



Department for Levelling Up,  
Housing & Communities



# Help for people who live in social housing and are worried about anti-social behaviour



EasyRead version

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This is Easy Read information is to help people who live in social housing and are worried about **anti-social behaviour (ASB)**.



We always want it to stop.



There are some difficult words in here, they are in **bold**. At the back is a section called What the words mean.



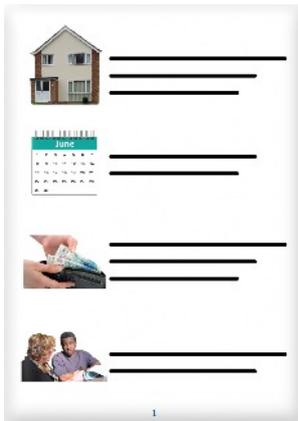
This guide will tell you:

- more about **anti-social behaviour**
- who can help you if there is **anti-social behaviour**.





If you need more details, we have put some internet links in this information. These are not in Easy Read.



If you want them in Easy Read please go to the website and see who has put the information on there. There is usually a 'contact us' box. Use this to ask them if an EasyRead version is available.

# What is anti-social behaviour (ASB)?



**Anti-social behaviour** are actions by others that:

- make you feel worried or upset
- happen around your home
- are annoying
- are against the law.

**Anti-social behaviour** might be:



- noise that happens a lot
- when people are yelling and being abusive to you or others
- where property or things are damaged
- when people are drunk in public
- littering
- fly tipping - dumping rubbish in the wrong place
- illegal drug use
- when dogs bark a lot.





Not all annoying behaviours that might happen around your home or in your neighbourhood are **anti-social behaviours**.

**Anti-social behaviour** is not things like:



- one-off parties and barbecues
- noise that only happens sometimes
- children's playing
- dogs barking every now and again
- noisy washing machines and vacuum cleaners
- small jobs people do on their cars
- gossip and talking about other people
- when neighbours fall out and a problem goes on, for example arguments about car parking spaces.

# What to do when there is anti-social behaviour



## Is the behaviour a crime?

If you think it is a **crime** call the police.



Call 999 straight away if you:

- feel threatened
- are in danger
- might be hurt.



If it is an emergency and someone's life or property is in danger call 999



If it is not an emergency you can call 101 to report the **crime** later.

## Is it safe to talk to the person about the behaviour?



If you feel safe you can:

- talk to the other person
- take someone with you to support you like a friend or a neighbour.



Sometimes people don't know they are upsetting other people. You can:

- explain why their behaviour is causing upset
- ask them to change the behaviour.



You can find out more about sorting out problems with your neighbour here:

- [tinyurl.com/complain-about-your-neighbour](https://tinyurl.com/complain-about-your-neighbour)
- [asbhelp.co.uk/tackling-the-problem/](https://asbhelp.co.uk/tackling-the-problem/)

## Who to tell about the anti-social behaviour?

Talk to your **landlord** about the **anti-social behaviour**:



- if you tried to fix the problem and it didn't work
- you don't feel safe or comfortable trying to fix the problem yourself.

You **landlord** will:



- help you
- give you ideas for other ways to fix the problem
- talk to you about calling the police or your **local authority** if this is needed.

You can also:



- write down what happened
- keep a record of when it happened
- take photos if you see fly tipping.

Remember if you or someone else is not safe:



- call the police first
- tell your **landlord** who might also be able to help
- taking photos or videos of other types of **anti-social behaviour** might be dangerous and should only be done if the police or **local authority** ask you to.



## Help with noise from neighbours

Noise from neighbours is one of the most common **anti-social behaviour** problems.

Sometimes people don't know they are upsetting other people with noise. If you feel safe you can try to:



- talk to the other person about how you feel
- take someone with you to support you like a friend or a neighbour
- ask them to change their behaviour.



Your **landlord** might also be able to help.  
You can talk to them.



If the noise is a big problem for you, local  
authorities can help you deal with it.

# Who can help when there is anti-social behaviour?



## Your landlord

The **landlord** is the person who owns the room, flat or house.

**Landlords** who are **registered social housing providers** (usually local councils and housing associations) need to follow rules. They need to:



- try to stop **anti-social behaviour** from happening
- keep the neighbourhood and shared areas safe and clean

**Landlords** should:



- make it easy for people to report **anti-social behaviour**
- take it seriously when someone complains about **anti-social behaviour**



- explain the types of **anti-social behaviour** they can help with
- tell you about other services like Victim Support if needed.



When you report an **anti-social behaviour** your **landlord** should tell you:

- what information they need from you
- how they can help
- what they are doing about the problem
- If you can make an **ASB case review** application



You can find out more about **Anti-social behaviour** case reviews below.



