



CRAWLEY BOROUGH COUNCIL ANTI SOCIAL BEHAVIOUR POLICY

Approved: January 2025

Reviewed: January 2027

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1. Introduction

- 1.1 Crawley Borough Council believes that all residents have the right to live in a safe, secure and peaceful environment. We are committed to promoting understanding, tolerance and respect within our communities, and working together as one Council to achieve this aim.
- 1.2 This policy sets out the role of Crawley Borough Council's Anti-Social Behaviour (ASB) Team.
- 1.3 The Anti-Social Behaviour Team responds to reports of anti-social behaviour, noise nuisance and other neighbour nuisance occurring in and within close proximity to residential properties in the borough of Crawley. They provide a service across all housing tenures, whether privately owned, privately rented or part of Crawley Homes' housing stock, Crawley Homes' leasehold properties, and in some circumstances, housing association properties.
- 1.4 Community-based ASB issues that occur in public places are managed by Crawley Borough Council teams more widely, as set out in [Appendix A](#) of this policy. You can find information about what you can report and to whom by visiting Report a local problem | Crawley GOV
(<https://crawley.gov.uk/community/protecting-crawley/report-local-problem>)

2. Policy Statement

- 2.1 Crawley Borough Council's corporate values and behaviours emphasise making a difference to our residents and placing this intention at the heart of what we do. Effectively tackling anti-social behaviour, noise and neighbour nuisance is essential to achieving this outcome. Our team of dedicated anti-social behaviour caseworkers will investigate and respond to housing-related anti-social behaviour issues, and where appropriate work in collaboration with other Council teams and partners to resolve and prevent anti-social behaviour and make a positive contribution to our neighbourhoods.
- 2.2 We embrace the commitments in the Social Housing Regulation Act 2023 and associated Consumer Standards for tenants to have the right to feel safe in their homes without the stress, fear and tensions that anti-social behaviour and associated crime can cause.
- 2.3 In line with the expectation of the Anti-Social Behaviour Crime and Policing Act 2014, we place the victim at the heart of our approach and consider, in our response to complaints, the debilitating impact that persistent or repeat antisocial behaviour can have on victims, and the cumulative impact if that behaviour persists.
- 2.4 The Council has a duty under the Environmental Protection Act 1990 to look into complaints about noise that could be a statutory nuisance and the Anti-Social Behaviour team will investigate these where the noise is emanating from a domestic property.
- 2.5 Along with other partners we offer support and targeted interventions, and where interventions do not work, will explore enforcement action and legal remedies available against those whose anti-social behaviour persists.

3. Definition of Anti-Social Behaviour:

- 3.1 The Anti-Social Behaviour Crime and Policing Act 2014 defines anti-social behaviour as follows:
- (a) Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
 - (b) Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
 - (c) Conduct capable of causing housing-related nuisance or annoyance to any person.
- 3.2 Section 8 (8) of the Housing Act 1996 218A defines anti-social behaviour as follows:
- (a) conduct that is capable of causing nuisance or annoyance to some person (who need not be a particular identified person) and that directly or indirectly relates to or affects the landlord's housing management functions, or
 - (b) conduct that consists of or involves using or threatening to use housing accommodation owned or managed by the landlord for an unlawful purpose.

4. Scope of the Anti-Social Behaviour Team

- 4.1 In practice, anti-social behaviour and neighbour nuisance covers a wide range of behaviours and activities that can have a detrimental effect on people's quality of life, and interfere with the peace, comfort, and enjoyment of their homes. To prevent and resolve anti-social behaviour and other neighbour nuisance requires a combination of the right skills, knowledge, teams, partners and agencies combined with the ability to work productively and collaboratively with both the person(s) reporting the behaviour and the person(s) whose behaviour is causing distress.
- 4.2 The Anti-Social Behaviour team responds to all reports of anti-social behaviour we receive and will investigate and address reports of anti-social behaviour that take place at or between neighbours of residential properties. If the concern relates to something outside of this remit, advice and guidance may be provided including signposting to relevant Council departments or other agencies and partners. Information on the different types of anti-social behaviour that might be experienced and the agency to report them to can be found in [Appendix A](#).
- 4.3 People can have very different perceptions of what behaviours are unacceptable. There are therefore some issues or circumstances that may not meet the threshold to be investigated as anti-social behaviour. The table below details some of the issues that we can help with and some that we cannot help with.

