

ASB & Hate Crime Policy

What you need to know

We take anti-social behaviour (ASB) and hate incidents seriously because they can cause real harm to people, families, and communities. Our priority is safety, fairness, and support, and we will take proportionate action where it's appropriate for us to do so. Hate incidents are treated as a serious form of ASB, and sometimes as criminal behaviour.

What we mean by ASB

Examples of ASB include:

- Violence or threats
- Harassment, intimidation, or abuse
- Damage to property
- Drug-related activity
- Excessive noise (e.g. loud music)
- Malicious or false complaints

Everyday noise like footsteps or babies crying is NOT ASB.

Hate incidents and hate crime

Hate crimes are criminal offences motivated by hostility or prejudice based on race, religion, disability, sexual orientation, or gender identity. Hate incidents are hostile acts but not criminal offences – however, hate incidents can escalate and become hate crimes.

How to report ASB or hate incidents

You can report concerns in several ways:

- Call Centre: 0300 790 6555 (9am–5pm)
- Respect Line: 0800 756 699 (5pm–9am)
- Online: Via My Account
- Emergency: Call 999 if you're in immediate danger

We assess reports within 5 working days (sooner for serious cases). We check if the behaviour meets ASB criteria and assess risk. We keep you informed throughout the process.

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Support for you

For people experiencing ASB or hate incidents we will provide:

Regular communication and updates (within data protection limits)

Referrals to internal support services

Referrals to external agencies and charities

Help during legal action (e.g. court guidance, transport, support)

Your responsibilities

We ask customers to:

- Be considerate to neighbours
- Report ASB, hate incidents, and domestic abuse promptly
- Cooperate with investigations (e.g. provide diaries, statements)
- Try to resolve minor disputes where appropriate
- Report criminal behaviour to the Police

You can read [the full ASB and Hate Crime Policy](#) on our website

or contact our customer service team.