

# Anti Social Behaviour

## Service Standard



### What is Anti social behaviour?

- Behaviour that causes or is likely to cause harassment, alarm or distress.
- Examples include but are not limited to: loud music, abusive or insulting words or behaviour, racial harassment, sexual harassment, selling drugs, possessing drugs, storing drugs or stolen goods.

**Your tenancy agreement says that as a tenant you must not cause annoyance, disturbance or be a nuisance to people living, working or visiting in the locality of your home.**

### How we can help

This leaflet provides information on our response to residents who are suffering anti social behaviour.

- We will arrange to talk with you as soon as we can, but within 5 working days.
- We will discuss the situation and advise on what can and cannot be done.
- You may be asked to keep a detailed diary of events.
- We will work with you to try to resolve your problem, and explain clearly what is happening at each stage.

### Our commitment to you

- To investigate all complaints of anti social behaviour promptly
- To attempt to resolve any disputes between neighbours.
- To consider legal action against any person who continues to behave in an anti social manner.
- To protect witnesses by all possible means
- To work with the police in stopping nuisance neighbours
- To work with residents to make your neighbourhood a good place to live

**TENANT  
APPROVED**

This document has been  
approved by  
The Publications Focus Group

## Putting things right

We always try to provide the best service that we can. However, if you are not happy with the service, contact the staff at Head Office (see below). If you continue to be dissatisfied we encourage you to complete a Complaints Form. These are available from any of the offices listed below. Alternatively, you can write to the Performance and Business Improvement Manager at our Head Office.

**Ashfield Homes**  
**Broadway**  
**Brook Street**  
**Sutton-in-Ashfield**  
**Nottinghamshire**  
**NG17 1AL**

**Tel No. 01623 608925**

## Getting Help

**Anti social behaviour Freephone number 0800 952 0193**

Speak to a Housing Management Advisor in the Lettings Team. They can be found at:

**Property Shops (Mon to Thur 9.00am to 5.00pm, Fri 9.00 am to 4.30pm)**

### **Sutton in Ashfield**

16 Brook Street,  
Sutton in Ashfield, Notts. NG17 1AL

**Telephone 01623 608 950**

### **Kirkby in Ashfield**

Unit 2, Shopping Centre, 3 Lowmoor Road,  
Kirkby in Ashfield, Notts. NG17 7BE

**Telephone 01623 608 932**

### **Hucknall**

Council Offices, Watnall Road,

**Telephone 0115 9568 713**

**Visit our web site at [www.ashfieldhomes.co.uk](http://www.ashfieldhomes.co.uk)**

**Any Ashfield Homes information is available in large print, audio, Braille and other languages. Please contact on 01623 608925 or Text phone 01623 608986.**

هەر زانیاریهك ده‌بارهی ئاشفیلد هۆمس كه به زمانی ئینگلیزی نوسراوه ئەتوانریت بۆ زمانی كوردی ته‌رجومه بكریت. ت‌كایه داوای زانیاری زیاتر له ئەندامیكی ده‌سته‌ی فه‌رمانبه‌ران ب‌كه.

(Kurdish)

Ashfield Homes 印製的所有英文刊物，都可翻譯成中文。請聯絡本處職員，查詢詳情。

(Cantonese)

ایشفیلڈ ہومز سے متعلق انگریزی زبان میں دستیاب کسی بھی معلومات کا اردو زبان میں ترجمہ فراہم کیا جاسکتا ہے، مزید معلومات کے لیے برائے مہربانی اسٹاف کے کسی رکن سے بات کریں۔

(Urdu)

અંગ્રેજીમાં લખેલ એશફીલ્ડ હોમ્સની કોઈ પણ માહિતી ગુજરાતીમાં તરજૂમો થઈ શકે - કૃપા કરી વધારે વિગત માટે સ્ટાફના સભ્યને પૂછો

(Gujurati)

Wszelkie informacje dotyczące Ashfield Homes napisane po angielsku mogą być przetłumaczone na język polski - o dalsze szczegóły proszę zapytać osobę z personelu.

(Polish)

Toute l'information de maisons d'Ashfield est disponible dans d'autres langues

(French)