When does my concern or issue become ASB?	
Examples of ASB	Some examples of issues that would not be considered to be ASB.
<ul style="list-style-type: none"> • Abuse, harassment, and intimidating behaviour • Hate incidents (see 'hate incidents' below in section 6) • Persistent noise nuisance (including but not limited to noise which may constitute a statutory noise nuisance) • Light nuisance e.g. security lights • Misuse of communal and common areas • Frequent bonfires and / or burning of prohibited materials • Animal related problems including dog barking and fouling • Drug use and drug dealing* • Anti-social ball games (for example, kicking balls at properties/members of public) • Intimidation from groups of people • Anti-social vehicle use. <p>*Drug use and drug dealing are criminal activities and may also involve the Police.</p>	<ul style="list-style-type: none"> • Children playing in the street or in private gardens at reasonable times • Babies crying • General household living noise at reasonable times e.g. example, footsteps, TV, music, radio, electrical items including washing machines and hoovers and DIY at reasonable hours – see 'noise' below • Occasional dog barking • Cooking odours • One-off house parties and isolated incidents of loud music (except where they constitute a statutory noise nuisance) • Barbecues • Highway parking issues and / or parking disputes / drive blocking • Civil disputes e.g. boundary issues between non-council owned properties • Social media disputes.

5. Noise Complaints

- 5.1 The Council has a duty to investigate complaints of noise including those that might constitute a statutory noise nuisance.
- 5.2 Noise itself does not necessarily constitute anti-social behaviour. This depends upon the time the noise is happening, the frequency of the noise, and the duration and level of the noise.
- 5.3 For noise to count as a statutory nuisance it must do one of the following:
- Unreasonably and substantially interfere with the use or enjoyment of a home (or other premises - which is not covered under this policy)
 - Injure health or be likely to injure health
- 5.4 If you are concerned with noise from your neighbour's property that consists of loud shouting/ arguments, you should report this to the Police/Landlord of property. If you have concerns about someone's safety, you should call 999.

- 5.4 Disputes between neighbours regarding noise can be extremely distressing for all parties. It can be particularly difficult if there is a level of general household noise that one party finds intrusive, but the other party considers to be within the activities of daily living. Whether or not a noise is or is likely to constitute a statutory nuisance, or anti-social behaviour, the Anti-Social Behaviour Team can investigate and work with the other party to reduce noise levels where this is possible or mediate an agreement between parties.
- 5.5 In order to investigate noise nuisance reports, evidence of noise incidents is required so that the correct assessment can be made and an accurate and proportionate response can be provided.
- 5.6 Evidence will need to be provided by the person experiencing the noise including dates, times, duration and impact of the noise. This may be provided in various formats including a diary record, emails, sound recordings, verbal reporting over the telephone or use of a reporting App tool. In some cases, professional sound recording equipment may be installed to gather independent evidence of the noise or officers may want to witness the noise in person. See section 7 for further information on reporting issues.
- 5.7 Where the noise might not constitute anti-social behaviour, or a statutory noise nuisance, we may provide practical advice on how to reduce noise to lower levels and this could include, for example:
- Provision of advice on floor coverings to help reduce noise transference.
 - Make practical suggestions about the use of space within the property and domestic routines.
 - Provision of pads for kitchen cupboard doors.
 - Advice and support to access anti-vibration floor mats to use under washing machines.
 - When letting properties, where possible, offer the prospective tenant to keep carpeted floor coverings that are in good condition (with a disclaimer).
 - Promoting the signing up to our good neighbour agreement.
 - Carrying out informal sounds tests to ascertain the level of noise being transferred from one property to another.
- 5.8 Before making a report of noise nuisance, we recommend that customers consider the following:

Considerations for whether noise is 'reasonable or not'

- What time is the noise happening? Is it happening during the day or at night-time?
- How long does the noise lasts for? Does it go on for hours or a short time?
- How frequently is the noise is happening, i.e. daily, weekly, or is it a 'one-off'?
- How loud is the noise?
- What do you think is causing the noise?
- Do you think the noise is intentional?
- Is the noise coming from normal day to day activity?
- How are you being impacted by the noise?

6. Hate Incidents and Hate Crime

- 6.1 Hate incidents and hate crimes occur when an individual is subjected to hostility or prejudice by another person because of either their race, faith, disability, sexual orientation and/or gender identity.
- 6.2 Hate incidents and crimes can take many forms and may cause considerable distress. It is important to report each incident so that the victim can access support, and agencies can work together to stop them happening again.
- 6.3 If a hate incident is part of wider issue with your neighbour you will need to inform your ASB Caseworker of the incident who will ensure it is logged and will provide you with appropriate support and advice.
- 6.4 We will ensure all hate incidents that are reported to the Anti-Social Behaviour Team are logged corporately and with West Sussex County Council and / or will provide support to customers to do this.
- 6.5 Full and comprehensive support will be offered to the victims of such behaviour in conjunction with our partner agencies, such as Victim Support and Sussex Police.

