# Understanding Antisocial Behaviour (ASB) Video Transcript

As a Sanctuary resident, it is important to us that you feel safe and happy in your home.

We’re here to help if the antisocial behaviour of others causes you to feel stressed, angry or upset.

## Antisocial behaviour covers many things, including:

* Loud noises – such as a constant banging noise, or a barking dog from a neighbour’s home
* Violence – including the use of threatening language
* Vandalism
* Harassment
* Littering and fly-tipping
* Inconsiderate parking and abandoned vehicles

## “My life’s being affected by antisocial behaviour – what can I do?”

If you feel it’s safe and appropriate for you to do so, you may be able to make the behaviour stop very quickly by simply speaking with the person responsible.

It may be the case that they don’t realise they are causing any upset, and that they’d be happy to make things right.

We know it is not always possible for you to deal with antisocial behaviour directly.

If that’s the case, please report the issue to us as soon as possible so we can investigate it.

If you fear for your safety, or believe a crime has been committed, you can also contact the police by phoning 101. If it’s urgent dial 999.

Just because something’s occasionally annoying doesn’t make it antisocial behaviour.

The sound of children playing, domestic appliances, lawnmowers and daytime DIY would not normally be considered unreasonable.

Cooking smells are similarly fine, as is someone parking legally outside of your home.

We also consider minor or occasional car repairs to be reasonable behaviour.

To report antisocial behaviour to us please complete the [online form available at www.sanctuary.co.uk](https://www.sanctuary.co.uk/information-residents/your-neighbourhood/antisocial-behaviour/report-asb) or phone us on 0800 131 3348.

You’ll find more information and [advice about antisocial behaviour](https://www.sanctuary.co.uk/information-residents/your-neighbourhood/antisocial-behaviour/report-asb) on our website.

We work with other agencies – including councils, community groups and the police – to tackle the causes of antisocial behaviour and make life better for our residents.