Landlord Estate Management Service
Homes and services to be proud of

How we deal with Anti-Social Behaviour a guide for council tenants

Report the anti social behaviour to us

How to report ASB
Phone our Customer Services Centre on 0117 922 2200 (option 4)
Visit one of our Customer Service Points
Email or write to our Estate Management Service
Complete our on-line reporting form on www.bristol.gov.uk/asbform
See our ASB leaflet or check our website for full contact details

We assess urgency of the case

If it is an emergency (an immediate risk to person or property) we’ll notify the police and our ASB team.

If appropriate, we’ll refer you:
- for emergency rehousing,
- for additional repairs or security,
- to other relevant agencies.

We deal with reports if complainant or perpetrator is a council tenant

A Customer Advisor will talk to you about the incident, provide advice and information on how our Estate Management Service can help.

We will send an acknowledgement letter and immediately refer the case to our Estate Management Service.

Our service standard is to send an acknowledgement letter within three working days.
A Housing Advisor will contact you and agree an action plan. You will receive a copy of the plan which will include an agreed review date.

Our service standard is to contact customer within 10 working days.

Our Housing Advisor completes a risk assessment to assess the vulnerability of witnesses.

If the customer or the perpetrator is vulnerable we will make sure appropriate support measures are put in place.

Evidence could include:
- witness statements
- customer incident diary
- CCTV footage or other monitoring
- information from the police and other agencies

Our Housing Advisor will keep in contact with you.

If there isn’t enough evidence to support the complaint the Housing Advisor will explain the outcome and any alternative options.

If you agree we will contact the perpetrator to discuss the complaint.

Early intervention action can include:
- interview
- warning letter
- acceptable behaviour contract
- referral to support agency
Case review

We will regularly review the case with you, as agreed in the action plan.

We will do this at least once a month.

ASB has stopped
If the ASB has stopped, we will discuss with you whether to close the case or continue to monitor the situation for an agreed period.

ASB continuing
If the ASB hasn’t stopped we’ll take further appropriate action against the perpetrator. This may include a second warning letter, a visit, or an Acceptable Behaviour Contract.

Further options

Refer to Mediation Services
Mediation Services help people talk about their issues and come to an agreement. This can be a positive way to resolve problems.

Our Housing Advisor will discuss with you whether a referral to Mediation Services is appropriate.

Use a multi-agency approach
Our Housing Advisor will decide whether a multi-agency approach is needed to deal with the ASB.

What is a multi-agency meeting?
Multi-agency meetings are attended by the Police and other local agencies.

They make decisions on actions against perpetrators, these could include further interventions or referral for legal proceedings.

Additional information

Further information is on our website and in our ASB leaflet and factsheets. Leaflets are available at Customer Service Points and on our website www.bristol.gov.uk/asb
If early intervention fails to resolve the ASB we will refer the case to an ASB case conference.

**What is an ASB case conference?**
ASB case conferences are attended by all relevant agencies, including our Estate Management Service, ASB Team, police, legal services and support agencies.

The group decide if it is appropriate to take legal action to stop the ASB.

Legal actions could include:
- Injunctions
- ASB orders
- Demotion of tenancy
- Possession proceedings to end the tenancy

This document outlines the typical steps we take to deal with Anti-Social Behaviour. There will be cases where the situation demands a different approach, in a very severe case of ASB we will seek immediate legal action.