

## Anti Social Behaviour – 24-hour reporting

A1 Housing has introduced a facility to report incidents of Anti-Social Behaviour 24 hours a day.

Calls regarding Anti-Social Behaviour made after 5.00pm will be reported to a Duty Housing Officer who will then contact the person to advise and assist with their problem. The problem can also be referred to other relevant services such as Environmental Health for instance if there is a loud noise nuisance. A record will be kept of the complaint, which will be sent to the Housing Officer for action the next working day.

However, if you have an emergency situation then you should always telephone 999 for emergency services. The A1 hotline is for those cases where a problem is happening in a council tenancy and you want to let us know so that we can log and action the next working day.

A1 Housing and Bassetlaw District Council believe that nuisance behaviour is unacceptable and will not be tolerated. They will use all the powers available to deal with the problem effectively and firmly, but in a fair manner, to ensure that all residents throughout Bassetlaw enjoy living in their homes.

To report incidents of Anti-Social Behaviour outside of office hours you can call A1 on the free-phone number 0800 590542

Please Note: This service is provided in addition to the facility to report ASB online and direct telephones lines.