

## Telephone numbers

**Plymouth Community Homes**  
0308 230 6500 / 01752 237990

**CH ASB Out of Hours Line**  
0300 028 7377

**Emergency calls**  
99 / 112

**Police non-emergency calls**  
101 (Minicom users call 01392 52935)

**Police Anti-Terrorist Hotline**  
0300 789 321

**Crime Stoppers**  
0300 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

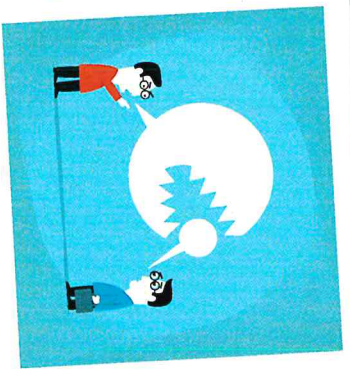
**Samaritans**  
01752 221 666 / 116 123  
(Freephone number)

**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 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 you can do

- Can you speak to the person causing the nuisance?
- Do they realise their behaviour is upsetting their neighbours?

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.

## What we can do

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.

## Working together for better communities

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.

