

Telephone numbers

Anti-social behaviour: a guide for tenants



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Plymouth
Community Homes

Plymouth Community Homes
308 230 6500 / 01752 237990

CH ASB Out of Hours Line
300 028 7377

Emergency calls
999 / 112

Police non-emergency calls
(1 (Minicom users call 01392
32935)

Police Anti-Terrorist Hotline
300 789 321

Crimestoppers
100 555 111

Plymouth Domestic Abuse Service
752 252033

**Male (domestic violence support
for men)**
08 801 0327

**Women's Aid Domestic Violence
Helpline**
08 2000 247

**Plymouth City Council
Environmental Protection**
01752 304147

**Plymouth City Council Social
Services**
01752 668000

NSPCC
0808 800 5000

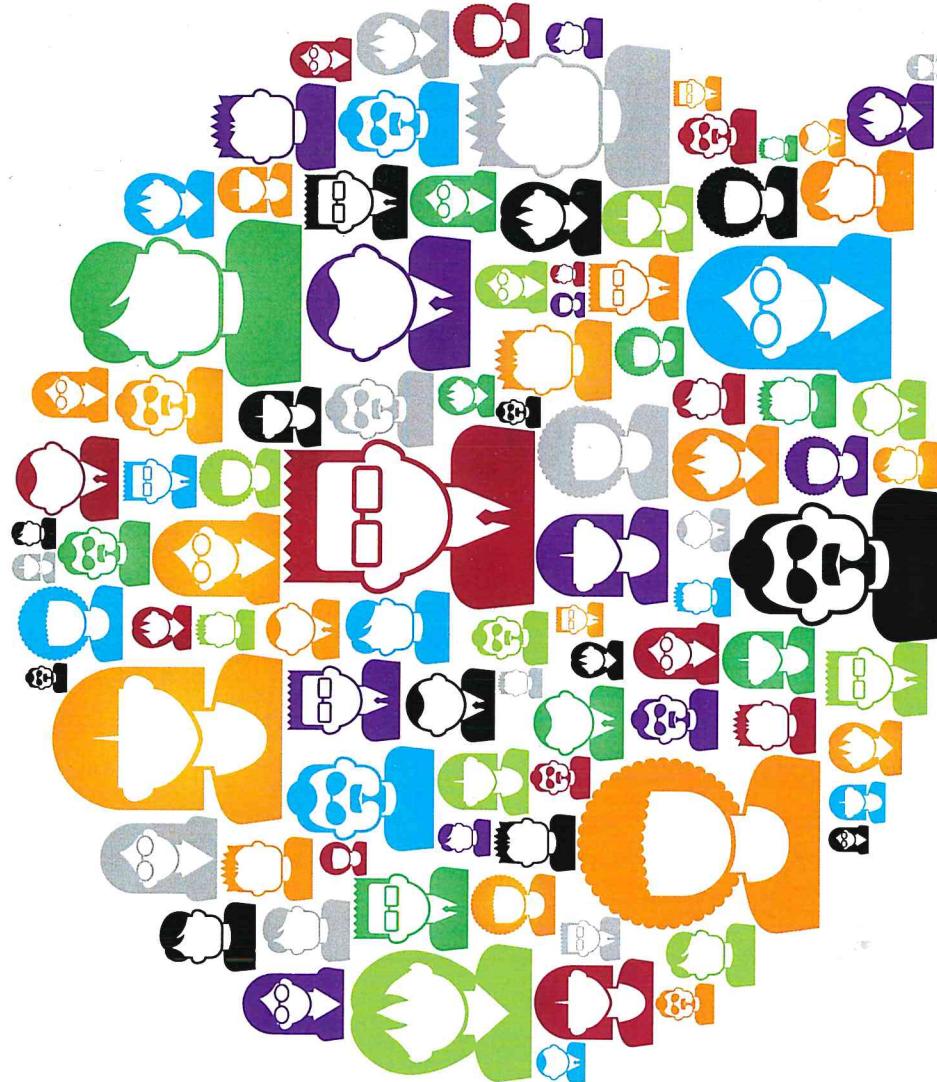
Rape Crisis Line Plymouth
01752 263600

RSPCA Emergency Cruelty Line
0300 1234 999

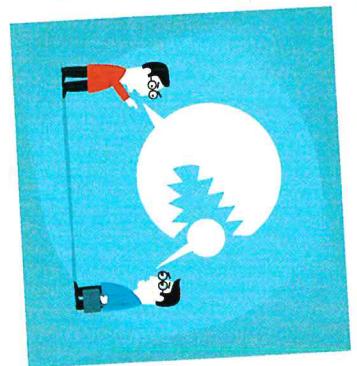
Samaritans
01752 221 666 / 116 123
(Freephone number)

Victim Support
0845 456 6099

Citizens Advice Bureau
0344 826 9717



Anti-social behaviour is defined as 'acting in a way that causes or is likely to cause alarm or distress to one or more people.' We are fully committed to resolving problems of anti-social behaviour with your help.



Our approach

At PCH, we are serious about tackling ASB and have made a public pledge to provide a high-quality ASB service.

Our tenancy agreements set out clearly what we mean by ASB, the standards of behaviour we expect from all tenants and the action we may take if people continue to carry out ASB.

Our team works with organisations such as Plymouth City Council, Victim Support, the Police, Public Protection, Environmental Health, Social Care and Health to tackle and help prevent further ASB.

We also look at early intervention projects and remedies, as well as legal approaches where appropriate.

- What is the problem?
- Why is it a problem?
- Has it happened regularly?
- Are you the only person who is annoyed?
- Are you being reasonable with your expectations about what we can do?
- Can you sort this out yourself?

Activity which is not classed as ASB includes:

- Cooking odours
- Children crying or engaging in summer activities such as playing in communal gardens or in the street
- Young people gathering socially – unless they are swearing and being intimidating to individuals
- Being unable to park outside your home
- Everyday living noises - such as washing machines or vacuum cleaners during the day
- One-off parties and celebrations
- Banging doors

What we can do

Working together for better communities

Contact your local housing officer. Everyone has the right to live peacefully and safely in their home and community.

Once you have contacted us we will ensure you an immediate response and, if appropriate, will offer you a copy of the initial agreed action plan. Depending on the type and severity of your complaint, in most cases, we will contact your neighbours to explain that we are aware of a problem and attempt to resolve matters quickly.

To report a nuisance out of working hours we have a dedicated out of hours service. The ASB Hotline number is 0800 0287 377.

In more complex cases and if the issues continue, with your assistance we can take appropriate legal action. If legal proceedings are started, the judge will want to see that every effort has been made to try to solve the problem.

If we need to take further action, we will need you to collect as much evidence as possible, including recording times of the offending behaviour. Without this information there is very little we can do to resolve the situation.

Remember, if you haven't reported a problem to us, it may be difficult to do anything about it.

All calls will be treated confidentially.

Make sure you are calm when you speak to them and think about what you say. If you start shouting or are aggressive it could make things worse.

Don't leave it too long – it's better to get things sorted out.

