



# Anti-social behaviour in your flat or house

Stroud District Council



EasyRead version

# About anti-social behaviour

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Anti-social behaviour happens when people continually behave in an annoying way. Anti-social behaviour can make you feel scared.

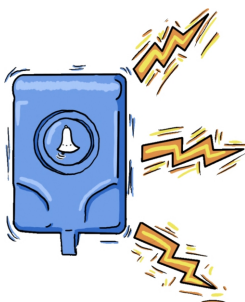


Here are some examples anti-social behaviour:

- playing loud music or television



- making too much noise



- letting your alarm keep ringing



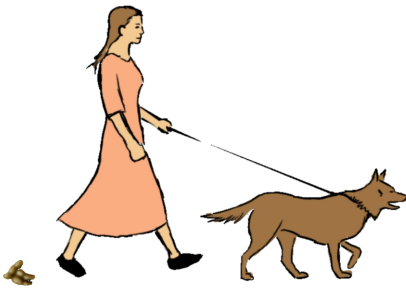
- having lots of loud parties



- letting your dog bark for a long time



- keeping a dangerous dog you cannot control



- leaving dog mess on the ground



- drinking in the street



- dumping rubbish. This is called fly-tipping



- causing damage.

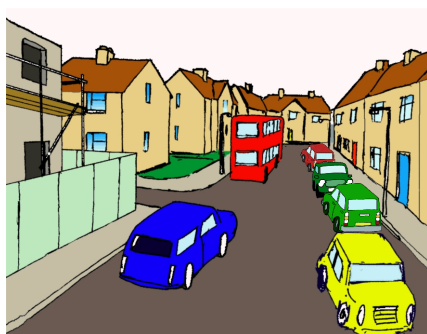


Here are some examples of things that are **not** anti-social behaviour:

- children playing in the street or shared areas



- people getting together socially - unless they are scaring other people



- not being able to park your car outside your own home



- people parking in areas where parking is allowed



- doing repairs to your home or your car - unless you are doing it late at night



- arguments with neighbours, such as shared driveway worries



- one off noisy parties.



There is more information on our website and in your tenancy papers.

# How we help you sort out anti-social behaviour

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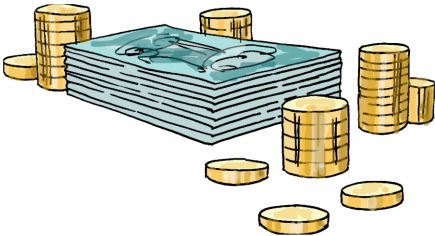
## 1. Mediation



If you and your neighbour both have a problem, we want you to talk to a mediator to sort it out.



A mediator is a person who will listen to you both and help you work out your problem.



We will pay for independent mediation.



## 2. Community Trigger

You can ask Council to help sort out some anti-social behaviour.

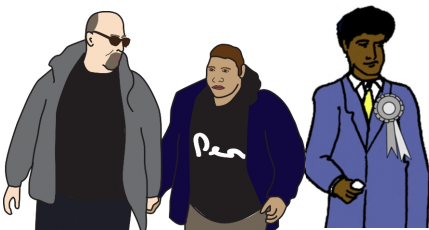


You need to have **evidence** about your complaint.

**Evidence** is proof about your worry.



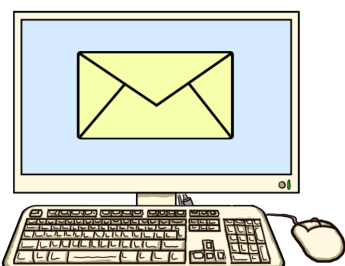
If you think the Council has not helped you, you can **enact a community trigger**. This means you or someone you ask to help you ask for another point of view.



The person you ask to help you can be a family member, friend or local elected representative (like a councillor or MP).



They can help you phone The Office of the Police and Crime Commissioner on **01452 754601**



or email: **communitytriggers@gloucestershire.police.uk**

# Hate Crime and Hate Incidents

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Hate crime is about the bad things someone does to another person because of who they are.



Hate crime is when the one person attacks another person because the attacker hates their:

- disability



- race



- religion



- sexual orientation



- transgender identity.





