

Appendix 1 (guidance only)

What is and is not Anti-Social Behaviour?			
	ASB	Tenancy Management	Lifestyle Difference
Red Priority 1 : Urgent			
Hate Crime / Offensive Graffiti	√**		
Serious physical assault	√**		
Knife crime	√**		
Arson	√**		
Red Priority 2 : High			
Threats of violence	√**		
Hate incident	√		
Drugs	√**		
Modern Slavery	√**		
Amber Priority			
Graffiti	√		
Harassment	√		
Intimidation	√		
Persistent noise/loud music	√		
Verbal abuse assault	√		
Cyber crime	√*		
Cannabis misuse	√**		
Prostitution	√*		
Dangerous driving	√**		
Vandalism	√**		
The categories below may change and can be escalated to ASB cases			
Environmental			
Fly tipping/litter		√	
Fireworks/Bonfires		√***	
Unroadworthy/abandoned vehicles		√	
Inconsiderate/dangerous parking		√	
Pets /animals			
Pet nuisance / fouling		√	
Animal cruelty		√***	
Property			
Boundary disputes		√	
Property/garden condition		√	
Infestations		√***	
Bins and Recycling			√
Children playing/congregating			√
Smells/Odours/suspected cannabis			√**
DIY			√
Lifestyle clashes			√
Neighbour disagreements			√
Noise from normal living			√
Noisy appliances			√
Parking disputes			√
Parties/barbeques			√
Smoking			√

Key:

	Red Priority 1 case : Where harm has occurred. We will aim to respond and commence investigations within 24 hours of receipt
	Red Priority 2 case : We will aim to respond within 24 hours and commence investigations within 5 days
	Amber Priority : These cases will receive a response within 48 hours and investigation will begin within 5 days
*	Where it impacts on our wider community
**	This should also be reported to the Police if linked to criminal activity
***	This should also be reported to other agencies such as Social Services, Environmental Health or RSPCA

August 2023