Sometimes others might be needed to help with your complaint about the **anti-social behaviour**. If this happens your **landlord** will:



- tell you who else can help like police or local authorities
- tell you why their help is needed
- get your permission to talk to them
- help you to call police or local authorities
- stay involved to help with your complaint.



## What can landlords do to help?

**Landlords** can try to stop the **anti-social behaviour** by:



- telling people their behaviour is not okay and must stop
- giving warnings to people
- making an agreement to change their behaviour
- helping people get support they might need to change their behaviour





- helping people get support to work out their disagreements in a safe way.



**Landlords** can also try to stop the **anti-social behaviour** by taking legal action. If it is serious the person causing the problem can be asked to leave their home by legal actions.



A **tenant** is:

- someone who pays to live in a home run by a **landlord**
- someone who must follow the **landlord's** rules about their behaviour
- someone who can be asked to leave their home if they break the rules in a serious way.



A civil injunction order given by the courts

- tells people to stop **anti-social behaviour** in a specific place

## Possession proceedings in court:



- possession proceedings allow **landlords** to make someone to leave their home through the courts
- some can only be made to leave their home in serious cases.



## What can landlords working with partners do to help?

**Landlords** will sometimes work with **partners** to try and fix the problem.

**Partners** might be local authorities or the police.



They use a law called the **Anti-social Behaviour, Crime and Policing Act 2014** and can tell people to stop what they are doing, to leave a certain place, stop some behaviour taking place in specific places and close down premises.



## Your local authority

Your **local authority** is the council for where you live.



Sometimes **anti-social behaviour** happens in buildings or places that a **landlord** does not own or look after.

You can report these **anti-social behaviours** to your local council. These links are not in Easy Read:



- noise problems  
[www.gov.uk/report-noise-pollution-to-council](http://www.gov.uk/report-noise-pollution-to-council)



- problem noise from do-it-yourself projects  
[www.gov.uk/report-noise-pollution-to-council](http://www.gov.uk/report-noise-pollution-to-council)



- unowned vehicles left in your neighbourhood  
[www.gov.uk/report-abandoned-vehicle](http://www.gov.uk/report-abandoned-vehicle)
- dog mess in public places  
[www.gov.uk/report-dog-fouling](http://www.gov.uk/report-dog-fouling)



- graffiti  
[www.gov.uk/report-graffiti](http://www.gov.uk/report-graffiti)
- vandalism – damage of property  
[www.gov.uk/report-vandalism](http://www.gov.uk/report-vandalism)



- littering  
[www.gov.uk/report-litter](http://www.gov.uk/report-litter)
- fly tipping  
[www.gov.uk/report-flytipping](http://www.gov.uk/report-flytipping)



- fly-grazing
- fly posting  
[www.gov.uk/report-fly-posters](http://www.gov.uk/report-fly-posters)



- lost or stray dogs  
[www.gov.uk/report-stray-dog](http://www.gov.uk/report-stray-dog)



- discarded syringes or needles  
[www.gov.uk/report-syringes](http://www.gov.uk/report-syringes)



## Police

What the police do to stop **anti-social behaviour**:

- work with social **landlords**
- work with local authorities





- work in communities to help people feel safe
- arrest people who break the law
- prevent **anti-social behaviour** happening
- support victims – victims are people hurt by **crime**



### Police Community Support Officers (PCSOs):



- are in communities to remind people to do the right thing
- can be approached by anyone who has worries about **anti-social behaviour** and **crime**



You might be able to report **anti-social behaviour** online. You can check if there is online reporting in your local area here [www.police.uk/pu/contact-the-police/](http://www.police.uk/pu/contact-the-police/)

Remember to call the police if it is an emergency. Call 999.

# About ASB case review

## ASB case review

A **review** means to look at it again.



- also called the Community Trigger
- brings **landlords, local authority** and policy together to find answers to **anti-social behaviour** problems

## How to ask for ASB case review

Who can request a **review**:



- the person who is the victim of the **anti-social behaviour**
- someone else who has permission from the victim. This might be a family member, friend, local elected representative. For example, your councillor or MP.



You can ask your **local authority** for an **ASB case review**.

## When will an ASB case review happen?

Your **local authority** will decide if an **ASB case review** will happen. They will look at things like:

?



- the number of times the problem was reported to the local authority, police, or your **landlord**
- what has happened to stop the problem
- the harm caused to you or the person who is the victim.



They are likely to say yes to an **ASB case review** when the **anti-social behaviour**:



- has been reported at least 3 times in 6 months
- has been reported each of the 3 times within 30 days of it happening.

This number of reports is called the **threshold**.



It is important to report when **anti-social behaviour** happens. This helps with:

- stopping **anti-social behaviour**
- meeting the rules for a **review** if needed.



## What happens in an ASB case review?

When someone asks for a **review** and it meets the local threshold a **review** should go ahead.



