

## Cheltenham Borough Council

### Anti-Social Behaviour (ASB) Policy

#### Summary Document

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#### What Is This Leaflet About?

This summary explains how Cheltenham Borough Council (CBC) deals with Anti-Social Behaviour (ASB) in council housing. It tells you what ASB is, what CBC can do, and how you can get help.

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#### ✕ What Is Anti-Social Behaviour (ASB)?

ASB is behaviour that:

- Harasses, alarms, or upsets people
- Causes a nuisance or disturbance
- Makes communities feel unsafe

#### Examples of ASB:

- Loud noise or shouting
  - Drug use or dealing
  - Threats or verbal abuse
  - Vandalism or fly-tipping
  - Hate crimes
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#### ☒ What Isn't ASB?

Some things are not considered ASB, such as:

- Children playing
- Normal daily noise
- Disagreements over parking or gardens
- Cats roaming
- Occasional social media arguments

For serious crimes like assault or drug dealing, **call the Police** first (999 in emergency, 101 otherwise).

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#### 😊 Who Handles ASB?

CBC works with other organisations to tackle ASB:

- **Police**
- **Environmental Health**

- **SOLACE** (Police & Council team)
  - **Support services and charities**
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### **How To Report ASB**

You can report ASB to CBC:

- **Call:** 0800 408 0000
- **Email:** [asbteam@cheltenham.gov.uk](mailto:asbteam@cheltenham.gov.uk)
- **Online:** Through the customer portal

CBC will respond:

- **Urgent cases (e.g. hate crime):** within 1 working day
  - **All others:** within 5 working days
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### **What Happens After You Report?**

- You'll be assigned an ASB Officer
  - You may be asked to record incidents (log or app)
  - If the problem continues, an investigation will start
  - CBC may use:
    - **Warnings**
    - **Mediation**
    - **Support services**
    - **Legal action** (e.g., court orders or eviction)
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### **Support For Everyone**

CBC supports both:

- **Victims** (help, referrals, emotional support)
  - **Offenders** (help with problems like mental health or addiction)
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### **Hate Crime**

CBC will take strong action against any tenant who commits hate-related offences. Victims will be supported and referred to expert services.

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### **ASB Case Review**

If you report ASB 3 or more times in 6 months and nothing changes, you can ask for a **Case Review**.

- All agencies will review your case

- It's not a complaint, it's a way to get results

Apply at:

[gloucestershire.police.uk/asb-case-review](http://gloucestershire.police.uk/asb-case-review)

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### **Feedback Matters**

After your case is closed, you'll get a survey to rate our service. Your feedback helps us improve.

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### **Need Help or More Info?**

Contact CBC's ASB Team:

- **Phone:** 0800 408 0000
  - **Email:** [asbteam@cheltenham.gov.uk](mailto:asbteam@cheltenham.gov.uk)
  - **Website:** [cheltenham.gov.uk](http://cheltenham.gov.uk)
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