7. How to Report Anti-Social Behaviour, Noise and Neighbour Nuisance, and Hate Crime

- 7.1 We want to ensure that reporting anti-social behaviour is as easy as possible. Therefore we offer a wide range of methods for customers to make their initial report to us including:
 - Online: https://my.crawley.gov.uk/service/Tell_Us_About_A_Problem
 - By email: asb@crawley.gov.uk
 - By telephone: 01293 438438
 - In person at the Town Hall, The Boulevard, Crawley.
 - By letter to the above address
- 7.2 You can report a hate incident or crime to the Hate Incident Support Service confidentially on:
 - Web: www.westsussex.gov.uk/fire-emergencies-and-crime/report-problemsin-your-area/report-a-hate-crime/
 - Phone: 0808 168 9274 (freephone)
 - Email: sussexhateincidentreport@victimsupport.org.uk
- 7.3 In order for the Anti-Social Behaviour Caseworker to be able to make an assessment of the issue that is being reported and to respond and take fair and proportionate action where required, the person affected by the nuisance behaviour (or their representative) will need to provide ongoing evidence of all the incidents that happen after the initial report has been made.
- 7.4 Customers will therefore need to keep a log of incidents they are affected by, and we will work with them to find the best method for them to provide this evidence to us. The various options for providing evidence to us include:
 - Using diary sheets to record each incident
 - Using the reporting ASB App on a smart phone to record and log incidents
 - Directly emailing or phoning the allocated caseworker

Reporting online at

[https://my.crawley.gov.uk/service/Tell Us About A Problem](https://my.crawley.gov.uk/service/Tell_Us_About_A_Problem)

- 7.5 In all instances, if criminal activity has taken place or the situation requires police intervention, please report to Sussex Police immediately on 999 in an emergency or 101.

8. Responding to Reports of Anti-Social Behaviour, Noise and Neighbour Nuisance

- 8.1 Once a report of anti-social behaviour has been received the response provided will be tailored to each case. Discretion and expertise will be used alongside risk management approaches to choose the most appropriate actions to help resolve the problem. We will consider in each case: the nature and frequency of the conduct or behaviour; the impact of the conduct on others; the success and response to previous actions; and the proportionality and reasonableness of the proposed course of action in relation to the issue.
- 8.2 All parties involved in the conflict will be encouraged to engage and participate in the process in order to stop incidents from escalating, to communicate with each other where appropriate, and to respect differing viewpoints.
- 8.3 When an initial report is received, we will aim to make contact with the customer within two working days to discuss the matter.
- 8.4 A specific caseworker will be allocated who will listen to the problem, record the complaint and discuss the outcome the customer would like to see achieved. Where possible, the caseworker will remain the single point of contact for the duration of the case until it is resolved. They will also check in regularly with both parties for the duration of the case.
- 8.5 A risk assessment will be carried out to discover the impact of the alleged conduct on the victim and their household and this will guide a discussion about the most effective initial actions that can be taken.
- 8.6 In most cases, customers will be encouraged to initially speak to their neighbours about the problem to make them aware of how they are being impacted. This usually proves very effective in resolving problems amicably between both parties.
- 8.7 A copy of our 'Dear Neighbour Card' can be downloaded from the Council website <https://crawley.gov.uk/sites/default/files/documents/PUB352643.pdf>. This can be completed and posted through their neighbour's door if the customer feels uncomfortable approaching their neighbour directly. A copy of our "Dear Neighbour Card" can also be found in [Appendix B](#).
- 8.8 In most other cases, or where the above does not resolve the problem, the next step will then be to apply early intervention tools and techniques, which may include:
- Home visits to discuss the issues and agree desired outcomes and solutions
 - Offering appropriate advice and support to the customer
 - Shuttle mediation – this is a method of dispute resolution where both parties involved in the conflict are spoken to separately to help them to reach an agreement
 - Community Resolutions – an informal agreement between parties or an apology.

Working with other agencies to provide appropriate support and interventions to help address the causes of the anti-social behaviour

- Making other Council teams such as the Housing Team aware of the problem as well as other relevant agencies such as the police.
- Sending a block or corridor letter to inform neighbours that an issue has been detected and to remind people of their good neighbour responsibilities and provide advice to help resolve the problem.
- Warning and advisory letters, which may include tenancy warnings for Crawley Homes' tenants
- Acceptable Behaviour Contracts (ABC's)
- Provide an action plan.

