



Housing Management | Noise Nuisance

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# How To Report And Respond To Issues Of Anti-Social Behaviour



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## What is Antisocial Behaviour (ASB)?

Antisocial Behaviour (ASB) refers to actions that cause nuisance, alarm, or distress to others. It can affect your quality of life and the peace of your community.

## Examples of ASB

ASB may include, but is not limited to:

- Noise nuisance (e.g. loud music, shouting, frequent parties)
- Acts of violence
- Hate Crime
- Drug misuse or dealing
- Verbal abuse or threats
- Harassment or intimidation
- Vandalism and graffiti

## What is not considered ASB?

Not all nuisance is ASB. For example, occasional noise, children playing, or one-off events like BBQs are usually not considered ASB.

## What Can I Do?

### Try to Resolve It Informally

If it feels safe, speak to the person causing the issue. They may not realise their behaviour is affecting you.

### Report It to St Leger Homes

If you believe you are experiencing ASB, we want to hear from you. You can report your concerns to us by:

- Calling 01302 862280
- Emailing [safeguardignandasbteam@stlegerhomes.co.uk](mailto:safeguardignandasbteam@stlegerhomes.co.uk)
- Using our contact form [St.Leger Homes | Contact us](#)

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When making reports to us, please include as much detail as you can including places, descriptions, date and times and how it has made you feel.

## **Contact the Police**

If the behaviour involves violence, threats, or criminal activity, call 999 in emergencies or 101 for non-emergencies, as well as informing us at St Leger Homes.

## **What Other Options Are Available?**

### **Anti-Social Behaviour Case Review**

An Anti-Social Behaviour (ASB) Case Review is a formal process that allows victims of persistent anti-social behaviour to request a multi-agency review of their case if they feel that their concerns have not been adequately addressed by local agencies (such as St Leger Homes, South Yorkshire Police and the City of Doncaster Council).

### **When can I request an ASB Case Review?**

You can request a case review if:

- You've reported three or more incidents of ASB within the last six months to a relevant agency (e.g. police, council, housing provider), and
- You believe the response has been inadequate.

### **Who Carries Out the Review?**

The review is conducted by a multi-agency panel, which may include:

- St Leger Homes
- City of Doncaster Council
- South Yorkshire Police

They will assess whether the responses to your complaints were appropriate and decide if further action is needed.

### **How to request an ASB Case Review**

You can request an ASB Case Review by the following methods:

- Completing this online eform: <https://www.doncaster.gov.uk/doitonline/community-trigger>
- Email: [community.safety@doncaster.gov.uk](mailto:community.safety@doncaster.gov.uk)
- Telephone: 01302 736000

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- Post: City of Doncaster Council Community Safety Team, Floor 2, Civic Office, Waterdale, Doncaster, DN1 3BU
  - Visit: Civic Office, Waterdale, Doncaster, DN1 3BU.

## **What Happens Next?**

- Agencies check if your case meets the threshold detailed above.
- If it does, a case review meeting will be held.
- You'll be kept informed and may be asked for more information.
- The panel will decide if more can or should be done.

Following the ASB Case Review, you will be written to informing you of the outcome.

## **What Support Will I Receive?**

### **Vulnerability Risk Assessment**

When we receive your report, we will conduct a risk assessment with you to establish how the issue is impacting you and what other agencies may need to be involved in the issue you are reporting. During this, we will also discuss your support network and any additional support you may need. If it is identified that you may benefit from additional support from other agencies, we will make those referrals for you.

You will have direct contact details of the named officer managing your report.

We will complete an action plan with you detailing what action will be taken, what the likely outcome of the situation will be and how frequently we will contact you. This will ensure you are kept up to date with the action we are taking and ensure we are kept up to date with your latest concerns.