



Reporting Anti-Social Behaviour: What to Expect

Your ASB toolkit



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How we deal with anti-social behaviour

We know that living with anti-social behaviour (ASB) can have a detrimental effect on you and your family's wellbeing. Our priority is to keep you safe in your home.

What happens when I report ASB?

Once you've reported ASB, our team will usually carry out a risk assessment to understand how you've been affected and develop a plan to improve the situation for you. They may also ask you to provide evidence of what's happening.

A member of the team will then get in touch with you. They'll update you on what we're doing and contact you to find out if there have been any changes.

We are here to support you through the process and understand that this can be lengthy but your caseworker can explain the timeframes with you.

What's Curo's policy on ASB?

- We aim to prevent ASB by reducing risks and identifying high-risk areas.
- We recognise that the way we let our homes can minimise the risk of ASB.
- We make it easy for people to report ASB.
- We respond to reports of ASB promptly and carry out a thorough investigation.
- We will where necessary work closely with our partner agencies such as; the police.
- We actively support victims and witnesses of ASB.
- We work with perpetrators to address and change their behaviour, prioritising restorative justice.
- We close cases quickly and ensure transparent outcomes for all parties.
- As a last resort, we may end the tenancy of someone responsible for serious or persistent ASB.

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Why do I need to provide evidence of ASB?

The success of a case relies on strong evidence and the willingness of neighbours to act as witnesses, particularly in cases of nuisance-related antisocial behaviour.

Examples of evidence include:

- Witness statements
- Noise recordings
- Digital evidence (e.g. text, photos, WhatsApp or Facebook messages)
- Supporting evidence from other agencies.

If you're experiencing noise nuisance, you can record it using the Noise App. Scan the QR code below to download it. More here: thenoiseapp.com



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What action can Curo take?

First, we'll explore informal ways to put a stop to the ASB. Here are some examples of the action we can take:

- Acceptable Behaviour Contract (ABC):
- Good Neighbour Agreement (GNA):
- Mediation

We always try to resolve ASB using informal means first, so that we can demonstrate to the court what we have tried before moving to formal action.





What about legal action?

If informal action isn't suitable or doesn't resolve the ASB there are two main legal options we can explore. These are injunctions and possessions.

What is an injunction?

An injunction is a court order requiring someone to do or stop doing something specific.

In urgent cases, a without-notice injunction can be requested, without notifying the person involved. This is common for anti-social behaviour cases, but rare for tenancy breaches.

For all other injunctions, the process usually takes a few months, or faster if unopposed. Without-notice injunctions are often resolved within a month.

What is possession?

Possession is the legal process a landlord uses to reclaim a property from a tenant. A landlord must serve a notice of seeking possession (NoSP) on an assured tenant before applying to court for a possession order.

If the Equality Act is involved, the court may provide extra time, legal support for the tenant and expert reports. Delays may also happen if the tenant cannot fully understand their case, requiring the appointment of an Official Solicitor, which can lengthen the process and lead to a full trial.



Who are the Tenancy Compliance team?

At Curo, Compliance Co-ordinators, Compliance Advisors and Case Managers deal with reports of ASB. Here's a bit more about each of their roles and their responsibilities.

Compliance Co-ordinators:

Serve as the first point of contact for customers reporting ASB. responsibilities, include:

- Conducting risk assessments with customers
- Carrying out initial investigations into reports of low-level ASB
- Keeping in touch with victims of ASB (every two weeks)
- Escalating issues to advisors or case managers, as needed
- Ensuring first-time resolution or escalating cases, as needed

Compliance Advisors:

Review and manage reports of low-level ASB and tenancy issues. Responsibilities include:

- Carrying out thorough investigations into reports of low-level ASB
- Addressing concerns and mediating solutions with both victims and perpetrators of ASB.

- Keeping in touch with victims of ASB (every two weeks).

- Collaborating with local agencies through partnership working.

- Escalating cases to Case Managers, as needed.

Case Managers:

Lead on escalated and high-level ASB and tenancy-related issues. Specialised in safeguarding and domestic abuse. responsibilities include:

- Carrying out thorough investigations of escalated and high-level cases of ASB.

- Addressing issues and putting in place solutions with both victims and perpetrators of ASB.

- Keeping in touch with victims of ASB (every two weeks).

- Collaborating with local agencies through partnership working.

- Pursuing legal action, when needed.

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Roadmap to how we resolve an ASB complaint

The following roadmap shows the process which we would go through to resolve your ASB complaint. Remember, every case is different and has elements to it that will affect time scales.

- ▶ Report the ASB along with any supporting evidence by emailing asb@curo-group.co.uk
- ▶ We'll contact you to discuss the case
- ▶ We'll make contact with the person causing the ASB
- ▶ We may start informal action
- ▶ Case review held with relevant case managers
- ▶ We may start formal action dependent on findings
- ▶ Resolution to your ASB report



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How can I get in touch?

If you need to speak to someone and your Case Advisor or Case Manager isn't available, please call our Compliance Coordinators on **01225 366000** (option 3). If they can't answer your questions, they'll arrange for the relevant colleague to call you back.

You can still reach us outside of our opening times of 8am-8pm, Monday to Friday - just call our main number to be put through to our emergency service team (option 2).

Case Advisor/Manager details:

You can visit or write to us at Curo, The Maltings, River Place, Lower Bristol Road, Bath BA2 1EP. If it's an emergency call **999**.

Email our Compliance team on: asb@curo-group.co.uk

You can also track ASB cases through MyCuro, our customer portal, 24 hours a day.

More here: curo-group.co.uk/asb-toolkit



Live chat, socials, email & more
curo-group.co.uk/contact



Book it, pay it, check it, report it, sort it
Get things done quicker at MyCuro
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T: 01225 366 000

If you would like this information in an
alternative format please get in touch.