

**building  
vibrant  
communities  
together**

## Ways to get in touch



Website/Mybdht: [www.bdht.co.uk](http://www.bdht.co.uk)



Email: [contactus@bdht.co.uk](mailto:contactus@bdht.co.uk)



Phone: 0800 0850 160 or 01527 557557



Text: 83080 start your message with the word bdht



Letter: FREEPOST bdht



In person: bdht Offices, Buntsford Court



Facebook: [facebook.com/bromsgrovehousing](https://facebook.com/bromsgrovehousing)



Twitter: [twitter.com/bdht](https://twitter.com/bdht)



LinkedIn: [linkedin.com/company/bromsgrove-district-housing-trust/](https://linkedin.com/company/bromsgrove-district-housing-trust/)

**Out of hours emergency repairs  
and Housing number 0800 0850 160**



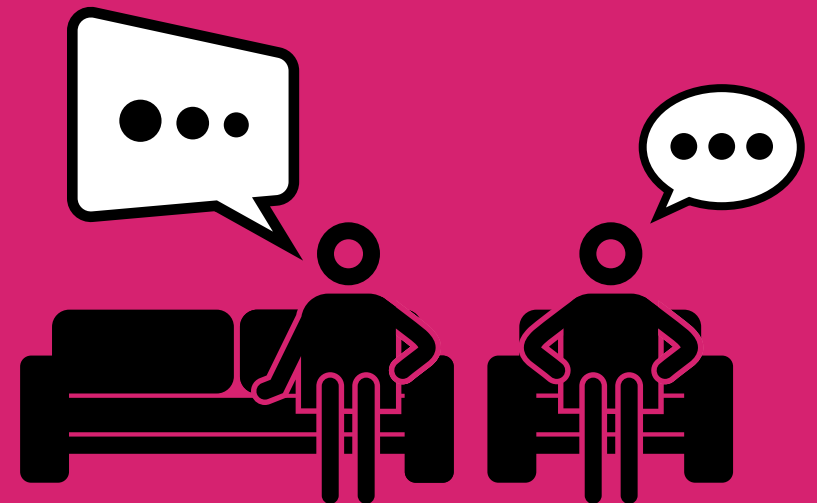
**Address** 13 Humphrey Ave, Bromsgrove, B60 3JB

Bromsgrove District Housing Trust,  
Buntsford Court, Buntsford Gate,  
Bromsgrove, Worcestershire, B60 3DJ

Registered Charity Number 1111423.



# Your guide to anti-social behaviour



# Our Customer Charter



Anti-Social Behaviour (ASB) can cause real distress and harm to people. We are committed to taking appropriate action against anti-social behaviour and our teams work closely with our partners.

## WHAT IS ASB?

Our residents are entitled to live in safe communities. We look for solutions that respect the diverse needs and circumstances of all our residents.

Anti-social behaviour is behaviour by a resident, a member of their household or a visitor that causes nuisance, annoyance, or distress. This includes:

- Unreasonable noise - noise that occurs at an unreasonable hour and is loud enough to cause a nuisance
- Threats of violence
- Hate-related incidents & discrimination
- Harassment & abusive behaviour
- Domestic abuse
- Dumping rubbish known as fly tipping
- Failure to control pets
- Using your home for illegal purposes such as drug dealing, prostitution

