

Anti-Social Behaviour

WHAT YOU NEED TO KNOW



Anti-Social Behaviour (ASB) can make living in your home stressful or upsetting. We take all concerns seriously and are committed to dealing with issues fairly, firmly and as quickly as possible. Investigations are carried out by Wolverhampton Homes specialist ASB team on our behalf are handled confidentially and you can report concerns anonymously.

BEHAVIOUR THAT MAY BE ASB

ASB is behaviour that causes harassment, alarm or distress to others. This may include:

-  **Threatening, intimidating or discriminatory behaviour**
-  **Criminal activity, including drug-related issues and hate crime**
-  **Domestic abuse**
-  **Ongoing shouting, arguing or aggressive behaviour**
-  **Repeated loud noise that affects others outside the home**

WHAT ISN'T USUALLY ASB

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Not all nuisance behaviour is anti-social behaviour. We would not usually take action for issues such as:

-  **Children playing or ball games**
-  **Normal household noise (TVs, washing machines, vacuuming, babies crying)**
-  **Cooking smells**
-  **DIY, gardening or home repairs**
-  **One-off parties or celebrations**
-  **Parking disputes**
-  **Neighbours' pets in your garden**

RESOLVING ISSUES INFORMALLY

Many neighbour problems are caused by misunderstandings. If it feels safe to do so, you may wish to:

-  **Choose a suitable time for a calm conversation**
-  **Explain how the issue affects you and listen to their response**
-  **Be open to discussion and compromise**

Your safety comes first. Do not approach anyone if you feel uncomfortable or at risk, and walk away if the situation becomes aggressive.

GETTING THE RIGHT SUPPORT

Reporting serious or ongoing ASB

-  Online via **City of Wolverhampton Council** or **Wolverhampton Homes**
-  **asbu@wolverhamptonhomes.org.uk**
-  **01902 551188**

For lower-level concerns, contact Dovecotes TMO

-  **www.dovecotestmo.com/enquiries**
-  **generalenquiries@dovecotestmo.com**
-  **01902 552780**

YOUR SAFETY

- In an emergency, **always call 999**
- For non-emergency police matters, **call 101**

Hate Crime Support

If you or someone you know has experienced hate crime, support is available from Remedi:

-  **remediuk.org**
-  **rj@remediuk.org**
-  **0114 253 6669**