



Our name is Places for People.  
We care about you and where you live.

## Help with anti-social behaviour

Help for people who are worried  
about anti-social behaviour.



This is an easy read guide



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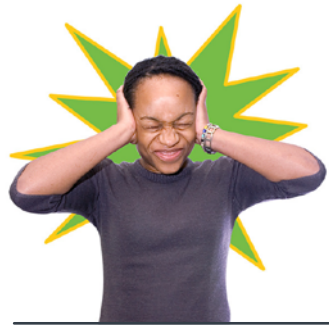


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# What is anti-social behaviour?



## Anti-social behaviour could be:

- loud noises that are happening at night or early morning in your area



- people being rude or threatening because they are drunk in public



- people yelling and not being nice to you or others



- litter or rubbish being left on the ground instead of putting it in the bin



- your home or your things are damaged by you or someone else



- taking drugs that doctors didn't tell you or someone to take



- dogs barking a lot at any time.



## Anti-social behaviour can:



- make you feel worried or upset



- be annoying



- be against the law.

## Anti-social behaviour might happen:



- in your home or someone else's home



- on the street



- in the park



- online.

# Things that are not anti-social behaviour



**Anti-social behaviour is not noise that only happens sometimes, or things such as:**

- one-off parties



- smoke that happens from barbecues



- children making noises when they are playing



- dogs barking now and then



- noisy washing machines and vacuum cleaners



- little jobs people do on their cars such as cleaning or doing repairs.

# What you can do



If you think the behaviour is against the law, call the police on 101.

101 is for crimes such as:



- property damage



- drug use or drug dealing



- a group of people being loud or rude to you or someone else.



Only call 999 straight away if you or someone else:



- is in danger



- is hurt



- thinks they might get hurt



- thinks their home is in danger.



## If you feel safe, you can:

- talk to the person who is causing the problem



Only speak to the person who is doing anti-social behaviour if **you feel comfortable**.



- take someone with you to support you like a friend or a neighbour.

You can also:



- write down when the anti-social behaviour happens so that you have a record of it.

## Sometimes people don't know they might have upset you. You can:



- tell the person why their behaviour is making you upset



- You can download our log sheet by visiting [www.placesforpeople.co.uk/communitysafety](http://www.placesforpeople.co.uk/communitysafety)



- ask them to stop doing it because it makes you upset.



- take photos if you see things such as rubbish that is not in the bin so you have proof of anti-social behaviour.



# Things we can do



Tell people their behaviour is not okay and must stop.



Give warnings to people.



Agree with the person what things they need to change.



We will help people to change their behaviour if they need the support.



Help you and the people causing the problem to find a solution.



We can also try to stop the anti-social behaviour by taking legal action.



Legal action is when you go to court to settle an issue.



If proven to be a serious issue, the person can be asked to leave their home.



# Tell us if you see anti-social behaviour



You can call us on 01772 667 002.



You can email us on  
[CSC.General@placesforpeople.co.uk](mailto:CSC.General@placesforpeople.co.uk)



Speak to a member of our team  
face-to-face.



Write to us at:  
Places for People Group  
PO Box 2070, Preston,  
PR5 9BY.



Report it online through your  
Online Account. Please visit  
[www.placesforpeople.co.uk](http://www.placesforpeople.co.uk).



A Tenancy Enforcement Manager  
will support with your issue.



A Community Housing Manager  
or Community Safety Manager  
is someone who makes sure you or  
someone else feel safe within their  
home.

# What we will do when you report anti-social behaviour to us



**1**  
day

If you or someone you know has been harmed or could be at serious risk, we will contact you within 1 working day to get more information.



You might need to give evidence that anti-social behaviour has taken place.



You can speak to your Community Housing Manager to know how you can provide evidence of anti-social behaviour.



You can write on a log sheet everytime an anti-social behaviour has happened. Please do this for 2 weeks..



You can download the log sheet on [www.placesforpeople.co.uk/communitysafety](http://www.placesforpeople.co.uk/communitysafety).

# Use our mediation service



We also offer a mediation service.

This is where a person talks to you and the person doing anti-social behaviour and tries to fix the issue.



You and the person don't have to be in the same room when the mediation is happening.



To find out more, please email [mediation@placesforpeople.co.uk](mailto:mediation@placesforpeople.co.uk)

## Mediation can help:



- fix the issue



- make you or someone else feel safe



- support you or someone else



- you or someone else explain how they feel and what has happened.