## WHAT ISN'T ASB?

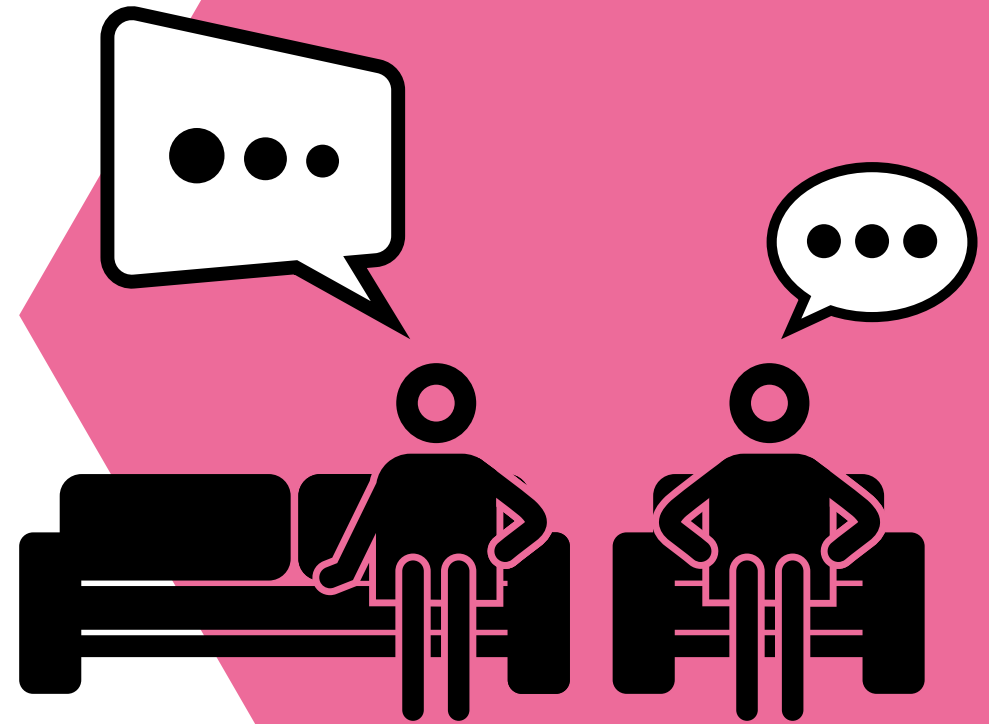
We would not normally consider behaviour around different cultures or lifestyle, or which may not be considered unreasonable by most people, as ASB. These include:

- Day-to-day living noise
- DIY during reasonable hours
- Minor or occasional car repairs
- Young people gathering socially or children playing
- Someone parking lawfully outside your home

# WHAT YOU CAN EXPECT FROM US

When you report an incident to us, we will:

- Ask you for as much detail as possible to make sure that we fully understand the issues and the impact it's having on you.
- Decide whether it is anti-social behaviour and then prioritise it depending on its nature and how it is affecting you.
- Always make sure your report is treated in the strictest confidence. Occasionally, to protect your confidentiality, we may be limited in the action we can take.
- Contact you to agree an action plan and update you on the amount of time the case is likely to take. We will always deal with the situation sensitively and explain what action can be taken.
- Make sure that you are kept updated throughout the case and explain if we are unable to share specific details.
- Take reports very seriously and take the necessary steps to protect our residents. We work with other agencies to resolve cases, including Environmental Health, Council, local councillors, and police.
- Try to resolve issues using non-legal methods before taking any legal actions. Legal action is always a last resort, and the case will need to be fully evidenced.
- Offer mediation services where appropriate.
- Work with you to obtain sufficient evidence to enable us to act.
- Give information of other agencies who may be able to take other actions.



Our team is here to listen to your concerns and consider what action can be taken. We will make sure that we provide guidance and advice based on your individual circumstances. We will discuss any specific needs you have, such as translation.

We can only take action against people who are our tenants. We will offer advice to people who are not our tenants.



# NOISE

No home is completely soundproof and it's normal to hear neighbours from time to time. Noise nuisance is noise that is considered louder than normal daily living or at unacceptable hours.

## Steps to take

- Have a friendly word with your neighbour as they may not be aware that they're causing a problem. We often find a conversation is the best place to start.
- Contact us and we can speak to your neighbour if the noise continues, and we can arrange mediation between you both.
- We may be able to install sound recording equipment to establish if the noise level is unacceptable.
- Worcestershire Regulatory Services are responsible for acting on noise nuisance. They can act against a person by using a noise abatement notice.
- We may be able to take enforcement action. However, to remove someone from their home, we have to go to court and request a judge grants possession of a property. To do this we need evidence including information from Worcestershire Regulatory Services evidencing there is a significant issue with noise.
- If the noise is due to the structure of the property rather than a person, we will refer to our Property Team who will assess if there is anything we can do to the property to minimise the noise.



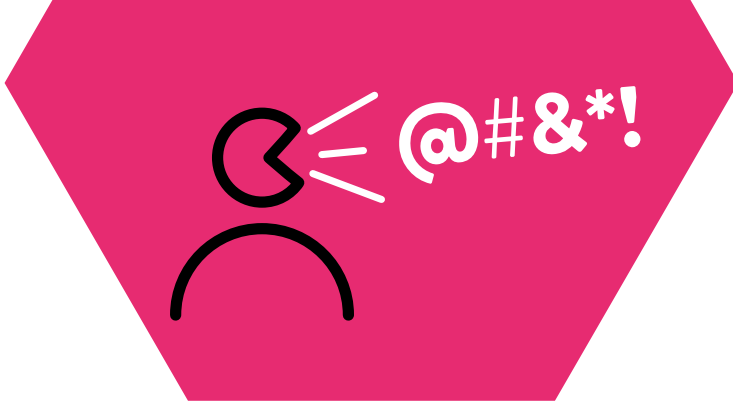
# THREATS OF VIOLENCE TO YOURSELF OR YOUR HOUSEHOLD

Threats of violence are never acceptable, if you feel uncomfortable or afraid it should be reported.