A hate crime can be:

- verbal abuse which is when someone shouts at you



- intimidation or when someone is scaring you



- threats or someone saying they are going to do something bad



- harassment or someone bothering you over and over



- assault or someone hurting you



- damage to your property.



A **hate incident** is behaviour which is not a crime but you see it happened because of hostility or prejudice.



If you have come across a hate crime or a hate incident in relation to your disability, race, religion, sexual orientation, or gender, contact the police.

# Reporting anti-social behaviour



When you report anti-social behaviour, you will need to describe:

- what happened



- when and where it happened



- how often



- who was involved



- what happened to you and other people.



If the anti-social behaviour is about drug abuse you will also need to tell the police.

## Keeping your name secret



When you give us your name and phone number we can contact you to talk about your complaint.



But we know sometimes people do not want to give us their name.



Anonymous reporting is when you report anti-social behaviour but do not want anyone to know you have made the report.



You can give anonymous information about a crime or antisocial behaviour by calling Crimestoppers on **0800 555 111**.



## How we will talk to you

Your housing officer will ask you how you like to be in touch and how often you will hear from them.



They will try to keep you up to date about your complaint.



If your complaint goes to court, you may have to attend court as a witness. We will support you through the process.

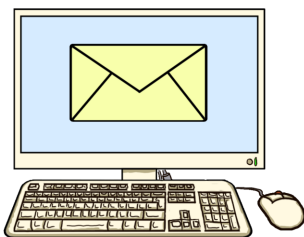
# How to report anti-social behaviour to the council and police

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## **Stroud District Council**

Phone: **01453 766321**



Email:

**Housing.Management@stroud.gov.uk**



## **Council out of hours anti-social behaviour line**

Phone: **0800 075 6699**



## **Stroud police**

Phone: **101** or in an emergency **999**



## **Crimestoppers**

Phone: **0800 555111**

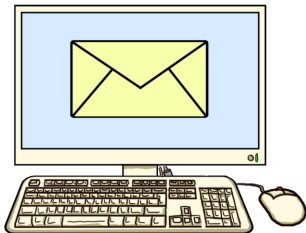


Website: **Crimestoppers-uk.org**



## **How do non council tenants report anti-social behaviour to the council**

Phone: **01453 766321**



Email: **Customer.services@stroud.gov.uk**



Website: **www.stroud.gov.uk**

# What happens next?

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If you report anti-social behaviour, your housing officer will contact you to tell you what can and cannot be done and what you can expect.



They may ask you to write down what is happening or use the ASB app on your phone.



Then your housing officer will talk to you about what to do.



## Some more information

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### **Adult Social Care**

Phone: **01452 426868**



Email:

**Socialcare.enq@gloucestershire.gov.uk**



### **Victim Support**

Phone: **0808 1689111**



### **GL Communities**

Phone: **01452 505544**



### **P3**

Phone: **08081 786003**



Email: **Refer2@p3charity.org**



## **Citizens Advice Bureau**

Phone: **0808 800 0510** or **0808 800 0511**



## **Mental Health Crisis Team**

Phone: **0800 169 0398**



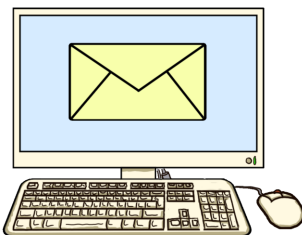
## **Children and Family Services**

Phone: **01452 426565**



## **Community Wellbeing Service Team**

Phone: **0345 863 8323**

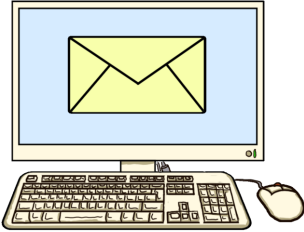


Email:  
**[communitywellbeing.stroud@NHS.net](mailto:communitywellbeing.stroud@NHS.net)**



## **Stroud Drug and Alcohol Support— Change Grow Live**

Phone: **01452 223 014**



Email: **Gloucestershire.info@cgl.org.uk**

## **Victim Support**

Victim Support is an organisation which operates across Stroud District to help and support victims of crime or anti-social behaviour. You can ask your housing officer to help link you.



Phone: **08081 689111.**

# Credits



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