

Appendix 1

Examples of complaints which are not classed as Anti- Social Behaviour (ASB)

Nature of the Complaint	Things to consider:	When to contact us?
Noise transference between properties	If its general living noise then its not considered ASB, if you think there is something reasonable that your neighbour can do, you may wish to speak to them.	Report any noise such as arguing, shouting or someone being hurt as it may be Domestic Abuse or a Safeguarding issue.
Babies crying	This is not considered ASB, babies do cry.	If you have a concern about the baby and how its being looked after.
Children playing	This is not considered ASB, we encourage children getting physical activity and know this will sometimes be in the communal areas if they don't have their own garden. In the first instance, try speaking to the parents.	If something happens which you think could be classed as anti social behaviour, contact us and we will discuss it with you and advise on the next steps.
Toilet flushing	This is not considered ASB, some homes will hear noise such as this, its not usually a cause for concern.	If something changes, it gets louder than usual and you think there is a repair needed, please ask your neighbour to report it or you can tell us.
Walking on floor	This is not considered ASB, some homes will hear noise such as this, its not usually a cause for concern. if you think there is something reasonable that your neighbour can do, you may wish to speak to them.	If something changes, it gets louder than usual and you think there is a repair needed, please ask your neighbour to report it or you can tell us.
Vacuuming and Washing Machine (at reasonable hours)	This is not considered ASB, residents will experience some household noise. If you think there is something reasonable that your neighbour can do, you may wish to speak to them.	If it starts happening at unreasonable hours of the day, contact us.
Garden condition	This is not considered ASB, but its something we want to know about.	If you are concerned that a garden is not being looked after,

		please tell us, this can often be a sign of a resident needing some support.
Property condition	This is not considered ASB, but its something we want to know about.	If you are concerned that a property is not being looked after, please tell us, this can often be a sign of a resident needing some support.
People congregating in communal/public spaces	This is not considered ASB if there is no harm being caused to anyone.	If the people are doing something which is causing a nuisance, you can let us know. If it's a crime or related to public disorder you should also tell the Police.
Cats going into gardens	This is not considered ASB, if you think there is something reasonable that your neighbour can do, you may wish to speak to them.	If the cat is fouling in your garden and you can evidence who it belongs to, we would speak to the residents, but encourage you to do so first.
Parking issues including resident parking (not involving element of ASB)	This is not considered ASB, if you think there is something reasonable that your neighbour can do, you may wish to speak to them.	You should contact us if its about an issue about allocated parking but we will not get involved where there is communal parking which is unallocated and available on a first come first served basis.
Littering or fly-tipping	This is not considered ASB, but it will be affecting our neighbourhoods so we would want to know.	Contact us and tell us who is doing it, we may also ask you to report it to other agencies depending on the nature of it.

Residents should note this is not an exhaustive list and is provided as guidance to help them when they are thinking about reporting concerns to Broadland.