## Steps to take

- Call the police on **101** or **999** dependent on the severity of the threat.
- Contact us to report the threat and advise on the outcome of the police report.
- If the threats are very severe, we may need to look at your housing need after liaising with the police. This is done in exceptional circumstances while a court case is pending and only if the victim wants to move.
- We may be able to put more security locks or external lighting on your property.

The police are the lead agency with threats, but we will work closely with them and work on a case. We will work jointly to decide what action can be taken and if this is a criminal offence.



## HATE-RELATED INCIDENT DIRECTED TO YOU OR YOUR HOUSEHOLD

### What is a hate crime?

A hate crime is any behaviour that someone thinks was caused by hostility, prejudice, or hatred of their:

- Disability, including physical impairments, mental health problems, learning disabilities, hearing and visual impairments.
- Gender identity.
- Race, skin colour, nationality, ethnicity, or heritage.
- Sexual orientation.

Anyone can be a victim of hate crime if they are targeted because of who they are, their friends or family, or even who the perpetrator thinks they are.

### What we can do

- Encourage you to report hate crime to the police on **101/999**.
- Support you and advise the hate crime partnership that is run by the local council.
- If we investigate the incident, we will interview you to get all of the details and then agree a plan.
- Work closely with the police and the local council to obtain an acceptable outcome.

## DOMESTIC ABUSE

Domestic abuse includes any incident of controlling, coercive or threatening behaviour, violence, or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. The abuse may be physical, psychological, sexual, financial, or emotional.

### What we can do

- If you need to flee your property, contact us and we will advise you of your options.
- Approach a Local Authority Housing Options Department if you are in danger and need to move.
- Speak to us as there may be something we can do such as obtain an injunction to ban someone from your property.
- If you are aware and concerned about a neighbour experiencing domestic abuse, call the police on **101** and contact us.





## HARASSMENT DIRECTED AT YOU OR YOUR HOUSEHOLD

To be classed as harassment, offensive behaviour must happen on at least two occasions. The more times something has happened, the more likely it is to be harassment. Harassment can take several different forms including:

- Visiting your home regularly without warning, especially late at night.
- Interfering with your post.
- Sending hate mail, texting, emailing, or making unpleasant telephone calls.
- Threatening you or your visitors.
- Harassing you because of your gender, race, or sexuality.
- Stalking you.

If someone is harassing you, you can take steps to stop the harassment and the police and **bdht** may be able to help.

## ABUSIVE BEHAVIOUR

### Violence, verbal abuse, and intimidation

If someone is violent towards you, makes threats of violence or is verbally abusive towards you, contact the police on **101** or **999** immediately. Abuse comes in many forms. When someone repeatedly uses words to demean, frighten, or control someone, it's considered verbal abuse.

### What is abusive behaviour?

- Physical violence and/or threats of violence.
- Verbal abuse, harassment, intimidation, or threatening behaviour.

### What we can do

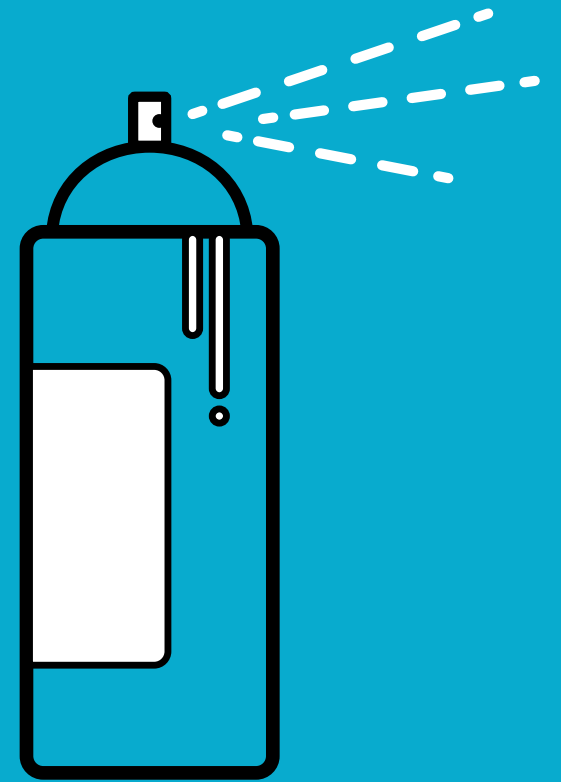
- Encourage you to report the situation to the police and other agencies/support workers/friends and family.
- Signpost you to agencies who can support you with negotiation and mediation with your neighbours who may be able to help.
- Advise you on how to collate evidence.
- Advise you on your housing options if you feel you need to move.
- Agree actions we may be able to take such as warnings or legal action.