**ASB case review** is not a complaints procedure.



If you are not be happy about how your **landlord** or another partner has tried to help you so far

- follow their complaint steps
- if you are still not happy with the way your **landlord** has dealt with your complaint you can talk to the Housing Ombudsman Service [www.housing-ombudsman.org.uk/](http://www.housing-ombudsman.org.uk/)

A **review** is done by more than one organisation. It might include:



- your local authority
- the police
- NHS Clinical Commissioning Groups in England
- registered **landlords**.

These organisations will work together to:



- share information
- think about what has happened so far
- think about other actions that could help
- be clear about how long the **review** and next steps will take.



They might ask you to talk to them to help them understand how the **anti-social behaviour** has harmed you.



You can decide:

- if you want to go
- if you want someone to go with you
- if you want your **landlord** to go instead

You can ask someone to go with you if you want to, like:



- your **landlord**
- a family member or a friend
- someone **independent** like from Victim Support.

?



The person who asked for the **ASB** case **review** must be told:

- if the **review** will happen
- what the **review** found
- what action the agencies will take next
- when the actions will happen.



### Your **landlord**:

- can tell you about how the **ASB case reviews** work
- help you ask for a case **review**.

### You can also get help from:



- the police
- local authorities
- **ASB Help**.

### You can talk to the agencies that reviewed your case, normally your local authority, if:



- you are not happy with how the **ASB case review** was handled
- you are not happy with a decision about the threshold being met (and a case **review** did not happen.)

# Who else can help with ASB?



You might also want to talk someone who is **independent**.



The Citizens Advice and **ASB** Help (Anti-social-behaviour Help website) are **independent**. They can:

- give free advice
- talk to the **landlord**, police or local authority
- speak up for you.



You might also contact a solicitor for legal advice. You may have to:

- pay for any advice
- pay for help that you are given.



You can get help and information from:

- Citizen Advice:  
[www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/)
- ASB Help: [asbhelp.co.uk/](http://asbhelp.co.uk/)
- ASB Resolve: [www.resolveuk.org.uk/](http://www.resolveuk.org.uk/)
- Victim Support:  
[www.victimsupport.org.uk/](http://www.victimsupport.org.uk/)
- Finding a local solicitor:  
[www.lawsociety.org.uk/public/for-public-visitors/](http://www.lawsociety.org.uk/public/for-public-visitors/)
- Local Community Safety Partnerships:  
[www.local.gov.uk/topics/community-safety/community-safety-partnerships](http://www.local.gov.uk/topics/community-safety/community-safety-partnerships)
- Police: [www.police.uk/](http://www.police.uk/)
- Home Office guidance on the ASB review case (Community Trigger):  
[www.gov.uk/guidance/anti-social-behaviour-asb-case-review-also-known-as-the-community-trigger](http://www.gov.uk/guidance/anti-social-behaviour-asb-case-review-also-known-as-the-community-trigger)
- Get help with stress – NHS:  
[www.nhs.uk](http://www.nhs.uk)
- RSPCA – animal welfare:  
[www.rspca.org.uk/](http://www.rspca.org.uk/)

# Hate incidents and hate crimes



Hate incidents or hate **crimes** can be **anti-social behaviour**.

Hate incidents or hate **crimes** can be aggressive behaviour or **crimes** that feel like they are about someone's:



- disability
- race
- religion
- sexual orientation
- gender identity.



**Landlords** should have plans for dealing with hate incidents.

## How to report hate incident or hate crime

You should report it to the police:



- if a hate incident or hate **crime** has happened to you or somebody else
- if it happened only once
- someone seriously frightened you with aggressive behaviour about who you are.



If it is an emergency or someone's life or property is in danger call 999.



If it is not an emergency:

- call 101
- report it online at True Vision [www.report-it.org.uk](http://www.report-it.org.uk)



You can find out more about hate **crime** here:  
[www.citizensadvice.org.uk/law-and-courts/discrimination/hate-crime/what-are-hate-incidents-and-hate-crime/](http://www.citizensadvice.org.uk/law-and-courts/discrimination/hate-crime/what-are-hate-incidents-and-hate-crime/)

# What the words mean

**ASB** - is short for anti-social behaviour.

**Anti-social behaviour** – means a behaviour that:

- makes you feel worried or upset
- happens around your home
- is annoying
- might be against the law.

**Crime** - means when someone breaks the law.

**Independent** - means the person or agency helping you is:

- not part of the problem
- not part of fixing the problem.

**Landlord** – the person who owns the room, flat or house.

**Local authority** – is the council for where you live.

**Partners** – means the agencies that might work together to try and fix a problem. Partners who work together on ASB problems might be local authorities or the police.

**Registered social housing providers** are usually local councils and housing associations that rent rooms, flats or houses where you need to follow rules and laws.

**Review** - means to look at it again.

**Tenant** – means:

- someone who pays to live in a home run by a landlord
- someone who must follow the landlord's rules about their behaviour.

# Credits



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