

Responding to anti-social behaviour

As a social landlord we strive to provide an environment in which people are happy to live. We are committed to combatting anti-social behaviour (ASB), working with residents and agencies to resolve problems. ASB and neighbour nuisance ranges from annoyances like barking dogs or loud music to more serious issues such as harassment and violence. To find out how we work with residents and agencies to resolve anti-social behaviour please download the 'give respect, get respect' leaflet below.

You can report an incident of anti-social behaviour over the telephone or on this website and now using our free text service. (Text ASB to 80800. See below for more details.)

[Click here to report anti-social behaviour.](#)

Out of hours ASB phone line

Do you experience antisocial behaviour when our offices are closed?

The Anti Social Behaviour (ASB) Respect Line is a service set up so you can report anti-social behaviour even when our offices are closed. We have a dedicated ASB call handling team on hand to listen to you and help you through what can sometimes be a very stressful time. Staff can call the police or environmental health for you and take some of the pressure away.

After giving you help and support, the Respect Line team will provide us with all relevant information before 9am on the next working day, giving us full details of the problems so we can take the appropriate action. As a customer, you will always speak to a skilled and experienced member of the team, and not an answering service. In this way we can jump straight into tackling the problem rather than going over the same information.

We want to work together with you, to win the battle against anti-social behaviour. You have told us that tackling ASB is a priority to you, and you have told us that access out-of-hours is important. Please let us know if this service is a success, or if it needs further work.

The Respect Line phone number to ring when the office is closed is:

01392 814535

Our office customer services number is **0300 123 80 80**.

Free text service for reporting ASB:

This free service has been introduced as part of the overall ASB Respect Line service based on feedback from you on what you would like to see in the future:

- **Text '80800'**
- **start your text with 'ASB'**
- **the message will be sent straight through to the ASB Respect Line team**
- **you will receive a 'confirmation text', so you know your message has been received**
- **a member of the ASB Respect Line team will then be able to call you back to take further details, wherever required.**

More information



[Give respect get respect leaflet](#)



[A summary of our anti-social behaviour policy](#)



[A more detailed statement of our anti-social behaviour policy](#)



[A statement of our anti-social behaviour procedures](#)