will be decided on. We will only take legal action if there is substantial evidence to present to the court.

If you are experiencing antisocial behaviour we may ask you to attend court to give evidence.



# Get in touch

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