

Our address

Homes Housing Association Limited
Walter Moore House, 34 Dudley Street
West Bromwich B70 9LS
Tel: 0121 500 2828
www.adullam.org.uk



Adullam Homes Housing Association will not tolerate anti-social behaviour (ASB) in its projects or when it is directed at our residents, tenants, or staff.

All appropriate tools available will be used to deal with ASB issues. We will work with our communities and partners to make sure our projects are safe and secure, and as far as possible free from ASB.



**Anti-social behavior
(ASB)**
Our approach and reporting



What is ASB

ASB is behaviour that has caused or is likely to cause a nuisance or annoyance to any person.

Some examples of ASB are:

- Drug/substance misuse
- Loud and continuous music
- Foul and abusive language
- Threats of or actual violence to residents, staff, contractors, visitors, or partner agencies
- Harassment
- Racially aggravated harassment
- Damage to property.
- Graffiti



How to report ASB

Before you report ASB, we encourage you to talk to the person causing the problem, if it is safe to do so and you feel comfortable. They may not realise that their behaviour is affecting you, and talking might solve the issue quickly.

There are several ways to report ASB:

- Talk to a member of our staff in your project
- Via our website - <https://www.adullam.org.uk/contact-us/>
- By telephone - **0121 271 0789**
- Send an email to info@adullam.org.uk



What happens when you report ASB

We start by having a meeting with you. This will allow us to decide what our next steps will be.

Agree to an action plan with you and give you a copy of it.

Provide the name of the officer who will manage your case.

Support you in any way we can throughout the investigation.

Discuss the options available, such as acceptable behaviour contracts, mediation, or legal action.

Keep in regular contact with you, using an agreed method.

Work with the police and other agencies to resolve the problem.

We will only close your complaint after discussing it with you first. We will confirm everything in writing.