



Reporting Anti-Social Behaviour: *what to expect*

Your ASB toolkit



Reporting Anti-Social Behaviour: what to expect

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 though 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 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
- 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.

Find out more here:
thenoiseapp.com



Download on
Android



Download on
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What action can Curo take?

We resolve about 80% of all ASB complaints informally. This means working with everyone involved to understand the issues and find a solution.

Sometimes the source of the problem is a conflict in lifestyle, between people at different stages of life, or who have different work patterns.

Where needed, we use independent mediation to resolve conflict. We can also use things like Good Neighbour Agreements or Acceptable Behaviour Contracts.

These commit people to be more considerate of their neighbours, with more serious sanctions if the problem continues.

What about legal action?

We consider legal action in the most serious cases, and when all other options have failed. Legal processes can be slow and don't always lead to the outcome people expect.

In the most serious of cases, Curo can apply for an injunction. This is a court order that tells someone to stop the behaviour causing the problem. There are serious legal consequences to ignoring an injunction.

We can also apply for a possession order, which means taking back the property from the tenant causing the issue. This is a complex and lengthy process, and we only use it as a last resort.



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Who are the Tenancy Compliance team?

Curo has a three-stage process for tackling anti-social behaviour. Different colleagues work together and with the complainant at each stage.

We recognise the importance of having a named colleague that's familiar with your case. This leads to better support and means you don't need to retell your story multiple times.

Compliance Coordinators

They serve as the first point of contact for customers reporting ASB. They carry out initial investigations and conduct risk assessments with customers.

A large number of cases are resolved by these colleagues. Where they can't, they pass the case on to the next level.

Compliance Advisors

They look at more serious cases and conduct thorough investigations. They look in-depth at the issues and listen to the views of everyone involved to find workable solutions.

At this level we think about involving other agencies, including mediation services and the police.

Case Managers

The most serious cases of ASB are escalated to this level.

Our case managers work long-term with people affected by, and those committing, anti-social behaviour. They coordinate with other agencies on creative solutions and lead all formal legal casework.



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What steps will we take to resolve your ASB complaint?

All cases of anti-social behaviour are different and the time it takes to resolve them can vary significantly.

The points below show a typical process that we'll go through as we receive your complaint.

- 1 We receive your report of ASB along with any supporting evidence
- 2 We will contact you to discuss the case
- 3 We will make contact with the person causing the ASB
- 4 We may start informal action
- 5 Case review held with relevant case managers
- 6 We may start formal action dependent on findings
- 7 Resolution.



How can I keep 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, select (option 2).

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**.

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

More here:

curo-group.co.uk/mycuro
curo-group.co.uk/asb-toolkit



Case Advisor/Manager details:

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
curo-group.co.uk/mycuro

T: 01225 366 000

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