**Anti-Social Behaviour**

*Everyone has the right to quiet, peaceful enjoyment of their home.*

The Neighbourhood Impact Team accepts reports of anti-social behaviour from any tenure including council housing, privately rented housing and owner-occupied housing in the borough of Tamworth. The only exception to this is registered social landlord tenants (including housing associations) who have their own policies to deal with ASB.

What is Anti-Social Behaviour (ASB)?

Anti-social behaviour causes disruption and can negatively impact individuals and communities.

In legal terms, the Anti-Social Behaviour, Crime and Policing Act 2014 defines anti-social behaviour as follows:

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

ASB is a very broad term and depends on the perception of the person experiencing it. Some examples are listed below:

1. Serious ASB could include violence, arson, hate crime and harassment
2. General ASB could include noise, threats, vehicle or animal nuisance

Anti-social behaviour is not household noise (for example the use of washing machines and lawn mowers), babies crying, children playing, disputes with neighbours or one-off incidents such as birthday parties.

If you are suffering from anti-social behaviour, let us know. We will –

* acknowledge your report within 1 working day
* interview you and complete a risk assessment within 4 working days – this is called *triage*
* Your case officer will inform you of one of the following outcomes –
	+ Your case will be accepted, an action plan will be agreed
	+ Your report will be referred to another department more suited to deal with your complaint
	+ Your report is deemed not to be anti-social behaviour and you will be offered advice, appropriate referrals and/or signposting

If you are involved in a neighbour dispute, we can make a referral to an independent mediation service for you.

Any reports made will always be recorded as ‘allegations’ until such time that evidence is substantiated.

Individual sensitivities i.e. working shift patterns and expecting quiet to sleep through the day or hearing conditions do not qualify as anti-social behaviour.

The main point to remember is that our role is to sustain communities and to help neighbours live by each other peacefully.

Legal actions such as eviction or injunction are always a last resort and only used in exceptional circumstances. We will always work to help residents resolve their issues.

How do I report ASB?

* [**Report It Online**](http://www.tamworth.gov.uk/anti-social-behaviour-incident) at https://mytamworth.tamworth.gov.uk/do-it-online/report-it/anti-social-behaviour-incident/
* By telephone – 01827 709709

**The Neighbourhood Impact Team operates a Monday to Friday service (except Bank Holidays) between 8.45 am and 5.10 pm (5.05 pm on Fridays).**

**For criminal offences, please ring Staffordshire Police on 101 or in the case of emergency, 999.**

For further information, please contact the Neighbourhood Impact Team

Email: neighbourhoodimpactteam@tamworth.gov.uk, or

