

Help us help you

What happens when you report anti-social behaviour?

1

When you report anti-social behaviour (ASB) we will contact you within two working days and agree next steps.

If it is a criminal matter, report it to the Police and obtain a reference number before contacting us.

If it relates to a noise complaint, please contact your local Environmental Health team:
www.gov.uk/find-local-council

2

Where necessary we carry out an investigation and gather evidence. We will not disclose your details without your permission.

Without evidence we can't take action. We may ask you for a witness statement to use if the case progresses to court. We may also require evidence from third parties such as the police. Investigation timescales vary, we will keep you updated.

3

Once we have considered the evidence we will decide what action to take. Any action taken will be reasonable and proportionate.

'Non-legal' actions include:

- Verbal or written warning
- Acceptable behaviour agreement
 - Mediation
 - Support referral
- Tenancy management plan.

4

In some cases we will take legal action by serving a notice seeking possession of the property or applying for an injunction.

A notice seeking possession is the first stage in the legal process, which may lead to an eviction.

An injunction is a court order requiring a person to do or not do certain things.

5

If the ASB continues we will decide if we make an application to the court for possession of the property. We will advise you if you need to attend court.

The case manager will ask if you are willing to attend court as a witness. Cases are stronger if we have witnesses.

6

There are often several court hearings before the judge makes a final decision. If the judge rules in our favour, they may award an Outright or Suspended Possession Order.

An Outright Possession Order is where an eviction date will be set by the court, around six weeks after the hearing.

A Suspended Possession Order means the perpetrator will remain in the property as long as they follow the terms ordered by the court.

We are here to help

Visit: orbitcustomerhub.org.uk and search 'anti-social behaviour'

Call: 0800 678 1221 (press option 1 and then option 5)