

Anti-social behaviour policy

Easy-read version
January 2026

Anti-social behaviour in Wolverhampton



Wolverhampton Homes has an anti-social behaviour policy. It is also known as ASB.

In this easy-read version, you can find out what ASB is, how to report it and how we deal with reports of ASB to keep communities safe.



We want everyone to feel safe and supported.

What is anti-social behaviour?

Anti-social behaviour means actions that upset, harm or scare people. These actions can make people feel unsafe or unhappy in their homes or community.

Examples include:



Loud music or shouting that keeps happening. This can disturb neighbours, especially late at night.



Damaging property. This can be breaking windows, graffiti or destroying gardens. These cause stress and cost money to fix.



Harassment or bullying. This means upsetting or threatening someone again and again, which makes them feel scared.



Hate crime. This is when someone is targeted because of their race, religion, disability or identity. This is very serious.

If you experience any of these behaviours, please report them. They are not acceptable.

What is not anti-social behaviour?

Some things are part of normal everyday life. They are not usually anti-social behaviour.

These include:



Minor personal differences. People have different lifestyles and habits. Small disagreements or differences are normal.



Cooking smells. Everyone cooks different food. These smells are part of living in a community.



One-off events such as a party or argument

What is not anti-social behaviour?



Everyday sounds like:

- Washing machines
- Talking or laughing
- Children playing
- Doors opening and closing

These are normal and are not usually ASB. If something bothers you, try talking calmly to your neighbour first.

How to report ASB

If you see or experience ASB, you can report it in these ways:



Call our Customer Contact and Access Centre on 01902 556789. You can speak to someone who can help.



Email: asbu@wolverhamptonhomes.org.uk and write what happened and when.



Online: you can find a form on the Wolverhampton Homes website where you can report ASB.

Call 999 if someone is in danger or a crime is happening now.

What happens next?

When you report ASB, we will:



Listen to you and understand the problem. We want to know how it affects you.



Where we can, we take action to stop the behaviour. This may include speaking to the person or using legal steps.



Support you if you need help. We can offer advice and put you in touch with other services.

How we decide what comes first

The action we take depends on how serious the problem is. We have four categories:

Category A



This is very serious ASB. It includes domestic abuse, hate crime and physical violence. If you report any of these, we will contact you within 1 working day.

Category B



This is serious but less urgent. It includes noise nuisance, drug or alcohol issues and vandalism. If you report any of these, we will contact you within 3 working days.

Category C



This is less serious. It includes misuse of communal areas, some fly-tipping and issues with pets. If you report any of these, we will contact you within 5 working days.

How we decide what comes first

Category D



These are cases that do not meet the standard for anti-social behaviour. If you report any problems that are classed as category D, we may pass your case to another team in Wolverhampton Homes or refer you to another agency.

Working with other agencies to support you

We do not work alone. Wolverhampton Homes works with social care, health and other agencies to support people involved in an ASB situation.

This means:



We share information safely. We only share details when it helps to protect you. This is allowed by law.



We can arrange extra help. We can put you in touch with other agencies if you need more support.



We can offer mediation. This means helping you and who you have reported for ASB to talk and solve any problems.

Working with other agencies to support you



We work closely with the police if a crime is happening. This is to make sure you and your community stay safe. It also helps to reduce the risk of harm.



We can help victims of domestic abuse and hate crime. We take these issues very seriously.



We attend joint meetings. Sometimes, we meet with other professionals to agree how we can best solve an ASB situation.

Examples of non-legal powers

We try simple ways to stop anti-social behaviour before we use the law. These are called non-legal powers. They help to solve problems at an early stage without having to go to court.

Examples include:



Talking to the person. We explain the problem and ask them to stop.



Sending letters. A letter warns the person about their behaviour.



Mediation. A trained person helps the people involved to talk and agree on how to solve the ASB issue.

Examples of non-legal powers



Acceptable Behaviour Contract. This is a promise to behave better. It is not a court order, but it shows we are serious about stopping the ASB.

These steps often work and mean we do not have to take legal action.

Examples of legal actions we and partner agencies use

Sometimes, talking and support do not stop ASB. In serious or persistent cases, we may need to take legal action.

These are steps we take through the law to protect people and stop bad behaviour.

Examples of legal actions:



Civil Injunction. This is a court order that tells someone to stop doing certain things, like shouting or damaging property.



Demotion of a council tenancy. This means if you are accused of ASB and you refuse to stop, your tenancy changes from secure to demoted for a set period. It means you will have fewer rights in your tenancy.

Examples of legal actions we and partner agencies use



Eviction. In very serious or persistent cases, we can ask the court to remove someone who causes serious problems for their neighbours from their home.



Community Protection Warning or Notice. This is used to stop persistent or unreasonable behaviour. It is issued by the local authority or the police. It is a crime to ignore a Community Protection Warning or Notice.



Closure Power. This lets the local authority or the police close the home of someone who causes serious problems for their neighbours. Ignoring a Closure Order is a crime and can lead to fines or prison.

We only take this kind of legal action when other ways have not worked, or if the behaviour is very serious to begin with.

Your responsibilities

Everyone has a role in making our communities safe and happy.

To do this, we ask you to be a good neighbour and treat others with respect by:



Following your tenancy agreement, if you are a tenant. Your agreement includes instructions to not cause nuisance or damage.



Reporting problems early. Tell us if you experience ASB so we can help.



Working with us. Give us information to help us investigate the problem fully.

Resolve issues early



If you can, try talking calmly to your neighbour before things get worse.

We also have a Good Neighbour Charter to help everyone live happily together.

You can find it on our website:

<https://www.wolverhamptonhomes.org.uk/gnc/>