

# One Vision Housing – Anti-Social Behaviour Guidance

## What we can do

- Assess and triage every ASB report you make.
- Open an ASB case and keep you updated.
- Gather evidence (diary sheets, witness statements, lawful recordings, CCTV checks).
- Work with partner agencies such as police and local authority.
- Use early-resolution tools like mediation and Acceptable Behaviour Contracts.
- Issue formal warnings and tenancy enforcement when proportionate.
- Apply for court orders (civil injunctions) when justified.
- Support victims, including safeguarding and vulnerability checks.
- Signpost and help you use the ASB Case Review (Community Trigger).
- Comply with data protection while sharing information lawfully.

## What we can't do

- Act like the police or attend immediately on demand.
- Treat one-off or everyday living noises as ASB unless persistent or harmful.
- Guarantee legal action or eviction in every case.
- Disclose confidential details about other residents.
- Act without sufficient evidence.
- Resolve non-housing matters that aren't ASB (e.g., parking etiquette, gossip).
- Monitor or publish CCTV without lawful basis.

## What we ask of residents

- Report promptly and to the right agency (OVH for housing-related ASB, 999 for emergencies, 101 for non-urgent crime).
- Keep a clear incident log (dates, times, what happened, impact).
- Provide evidence where possible (diary sheets, lawful recordings, photos).
- Engage with reasonable measures like mediation.