# DUMPING RUBBISH, LITTER (FLY TIPPING) AND BINS

Fly tipping is the act of illegally dumping rubbish where it is not allowed. Not only does fly tipping pose a risk to people and wildlife, damage the environment, and spoil the enjoyment of our towns and countryside, it also costs a lot of money to clear up. The local council provides every property with their own bins, or, in shared blocks, they may provide large bins to share. If you have your own bin, then please use that, and not put rubbish in your neighbours' bins.

## What to do if you spot fly tipping

- Report to us with the location and send pictures if possible.
- We will collect the rubbish as soon as possible.
- If the rubbish is dangerous this will be collected within 24 hours.
- We have a team who attend each area on a weekly basis and remove anything they see and carry out a litter pick.



# GRAFFITI

Graffiti is a form of visual communication, usually illegal, involving the unauthorized marking of public space.

## What to do if you spot graffiti

- Report this to us with the location of the graffiti and send pictures if possible.
- If the graffiti is offensive, it will be removed within 24 hours.



## USING YOUR HOME FOR ILLEGAL PURPOSES

Drug dealing, including cannabis and prostitution is a criminal offence. Please report it to the police.

You may hear the phrases “cuckooing” or “county lines”. These are drug dealing terms. Our Housing Officers are using their local knowledge to spot the signs of abuse and exploitation, particularly of drug gangs exploiting vulnerable residents and young people.

### Signs to look out for

- An increase in people entering and leaving the property at odd times of the day and night.
- An unusually high number of vehicles outside the property for short periods.
- Increased anti-social behaviour in and around the property such as a build-up of rubbish in communal areas, increased noise or evidence of drug taking.
- Strange smells coming from the property.

### What you can do

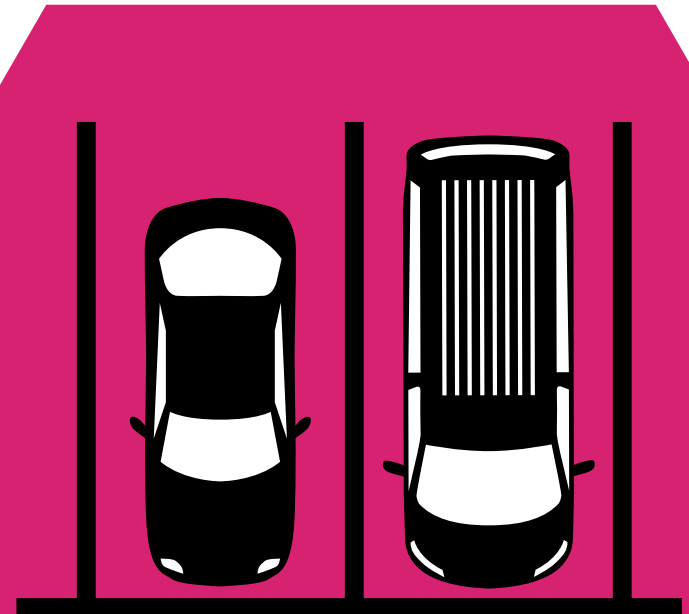
- After you’ve spoken to the police, contact us. We need to know your incident number from the police. We will use this information to work with you and the police on what happens next.
- If you feel any property belonging to **bdht** is being used for illegal purposes, contact us, and report it as soon as possible.

## PARKING

If you share parking spaces with your neighbours, there are occasions when parking can cause frustrations. Sometimes there is not enough parking for everyone to park in front of their own front door.

### Steps to take

- Parking on a shared car park – we are unable to take any action.
- Speak with your neighbours to resolve the issues. If you think you would benefit from mediation with your neighbour, then we can arrange this.
- Unroadworthy or untaxed vehicle in car parks - we may be able to have this vehicle removed from the communal car park, just contact us.
- Vehicles parked on a public road - you will need to report this to your Local Authority who will be able to provide you with the relevant advice.





