



REPORTING AN ISSUE

If you are experiencing anti-social behaviour, you can report it to us using our online form.

Visit winchester.gov.uk/anti-social-behaviour to learn more, report an issue and access support and advice.

POLICE REPORTING

If the matter is serious, ongoing, criminal in nature, or makes you feel unsafe, please contact the Police.



In an Emergency: **999**

Or non-emergency
Police matters: **101**

WHO SHOULD I CONTACT?

If your report relates to a Winchester City Council tenant

Contact the Housing Services Team

Housing Team: **01962 848 400**

Email: housingasb@winchester.gov.uk

If your report relates to a Housing Association tenant, private tenant or homeowner

Contact Community Safety

Community Safety Team: **01962 840 222**

Email: csafety@winchester.gov.uk

Not sure who owns or manages the property?

Contact either team and we will help direct your report to the correct service.

NEED FURTHER SUPPORT?

Victim Support

Free, confidential support for anyone affected by crime or anti-social behaviour.

08 08 16 89 111 (24 hours)

www.victimsupport.org.uk

supportline@victimsupport.org.uk

Stop Domestic Abuse

Support for anyone affected by domestic abuse, including victims, survivors, family members and professionals.

0330 0533 630

<https://stopdomesticabuse.uk/>

advice@stopdomesticabuse.uk

ASB Help

Independent advice and support for victims of anti-social behaviour.

<https://asbhelp.co.uk/>

CrimeStoppers

Report crime anonymously.

0800 555 111

<https://crimestoppers-uk.org/>

In an Emergency

If you or someone else is in immediate danger, always call:

999



Scan the QR code here to visit our website, learn more, and make a report.



Is it anti-social behaviour?

Understanding the difference between Anti-Social Behaviour, Housing Issues and Everyday Neighbour Issues



Everyone has the right to feel safe and comfortable in their home. Sometimes problems arise between neighbours, but not every issue is anti-social behaviour or something the Council can take action on.

This leaflet explains:

- What we class as Anti-Social Behaviour (ASB)
- Other housing and tenancy issues we may be able to help with
- Everyday neighbour issues that would not usually amount to ASB



Winchester
City Council

WHAT IS ANTI-SOCIAL BEHAVIOUR?

Anti-social behaviour is behaviour that causes, or is likely to cause, harassment, alarm or distress to others.



Threats, harassment or intimidation



Drug use or criminal activity



Persistent or excessive noise



Damage to property



Hate crime



Domestic abuse



Deliberate nuisance targeted at individuals

What happens next? We may investigate these reports and take action where appropriate.

EVERYDAY NEIGHBOUR ISSUES

Living near other people means experiencing some level of day-to-day noise and activity.



Babies crying



Children playing



Everyday household noise



Cooking smells



One-off parties or family gatherings



Lifestyle differences between neighbours



Minor neighbour disagreements



People being unfriendly or giving dirty looks

What happens next? These issues would not usually amount to anti-social behaviour or a tenancy breach. Where appropriate, we may provide advice to help neighbours resolve concerns informally.

OTHER ISSUES WE MAY BE ABLE TO HELP WITH

Not all reports are anti-social behaviour, but we may still be able to provide advice, support or take action where there is a housing management issue or tenancy breach.



Untidy gardens or accumulations



Property condition concerns



Pets causing problems



Breaches of tenancy conditions



Vehicle issues on Council land



Vulnerability and safeguarding concerns

What happens next? If you are unsure whether something is ASB or another housing issue, please contact us for advice.



HELP US INVESTIGATE Please include: **dates and times, what happened, who was involved, how it affected you**
Evidence such as diary sheets, photographs, videos or noise recordings may help us investigate your report.