

Anti-social behaviour and nuisance noise

We're here
to help.

What is anti-social behaviour?

It is behaviour which has caused or is likely to cause harassment, alarm, or distress. It can affect one person or a whole neighbourhood.



Examples include:

- **Hate crimes.** Harassing or causing harm to people based on their race, religion, ethnicity, gender, or other protected characteristics
- **Crime/Illegal activity.** Unlawful acts that break the law like drug dealing and consumption
- **Vandalism.** Damaging or defacing property, such as graffiti or breaking windows
- **Bullying.** Repeatedly harassing, intimidating, or threatening someone
- **Public disturbance.** Loud and rowdy behaviour, public drunkenness, or causing other disturbances
- **Public intoxication.** Alcohol or drug use in public places, leading to disruptive or dangerous behaviour
- **Assault.** Physically harming or threatening to harm someone
- **Theft.** Stealing someone's property or belongings without permission
- **Harassment.** Repeatedly bothering or tormenting someone through unwanted attention, actions, or communication
- **Fly tipping.** Illegal dumping of waste or rubbish

What is not considered anti-social behaviour?

Some problems may disturb, annoy, or upset you, this is considered a neighbourhood management issue. It is different to anti-social behaviour, which could cause harassment, alarm, or distress.

Examples of neighbourhood management issues are:

- Banging or closing doors within reason
- Cooking and cigarette smoke smells
- Inconsiderate parking
- Children playing, including ball games
- Young children or babies crying which do not raise any safeguarding concerns
- Reasonable day to day living noise
- DIY in reasonable hours
- Moving furniture
- Dogs barking, an isolated incident or for a short period of time
- Social media, gossip or email disputes that are not harassment or hate crime
- Singing, whistling, and talking loudly
- One off parties, celebrations, barbecues, or household gatherings at reasonable times
- Using household appliances such as washing machines, vacuum cleaners, showers, toilets, or lawnmowers at reasonable times
- Walking around the property, including going up and down the stairs
- Young people gathering socially, unless they are being intimidating
- Lifestyle or cultural differences like noise from coming home from shift work, meditation, praying and bins not being put back

If you are bothered by any of these issues, the first thing to consider is how unreasonable your neighbour is being. It may be best to discuss them with family or friends before contacting us.

Most neighbours do not mean to irritate others and are sometimes unaware they are doing it. If it is persistent and not a one-off incident, then it can impact our lives and become anti-social behaviour.

What is nuisance noise?

This is more to do with excessive loud music, parties, or noise disturbances that disrupt neighbours and the community. Even though it is slightly different from anti-social behaviour we manage both under the same processes.



Examples include:

- **Loud music.** Playing music at a high volume in a residential area. Including music from vehicles
- **Construction work.** Noisy construction activities like drilling, hammering, or using heavy machinery late at night or early in the morning
- **Parties.** Hosting loud parties with blaring music and shouting that disturbs the peace
- **Barking dogs.** Persistent and loud barking or howling from dogs
- **Car alarms.** Continuous car alarms going off
- **Traffic noise.** Loud engines, honking of horns or sirens that disrupt a quiet neighbourhood
- **Noisy neighbours.** Frequent arguments, shouting, or slamming doors



What can I do about anti-social behaviour and nuisance noise?

Try to have a conversation with your neighbour in a calm, polite and reasonable manner to try and understand their point of view. Never go around with the intention to make it worse and cause an argument.

Make notes of any conversation, this may be needed later to show you tried to resolve the matter.

If you do not feel comfortable talking to your neighbour, then contact us and we will decide next steps depending on the circumstances.

If you do report issues of anti-social behaviour or noise nuisance, we may then ask you to collect evidence of ongoing issues.

We may ask you to collect evidence like:

- Recordings of any noise. Download The Noise App by visiting thenoiseapp.com, it sends recordings directly to us. Please let us know if you would like to register
- Keep a diary of events which note the date and time of any incidents
- Photos that can support your diary entries

We could also refer you to mediation. A mediator is trained to help people resolve disagreements fairly and gives an unbiased view on the problem. Both parties must agree to mediation before it can begin.

We can refer you to mediation for:

- Excessive or persistent noise
- Verbal abuse and threats
- Parking and garden disputes
- Damage to property or vandalism
- Misuse of communal areas

Can I report issues without saying who I am?

Yes. We would never share your details with the neighbour you reported unless you requested this and were happy for us to do so.

We would prefer you to give your contact details as we might need more information. This could help us with investigating the issue.

By providing your details, you can receive regular progress updates and we can contact you to agree on an action plan to help solve any issues.

In some cases, there may be safeguarding issues. We may have to inform colleagues or the emergency services if we think you are in danger.



How can I report anti-social behaviour and nuisance noise?

We would never expect you to chat to a neighbour or handle cases of anti-social behaviour or nuisance noise if you do not feel safe, or if criminal acts have been carried out.

Visit homegroup.org.uk/asb to report issues and read more about our policies and procedures.

You can also speak to us on live chat at homegroup.org.uk or call us on **0345 141 4663**.

In some cases, you might have to report issues to the police or local council.

If you are in immediate danger, phone the police on 999.

What happens after I report anti-social behaviour and nuisance noise?

We take your reports of anti-social behaviour and nuisance noise seriously, which is why we follow this set of commitments:

- We will take steps to support anyone experiencing anti-social behaviour and noise nuisance
- We acknowledge reports of anti-social behaviour and noise nuisance within one working day
- We prioritise reports of anti-social behaviour and noise nuisance based on risk to customer

How long it takes us to begin the investigation:

Personal - One working day

If you have been deliberately targeted. Examples include arson, gun and knife crime, hate crime, domestic abuse, verbal abuse, harassment, and assault.

Nuisance - Three working days

If it affects more than one household. Examples include drug use and dealing, group disorder, underage drinking, and some types of noise.

Environmental - Ten working days

If the behaviour is affecting the environment around you. Examples include fly tipping, neglected gardens, pet issues, and unsanitary conditions.

- We will agree an action plan with you once we have assessed your case and keep you up to date in a way that suits you. The action plan will have agreed timescales of how we aim to resolve the issue with you
- We then investigate using the appropriate legal powers available to us to help tackle issues
- We will make sure our employees are trained so that the service you receive is the best it can be
- We will also look to prevent issues from happening again. This may include working with other organisations to help improve your quality of life



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