8.9 Where a case is assessed as being a higher risk or impact or there are further or multiple reports of incidents, we aim to intervene as early as possible to work towards a speedy and successful resolution that works for all parties. We will consider all of the above and also:

- Commence an investigation and address allegations swiftly, and in a joined-up manner where assistance is needed from other agencies
- Provide an action plan setting out the actions that will be taken and by whom, this will include how evidence should be gathered and will detail what the future contact arrangements will be
- Provide advice on how to report future incidents (see above)
- Consider the installation of a sound recording device
- Consider witnessing the issue
- Consider the installation of CCTV.
- For all parties, support measures may include, as appropriate to the situation:
- Regular communication with the victim and perpetrators
- Referrals to support agencies such as Victim Support and Crawley's Wellbeing Team
- Referrals to, and liaison with, other agencies to support either party, for example, drug and alcohol services, mental health services, social services
- Translation, interpreting and alternative methods of recording incidents where required.

8.10 We understand that experiencing or being accused of perpetrating anti-social behaviour and/or neighbour nuisance can be very distressing. Relevant support and advice will be provided to all parties involved in the conflict. If the complaint is about you, in most cases we will:

- Allocate a caseworker to investigate the allegations
- Contact you to discuss the complaints and listen to your version of events. We will remain impartial
- Suggest what you need to do to stop the impact of the behaviour on others, whether intended or not
- Provide relevant support and advice to you, and if appropriate contact and work with other relevant agencies to help resolve the anti-social behaviour.

If you are a Council tenant, make you aware if the reported instances could be in breach of your tenancy agreement, whether we are considering legal enforcement action and what the result of that action might be for you and your tenancy. This may not be possible if your behaviour is very serious and has a significant impact on others or if the problem escalates quickly.

9. Legal Enforcement Action

- 9.1 Our aim is to bring an end to a situation by supporting a change to problematic behaviour. If this approach fails, the behaviour escalates, or this approach is no longer appropriate we may look to apply legal enforcement measures. These include (but are not limited to) injunctions, possession action (for Crawley Homes' tenants), closure orders, community protection notices, abatement notices, criminal behaviour orders and public space protection orders. We may also work with other Council departments and statutory bodies to implement other legal remedies.
- 9.2 [Appendix C](#) sets out the range of legal enforcement actions that may be used and when or to whom these actions would apply to. It is important to bear in mind that enforcement action is only one of a range of remedies to stop anti-social behaviour and neighbour nuisance and is usually only used when other approaches fail.
- 9.3 For fair and justified legal action to take place, robust evidence is essential. Section [7.4](#) above details how evidence can be provided.
- 9.4 Some types of enforcement action can take a long time to progress through the Courts. We recognise that the enforcement process can be stressful for victims, and we would urge all residents to access other forms of support and any services that can help during this time. Please see [Appendix D](#) for organisations who may be able to provide additional support.

10. Ongoing contact and communication

- 10.1 Once a caseworker has been allocated to a case, they will contact the customer regularly to provide and receive updates on the progression of the case and to find out about further incidents.
- 10.2 We ask all customers to respond to any contact from us as soon as possible, and within a reasonable timeframe so that all information can be acted on in a timely way.
- 10.3 If customers do not respond to contact attempts and check-ins we will be unable to gather evidence to progress cases further and this could result in the case being closed. If customers are experiencing any difficulty keeping records of incidents or communicating, they are encouraged to make the caseworker aware so that support can be offered.
- 10.4 For issues to be resolved, it important that all parties treat each other respectfully. Should comments or actions (spoken and in writing) become abusive or intimidating from any party, we may consider legal action and reporting to the police.

11. Partnership Working

- 11.1 The regulator of Social Housing, under the Neighbourhood and Community Standard, requires registered housing providers to co-operate with relevant partners to help improve social, environmental, and economic wellbeing in their areas and to work in partnership with other agencies to prevent and tackle ASB in the neighbourhoods.
- 11.2 We work in partnership with a number of other agencies to prevent, deter and tackle nuisance and anti-social behaviour when it arises. Internally, these include Community Protection Officers, Community Involvement, Environmental Health, Crawley Homes, Planning, Neighbourhood Services and Legal Services.
- 11.3 More widely, we work with the Police, schools, registered social landlords, mental health services, social services, drug and alcohol services, voluntary services, and members of the community.
- 11.4 Criminal matters should be reported to Sussex Police. If it is appropriate for the Police to take responsibility for investigating an incident, the Council may work with them to support their investigation. Where an incident is not deemed to warrant criminal action, it may still be dealt with as anti-social behaviour and could also be a breach of the Crawley Homes tenancy agreement.

