

## Getting help and tackling anti-social behaviour

Anti-social behaviour can be different we need to respond to each situation individually. Recording incidents you witness will help us to respond to the situation and can decrease future anti-social behaviour and deal with the situation swiftly.

### Criminal and dangerous incidents

In an emergency, or if you are facing immediate threat, dial 999 or 112 and ask for the police. Your call will be redirected to your local force. In a non-emergency situation, call 101. The Police will advise you how to proceed and give you a crime log number. They may inform Plymouth Community Homes if there are actions we need to take and the situation may be tackled jointly.

After speaking with the Police, you may inform us if you feel we may support you as well. We will need your crime log number for advice from the Police and to make sure we provide you the correct support.

### Nuisance behaviour incidents

**Nuisance behaviour can be caused by a lack of understanding. In flats noise can travel further than people realise and certain people are less alert to sounds and smells than others. If you feel safe doing so, explaining the situation to your neighbour can resolve matters. Make sure you are feeling calm when you contact them and explain your situation without blame. For example say, "Last night I could hear music until 1am and I wasn't able to get to sleep." If they are annoyed or deny what you are saying, give a reason and leave.**

Unfortunately there are people who choose to cause nuisance. Plymouth Community Homes will carry out investigations into complaints. Sometimes we will involve other agencies, including the Police. Most disputes can be solved without taking legal action but we will use the law if the situation demands it. To do this we will need incidents to be witnessed and logged. An anti-social behaviour diary is an effective way to keep this information.

If you are unsure how best to deal with the situation, please contact your local housing office for advice. Other agencies like the Citizens Advice Bureau and Victim Support can also help. Some useful telephone numbers are printed at the end of this booklet.

### Notes on keeping a diary

Providing a word for word account in a diary is generally taken seriously in court. If you are able to, it is important to include swear words as they are said. Details should be recorded as soon after the incident as possible, inaccurate details may cause the diary to be unusable.

The diary should be your account and only include what you witness personally. Other witnesses should keep their own diaries. If you want to report this incident immediately to our out of hours **ASB Hotline the number is 0800 028 7377.**

Date	Location of Incident	Who was Involved	Incident Details, include how it affects you	Witness / Reported to
Start Time				
End Time				
Date	Location of Incident	Who was Involved	Incident Details, include how it affects you	Witness / Reported to
Start Time				
End Time				
Date	Location of Incident	Who was Involved	Incident Details, include how it affects you	Witness / Reported to
Start Time				
End Time				

Signature \_\_\_\_\_

Date \_\_\_\_\_