

Anti-Social Behaviour (ASB) – Frequently Asked Questions

1. What is anti-social behaviour (ASB)?

ASB is conduct that causes, or is likely to cause, harassment, alarm, or distress to others. It can also include behaviour that causes nuisance or annoyance to someone in their home or in the wider community. Examples include persistent noise, threats, harassment, vandalism, or drug activity.

2. What is not considered ASB?

Not all unpleasant behaviour is ASB. Everyday living noises (like doors closing, toilets flushing, or children playing), lifestyle differences, minor disagreements, and inconsiderate parking are generally not classed as ASB unless they are persistent and severe.

3. How do I report ASB?

You can report ASB to Hastoe by contacting your Housing Officer, using the online portal, or calling customer services. If the behaviour is criminal (such as violence or drug dealing), you should also contact the police immediately.

4. What happens after I report ASB?

We will assess your report using clear criteria and assign a risk level (high, medium, or low). You'll be informed of the outcome and next steps. High-risk cases are responded to within 24 working hours, medium within 48 hours, and low within 5 working days. You will receive regular updates and a named officer will manage your case.

5. What actions can be taken to resolve ASB?

We use a range of measures, starting with early intervention such as warning letters, home visits, and mediation. If these do not work, we may use legal actions like injunctions, tenancy demotion, or possession proceedings. The approach depends on the type and severity of the behaviour, and we often work with other agencies such as the police or local authority.

6. Will my identity be kept confidential?

We will not disclose your details to the alleged perpetrator without your consent, except where required by law or to protect someone's safety. We may share information with partner agencies to help resolve the issue, but your privacy will be respected.

7. Can I remain anonymous when reporting ASB?

You can ask to remain anonymous, but this may limit the actions we can take. It is usually helpful for us to have your contact details so we can keep you updated and provide support.

8. How often will I be updated about my case?

You will receive monthly updates as a minimum, and more frequently if there are significant developments. You can also contact your Housing Officer at any time for an update.

9. What if I am unhappy with how my ASB case is handled?

If you are dissatisfied, you can request a case review by a Regional Manager or make a formal complaint. You also have the right to escalate your complaint to the Housing Ombudsman.

10. What support is available if I feel unsafe?

If you feel at risk, we can work with the police to assess your home's security and consider additional safety measures. In extreme cases, a move may be considered, but this is rare and usually requires police recommendation.

11. Can ASB lead to someone being evicted?

Eviction is a last resort. We will always try to resolve issues through early intervention and support, but if ASB is serious or persistent, legal action including eviction may be taken.

12. What if the problem starts again after my case is closed?

If ASB reoccurs, you can report it again and a new case will be opened. We will review the history and take appropriate action based on the new circumstances.

13. What is the difference between ASB and a crime?

ASB is behaviour that causes nuisance or distress but may not always be a criminal offence. Crimes are actions forbidden by law, such as assault or theft. Some ASB can also be a crime, and in those cases, the police will be involved.

If you need more information or have a specific question not covered here, please contact your Housing Officer or visit the [Housing Ombudsman's ASB guidance](#).