

# Stroud District Council Tenants Anti-Social Behaviour



## Contact Details

### Adult Social Care

01452 426868  
Socialcare.enq@gloucestershire.gov.uk

### Victim Support

0808 1689111

### GL Communities

01452 505544

### P3

08081 786003  
Refer2@p3charity.org

### Citizens Advice Bureau

0808 800 0510 and 0808 800 0511

### Mental Health Crisis Team

0800 169 0398

### Children and Family Services

01452 426565

### Community Wellbeing Service Team

0345 863 8323  
communitywellbeing.stroud@NHS.net

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

01452 223 014 or  
Gloucestershire.info@cgl.org.uk

### Victim Support

Victim Support is an organisation which operates across Stroud District to provide help and support to victims of crime or anti-social behaviour. Your Housing Officer can make a referral for you or they can be contacted on 08081 689111.

## How to report anti-social behaviour to the Council and Police

### Stroud District Council

01453 766321

Housing.Management@stroud.gov.uk

### Council Out of Hours anti-social behaviour Line

0800 075 6699

### Stroud Police

101 or in an emergency 999

### Crimestoppers

0800 555111

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?

Once you have reported Anti-Social Behaviour, your Housing Officer will contact you and advise on what can and can not be done and what the next stages will be. This may involve you completing diary sheets or using the ASB App on your phone. You will be asked to log the dates and times when you are affected, to evidence the persistent nature of the activity. Your Housing Officer will complete a risk assessment and action plan with you. This will include considering mediation.

## What is Anti-Social Behaviour

Anti-Social behaviour (ASB) is generally described as nuisance behaviour that is persistent and causes harassment, alarm, or distress. This can cover a wide range of unacceptable activities involving:

- Loud Televisions and music
- Persistent, unnecessary or excessive noise
- Persistent alarms
- Frequent loud parties
- Dogs persistently barking
- Keeping and failing to control an aggressive dog
- Street Drinking
- Fly-Tipping
- Vandalism
- Dog Fouling

The following activities wouldn't ordinarily be considered as anti-social behaviour:

- Children playing in the street or communal areas
- People gathering socially unless they are being intimidating
- Being unable to park outside your own home
- Parking in unrestricted areas
- Domestic DIY and minor car repairs unless they are taking place late at night
- Civil disputes between neighbours e.g. shared driveways
- One off complaints about noise e.g. parties, or other similar one off incidents.

Further information can be found in our policy which is published on our website and in your tenancy conditions.

## Mediation

If the problem is a dispute between you and your neighbour, with each of you making allegations against the other, we'll pay for an independent mediation service to help you settle it. Mediators can find a way forward for both parties.

There is an expectation that you engage with mediation regarding neighbourhood disputes as this has the highest chance of finding a positive resolution as both parties make the commitment to resolving the issue.

## Community Trigger

If you feel that the Council has not dealt with your anti-social behaviour satisfactorily, and you have sufficient evidence, and the threshold is met, then, you have the right to enact the community trigger.

This is where you, or a third party (with your consent), such as a family member, friend or local elected representative (a councillor or MP) can request a formal case review by an independent body and this can be done by contacting Restorative Gloucestershire on 01452 754542 or email [RestorativeGloucestershire-CaseReferrals@gloucestershire.pnn.police.uk](mailto:RestorativeGloucestershire-CaseReferrals@gloucestershire.pnn.police.uk).

## Hate Crime and Hate Incidents.

If you feel you have been subjected to a hate crime or incident in relation to race, religion, sexual orientation, gender, or disability then you should contact the police regarding hate crimes and Victim Support regarding hate incidents.

A hate crime can include verbal abuse, intimidation, threats, harassment, assault and damage to property.

A hate incident is behaviour which isn't a crime but which is perceived by the victim, or anybody else, to be motivated by hostility or prejudice.

## Anonymous Reporting

To deal with complaints of Anti-Social Behaviour in the most effective way, we will need to know who the complainant is and how to contact them. To give anonymous information about a crime or antisocial behaviour, call Crimestoppers on 0800 555 111.

## When Reporting Anti-Social Behaviour

When reporting ASB, you will need to describe what happened, where, when, how often, who was involved and how you and other people were affected by it. If you are reporting ASB involving drug abuse this will also need to be reported to the Police.

## Communication

Your housing officer will agree your preferred method of communication and how often they will contact you. They will not be able to respond to every piece of evidence submitted. They will keep you up to date regarding progress.

If the case progresses to court, you may be required to attend court as a witness. We will support you through the process.