Supporting you after experiencing
anti-social behaviour

newlon
HOUSING TRUST

YOUR VOICE MATTERS

If you are experiencing or witnessing anti-social behaviour (ASB), you don't have to face it alone. Here's what you can do, who to talk to and how to escalate your concerns if they are not being addressed.

By helping you to get the support you need we make our communities stronger.

Reporting ASB

You can report ASB in the following ways:

- Contact your local council

- Call the police:
  Call **101** for non-emergencies
  or **999** for emergencies

- Contact Newlon's ASB team:
  Email **asb@newlon.org.uk** or
  call **020 7613 8080**

When reporting ASB please include:

- The date and time of the incident(s)

- A description of the behaviour

- The location – where the incident(s) happened

- Any witnesses or evidence (photos, videos, logs/diaries)

ASB case review – getting results

If you've reported ASB multiple times and feel your concerns haven't been dealt with, you can request a review of your case by your local council.

You are eligible for an ASB case review if:

- you've **reported ASB three times or more** in the past six months, or

- **five or more people** have made reports about the same issue.

How to request an ASB case review

Contact your local council or visit their website to find out about their application process.

We're here for you if you need some advice

If you need advice about how to start an ASB case review, contact Newlon's ASB team by calling **020 7613 8080** or by emailing **asb@newlon.org.uk**.

Extra support for ASB victims

Samaritans – there for you 24/7

ASB can take a toll on your mental wellbeing but Samaritans are always there to listen and help you feel that you're not alone. If you're feeling overwhelmed, anxious or distressed you can get help 24/7 in either of these ways:

Call free on **116 123** or
visit **www.samaritans.org**

Victim support

Help for anyone affected by crime. To find out more visit **www.victimsupport.org.uk/**

ASB Help

A national charity for victims of ASB.

For more information visit
https://asbhelp.co.uk/