A stylized black icon of a staircase with a handrail, set against a green background.

## SHARED SPACES AND COMMUNAL AREAS

You may have shared spaces with your neighbours. This includes entrances to blocks, staircases, balconies, and corridors. If you are having issues with a neighbour's actions in these spaces such as leaving rubbish out or causing a nuisance, then follow the advice below:

### Steps to take

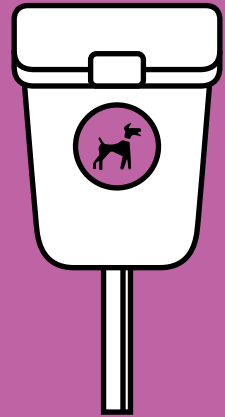
- If it is safe to do so, speak to your neighbour about your concerns.
- If the issue persists then contact us to discuss your concerns, we can arrange mediation between you and your neighbour to help resolve the issue.
- If the issue continues, we will ask you to keep a record of the issues. If there is a breach of the tenancy agreement, we will contact the tenant to discuss the situation.
- If you are unable to identify the person who is causing the issue, we can send a letter to the whole block and follow up.
- After the above intervention if the issue continues, we will discuss whether it will meet the threshold for legal action. To remove someone from their tenancy requires us to go to court and request a judge grants possession of a property, or an injunction. To do this we need evidence, and you will be asked to provide this.

## DOGS AND ANIMALS

Pets are great companions, however we know that they can cause issues for neighbours. All customers can keep a pet with our permission as long as it doesn't become a nuisance. If your neighbour is not keeping their dog on a lead in the communal areas or picking up their dog's faeces, then we recommend you speak to your neighbour about your concerns. If this does not work, we can speak to your neighbour to request they comply with the pet permission.

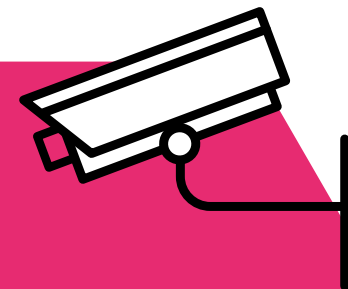
### Dangerous dogs

A dog doesn't have to bite someone for it to be dangerous. If you fear for your safety following an incident with a dog, contact the police to report this. Once you have reported the incident, contact us with your crime number and name of the person dealing with your enquiry. Failure to control a pet could lead to action being taken to remove the animal.



## DOMESTIC CCTV AND VIDEO DOORBELLS

We are not responsible for the regulation of Domestic CCTV and video doorbells. The use of CCTV and video doorbells are more common now. If you are unhappy about your neighbour's use of CCTV or video doorbells, you need to contact the Information Commissioner Office on **0303 123 1113**. You can find more information on **[www.gov.uk](http://www.gov.uk)**.



## HOW DID WE DO?

**Compliment:** If you think we have done a great job, please let us know by logging a compliment.

**Complaints process:** If you are unhappy with how we have dealt with your ASB complaint, you can raise this through our complaints process. This will enable us to review how we have dealt with your case and identify any improvements we may be able to make to our processes.

**Community Trigger:** You also have the right to raise a Community Trigger. This is where the Local Authorities Community Safety department can review how partners have dealt with ASB. To raise a Community Trigger, contact your Local Authority, and request a Trigger is raised.

- Bromsgrove Community Safety Team **01527 534187**
- **Communitysafety@bromsgroveandredditch.gov.uk**

## SUPPORT FOR VICTIMS OF ASB

We hope we can provide you with all the support you need to deal with ASB, and we do understand how it can have a devastating impact on people's lives. If you feel you need additional support, then Victim Support have a specialist Anti-Social Behaviour service to help you.

- Victim Support line: **0808 1689 111**
- Victim Support website: **www.victimsupport.org.uk**



**We are here to  
help you and thank you  
for treating our staff  
with respect.**

## ASB HELP

This is an independent advice agency who offer free impartial advice.

- **<https://asbhelp.co.uk>**

## CITIZENS ADVICE

This is an independent advice agency who offer free, independent, and impartial advice.

- Citizens Advice helpline: **0800 144 8848**
- Citizens Advice website: **www.citizensadvice.org.uk**

## USEFUL CONTACTS

**bdht: 0800 0850 160**

**Police: 101** to report a crime, **999** for emergencies

Worcestershire Regulatory Services for Noise Nuisance:  
**01905 822799**

RSPCA - Animal Welfare: **01527 757724/0300 123 4999**

Information Commissioner Office: **0303 123 1113**