

Anti-social behaviour (ASB)

Don't suffer in silence

Telephone numbers

Plymouth Community Homes
0808 230 6500

PCH ASB out of hours line
0800 028 7377

Emergency calls
999 or 112

Police non-emergency calls
101

Police Anti-Terrorist Hotline
0800 789 321

Crimestoppers
0800 555 111

**Plymouth Domestic
Abuse Service**
01752 252033

**Respect (Domestic violence
support for men)**
0808 801 0327

**National Domestic
Abuse Helpline**
0808 2000 247

**Plymouth City Council
Environmental Consultancy**
01752 304147

**Plymouth City Council
Social Services**
01752 668000

NSPCC
0808 800 5000

Rape Crisis England & Wales
0808 500 2222

RSPCA Emergency Cruelty Line
0300 1234 999

Samaritans
01752 221 666 or 116 123

Victim Support
0808 168 9111

Citizens Advice Bureau
0808 278 7910

 **Need more support?** Visit asbhelp.co.uk 30m ago



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 dedicated to tackling ASB (Anti Social Behaviour) and have made a public pledge to provide a high-quality ASB service. Our tenancy agreements clearly outline what we mean by ASB, the expected standards of behaviour for all tenants, and the actions we may take if ASB persists.

Our team collaborates with organisations such as Public Protection, Environmental Health and Social Care (Plymouth City Council), Victim Support, the Police, and Health to address and prevent further ASB.

We focus on early intervention and practical solutions, using legal action only where necessary.



Types of questions will initially ask

- What is the problem?
- How is it affecting you?
- Why is it happening to you?
- Has it happened regularly?
- What have you done to try and resolve this yourself?

Activities that are not considered ASB include:

- Cooking Odours
- Children crying or engaging in activities, such as playing in communal gardens or in the street
- Young people gathering socially, unless they are using offensive language or intimidating individuals
- Being unable to park outside your home
- Everyday living noises, such as washing machines or vacuum cleaners
- One-off parties and celebrations
- Occasional door banging
- Heavy footsteps on stairs or bare floors



For further **Help and advice** on anti-social behaviour, please visit our website or talk to your housing officer

Scan for info



What You Can Do

- Can you speak to the person causing the nuisance?
- Do they realise that their behaviour is upsetting their neighbours?
- When speaking to them, remain calm and consider your words carefully. Shouting or being aggressive could make things worse.
- Address the issue promptly; it's better to resolve it sooner rather than later.
- Contact your local housing officer.

What We Can Do

Everyone has the right to feel safe and live peacefully in their home and community. Once you contact us, we will log your complaint and begin investigating the concerns raised.

To report a nuisance out of working hours we have a dedicated out of hours service. The ASB Hotline number is 0800 0287 377. If the ASB continues despite early intervention, we will consider taking legal action.

Should legal proceedings be initiated, the court will expect to see that all reasonable and proportionate steps have been taken to prevent the ASB beforehand.

Working Together for Better Communities

If further action is required, we will need you to provide as much evidence as possible, including recording the dates and times of the reported behaviour. Without this information, it can be difficult for us to fully investigate and address the issue.

Please be aware that if concerns are not reported to us, our ability to take action may be limited.

All reports and information provided are treated in strict confidence, and we do not disclose the details of the person or persons reporting the behaviour to the alleged perpetrator.