

At City of York Council we are committed to tackling anti-social behaviour (ASB) in your homes and communities.

We know that ASB is a top priority for residents. We understand the worry, stress and upset that it can cause for individuals and sometimes for whole neighbourhoods.

Our tenancy agreement states:

‘We are firmly opposed to anti-social behaviour. You must take all reasonable steps to prevent anyone living at or visiting the property, including lodgers and sub-tenants, from carrying out any nuisance, annoyance, harassment or anti-social behaviour.’

What exactly is anti-social behaviour?

ASB can take various forms. It usually means any kind of nuisance behaviour that prevents people from enjoying their homes peacefully and quietly. The most common problems reported to us are:

- noise
- aggressive or threatening behaviour
- litter and graffiti
- harassment
- drug and alcohol related incidents

What does not count as anti-social behaviour?

The following are examples of what we can't treat as ASB cases:

- children playing
- normal household noise, for example vacuuming, children playing in the house, children crying, occasional door slamming
- a one off party
- people staring or giving someone a ‘funny look’
- people being rude, unreasonable or disagreeable
- name calling/disputes via social media such as Facebook, unless it is part of a wider harassment case
- children arguing or fighting (unless it is one child bullying other children)
- parking on the public highway
- youths congregating (unless they are behaving in an anti-social manner)

What can you do?

You can report a problem by phone or letter to Housing Services.

What happens next?

Within 24 hours each new report of ASB is reported through to the Anti-Social Behaviour Hub. If there is more than one agency involved or the report is considered very serious, it will be discussed at the Community Safety Hub weekly meeting.

Your Housing Management Officer or support worker will make contact with you and will carry out an investigation to establish the full facts and details of the problem.

What type of action can we take?

The action we can take will depend on the sort of ASB and the level of seriousness.

We will contact everyone concerned to discuss the situation and, wherever possible, will involve trained independent mediators to work with everyone to resolve the problem. We will keep you fully informed of the action we take and our progress in a way that suits your needs.

We will develop an action plan so you know what to expect and we will discuss what information we may need from you to progress the case, such as keeping and returning diary sheets.

Where there is evidence that the tenancy agreement has been broken, we will issue formal warnings. If there is no evidence we will investigate and see if we can collect any evidence.

We will always work with other agencies such as the police, social services, support agencies and neighbourhood enforcement officers to try and resolve matters.

If the situation does not improve and there is evidence to support it, we will refer the case to the Anti Social Behaviour Team. See factsheet ASB2 on the Anti-Social Behaviour Team to see what action they can take.

Telephone: 01904 551550
Website: www.york.gov.uk/Housing
Address: Housing Services
West Offices
Station Rise
York YO1 6GA

This information can be provided in your own language.

Informacje te mogą być przekazywane w języku ojczystym.
Polish

Bu bilgi kendi dilinizde almanız mümkündür.
Turkish

此信息可以在您自己的语言。
Chinese (Simplified)

此資訊可以提供您自己的語言。
Chinese (Traditional)

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