**Frequently Asked Questions (FAQs)**

**Q – What is Anti-Social Behaviour (ASB)?**

**A -** Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person.

Some examples of this behaviour might be (However this list is not exhaustive):

* Harassment or intimation
* Verbal or written abuse
* Criminal damage and vandalism
* Neighbour nuisance
* Graffiti
* Nuisance behaviour caused by drinking or substance misuse
* Nuisance from vehicles
* The repair of vehicles on the street for money
* Abandoned vehicles
* Fly tipping
* Litter
* Uncontrolled animals
* Bonfires
* Hate behaviour targeted at individuals or groups on the grounds of race, sexual orientation, religious beliefs, gender reassignment or disability
* Nuisance caused by domestic abuse, health or social care needs.

**Q – What happens when I make a report of ASB to Three Rivers District Council?**

**A -**When you make a report of ASB to the Council we will request your consent to record the information on our database, to share this with relevant agencies and to make contact with any alleged perpetrator(s). You will be provided with advice on what the Council and other agencies can do to support. If you consent to us investigating the case we will keep you updated with our progress and what options are available for action. We will help you understand the likely time frame for responding to the complaint. Where relevant we will offer to refer you to specialist support services. If we are unable to take any action we will make this clear to you.

**Q – Can I report ASB to Three Rivers District Council if I am the tenant of a Registered Social Landlord / Housing Association?**

**A –** You would be expected to report ASB to your housing provider in the first instance. Housing associations have powers under Housing and ASB legislation to tackle ASB. If you feel that your complaint has not been followed up appropriately by your housing association, Three Rivers District Council can contact them for feedback.

**Q - How should I approach a problem with my neighbour?**

**A -**We have provided the following tips on how to discuss a problem with your neighbour. [Tips on Speaking to your Neighbours (pdf)](http://www.threerivers.gov.uk/download?id=34728)

**Q – What are the possible remedies available to the Council in relation to ASB?**

**A -** Below are some examples of the remedies or actions the Council, Police and Housing Associations collectively may be able to take or put in place in relation to ASB.

Informal action:

* Mediation
* Arrange a home visit from the local PCSO
* Parenting support sessions
* Environmental improvements e.g. gating, fencing, lighting
* Refer to the relevant support services for mental health, drugs and alcohol, adult and children’s services
* Advise someone that formal action will be taken if the behaviour does not stop

Formal action:

* Acceptable behaviour agreement - signed by parties to agree to stop specified behaviours
* Abatement notice - to stop statutory noise nuisance
* Community protection notices and warnings - issued by the Council to prohibit a person 16 years and over, a business or an organisation committing anti-social behaviour, which spoils the community's quality of life, and/or requiring them to take certain actions e.g. clear up a fly tip
* Injunction to prevent nuisance and annoyance - a civil court order against anyone aged 10 or over prohibiting certain behaviour and/or requiring certain actions e.g. attendance at drug rehabilitation
* Criminal behaviour orders - issued by any criminal court against a person who has been convicted of an offence to tackle the most persistently anti-social individuals who are also engaged in criminal activity.
* Public Space Protection Order - designed to stop persons or groups committing anti-social behaviour in a public space
* Closure notice & closure orders - allows the Council or Police to quickly close premises, which are being used, or likely to be used to commit nuisance or disorder

*Other Partners and Agencies may also use the following tools to tackle ASB problems:*

* Enforcement of tenancy conditions – Landlords
* Demoted Tenancy Orders – Landlords
* Injunctions – Landlords
* Child Safety Orders – Hertfordshire County Council (Children, Schools and Families)
* Parenting Orders – Hertfordshire County Council (Youth Offending Team or Children, Schools and Families).

**Q - Which agency will respond to my ASB case?**

**A -**The range of unacceptable behaviours covered by ASB means that responsibility for dealing with it must be shared between agencies.  No one agency is best placed to respond to every type of behaviour which may, for example have criminal, mental or physical health, child protection or adult safeguarding issues associated with the case.  The Council will ensure that the agency responsible for the case is identified and that agencies co-operate to resolve the problem and prevent reoccurrence.

**Q - What role does the community have in resolving ASB?**

**A -**Residents and communities themselves must play an active part in resolving ASB. The Council will support residents to facilitate discussion and compromise, to mutually agree informal resolutions, and to provide evidence when more formal enforcement action is necessary.