



## Antisocial Behaviour

We know antisocial behaviour can have a huge impact on our customers' lives and we will continue to support anyone who has concerns about antisocial behaviour during the coronavirus pandemic.

We acknowledge that the current situation is difficult for everybody but we kindly request that tenants show consideration to their neighbours during the ongoing COVID-19 lockdown. For example, noise nuisance can affect people's mental health by causing sleep disturbance, or being unable to relax in the garden or with windows open while the weather is nice.

Please continue to contact us to report any antisocial behaviour during normal office opening hours. Alternatively, out of office hours, contact the police on 101 or click on the following link : <https://www.north-wales.police.uk/contact>

Anti-social behaviour, includes the following:

- Noise nuisance
- Dog fouling
- Drug-related activity
- Physical or verbal abuse
- Harassment of others
- Use of the property
- Hoarding

Due to the current restrictions, staff will not be able to follow the usual procedure of conducting a home visit, but are available to discuss the matter further with you and complete investigations. It is important for us to manage your expectations in regards to what can be achieved in dealing with your concerns / complaints.

The following examples are not considered to be antisocial behaviour:

- Children playing
- One off parties
- People being rude, or giving you a "funny look"
- Cats roaming or fouling
- Disputes on social media such as Facebook
- Normal household noise e.g occasional door slamming, hoovering
- Inconsiderate parking

If you are concerned that you have neighbours breaching the current coronavirus social distancing measures, you can raise your concern by contacting the police by phoning 101 or clicking on the link below

<https://www.police.uk/tua/tell-us-about/c19/tell-us-about-possible-breach-coronavirus-measures>

