



Housing Services

Anti-social Behaviour Policy



We want you to feel safe and happy in your home. This policy explains what 'anti-social behaviour' is, what you can do if it happens to you, and how we can help.

What is Anti-Social Behaviour?

Anti-social behaviour is when someone:

- Hurts or upsets someone or makes someone feel scared
- Causes problems in your neighbourhood

Here are some examples of anti-social behaviour:

- regularly shouting at people
- dealing drugs
- throwing rubbish away in the wrong place
- regularly playing music very loud

What if you need help now?

If it's an emergency and you need help now, you should call **999** and ask for the police.



What you should do if it happens to you

If you see anti-social behaviour where you live, or it happens to you, **you should tell us.**

You can tell us in any of these ways:



Use our website – lewisham.gov.uk/asb



Call us on **0800 028 2028**



Talk to your Housing Officer or whichever member of our staff you usually talk to



Ask someone you trust to talk to us for you



You can also talk to **Victim Support**. They are a charity who can help you talk to us and stop the anti-social behaviour from happening. You can call them on **0808 168 9291**.

How quickly will we help with anti-social behaviour?

If the behaviour is very serious, we will get back to you within 1 working day.

If the behaviour is less serious, we will get back to you within 5 working days.



What will we do when you tell us about anti-social behaviour?

Someone from the Council will talk to you about what has been happening, how it's made you feel, and what we can do to keep you safe.

We might try and speak to the person causing the anti-social behaviour. We won't do this unless you say yes.

If the behaviour is very serious, we might be able to take enforcement action.. This can include:

- Arranging a conversation between you and the other person to help you agree on a solution (this is called 'mediation')
- Warning the person to stop
- Asking a court to tell them to stop (this is called an 'injunction')
- Telling the person to leave their home (this is called an 'eviction')

If the behaviour is less serious, we might not be able to do as much. We can still talk to the person, send letters to them asking them to be more considerate, or sign a document agreeing to be a good neighbour.



What if you're not happy with how we've helped you?

If you are not happy with how we've helped you, you can make a [complaint](#).

If you have made a complaint and you're still unhappy, you can complain to the [Housing Ombudsman](#).

You can sometimes apply for a 'case review', if your case meets certain conditions. If this is accepted, we will look at your case with other professionals (like the Police and Support Workers) and think about if there's anything different we could do.