12. Anti-Social Behaviour Case Review

- 12.1. Victims of repeat anti-social behaviour have the right to request an Anti-Social Behaviour Case Review (formerly known as the community trigger) if they have reported three or more incidents to their landlord, the Council or the Police in the past six months (each incident must have been reported within one month) and feel that either no action or inadequate action has been taken to address the problem.
- 12.2. The ASB case review can be used by the victim of the ASB or any person acting on their behalf, such as a family member, friend, carer, councillor, MP or other professional person (if they have the victim's consent). Details of how to make a case review request can be found on the Council's website.
- 12.3. The Council has a statutory duty to attend case review meetings together with the other relevant bodies. The Council also has a duty to publish their ASB Case Review Policy and data on ASB case review applications received annually. The Council will make customers aware of the ASB case review process and the relevant processes.

13. Vexatious Complaints

- 13.1 We are responsible for ensuring that all customers are treated fairly and that our investigation and action we take is proportionate and justified. If we have reasons to believe the complaints that are being made are false, we will consider taking appropriate action against the person making the false allegations. Where these have been made by a Crawley Homes tenant, this could include legal action against the tenancy.
- 13.2 Examples of such behaviour might include:
 - Making allegations about a neighbour which we discover are false.

- Complaining about someone in a ‘vexatious’ way, which might mean repeatedly making petty allegations against them.
- Repeatedly contacting the Council, whether by phone, email or in person, to make the same allegation to different employees, or to make similar allegations in slightly different ways.
- Contacting other agencies to make false allegations about a neighbour.
- Unreasonably refusing to accept our decision on the nature and extent of any enforcement action in a case.

14. Staff Training, Service Monitoring and Review

- 14.1 Staff receive appropriate training in accordance with their role, especially with regard to legislation and dealing with potentially vulnerable people. This includes relevant refresher training and training as part of an induction schedule for new staff.
- 14.2 We monitor the quality of this service, via satisfaction surveys and performance statistics and take steps to continually improve the service generally and in response to customer feedback.

15. Consultation

- 15.1 Members of the community, Crawley Homes’ tenants and leaseholders and relevant agencies have been consulted in the development of this policy via the Council website, social media, surveys and focus groups.
- 15.2 This policy has the agreement of Crawley Homes’ Senior Management Team (SMT) and the relevant Portfolio Holders.

16. Equalities Implications

- 16.1 We have a duty under the Equality Act 2010 to have due regard to the need to:
- Eliminate unlawful discrimination, harassment or victimisation.
 - Advance equality of opportunity between persons who share a protected characteristic and persons who do not share it;
 - Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 16.2 Protected Characteristics are age, disability, race/ethnicity, pregnancy and maternity, religion, sexual orientation, sex, gender reassignment and marriage/civil partnership.
- 16.3 An Equality Impact screening assessment on this policy has been completed. Our assessment indicates a likely positive impact on members of the community who hold a protected characteristic.
- 16.4 To mitigate against any negative impact on a person as a result of a protected characteristic, a specific Equalities Impact Assessment is also carried out on a casework basis before taking each legal enforcement step, for example where the perpetrator of the said action has or is suspected to have a protected characteristic that impacts their behaviour. When considering proportionality, the Council will consider whether other remedies would be more appropriate than taking enforcement action and are likely to resolve the problem in a different way.

- 16.5 All members of staff are expected to treat all persons involved fairly and with respect and with due regard to their individual needs or accessibility requirements. A summary of this policy is available in easy read format and translation upon request. Interpreting services are available as required.
- 16.6 Service managers are responsible for ensuring that this policy is fairly applied, with due regard to each person's individual circumstances and for adequate training for staff on equality issues.
- 16.7 Upon request, the is policy can be translated and provided in alternative formats including large print and braille.

17. Complaints about a Service or Disputes about this Policy

- 17.1 If you would like to make a complaint about a service you have received or you feel that the policy has been applied incorrectly you can escalate this through the council's complaints procedure www.crawley.gov.uk/councilinformation/contact-us/complaints

18. Policy review

- 18.1 This Policy will be reviewed every two years but may be amended in the meantime to reflect regulatory, legislative and service changes.

Appendix A- Issues to report

ASB Issue Type	Agency		
	Council resident	Owner occupier / renting privately	Housing Association resident
Noise in residential property including animal noise.	ASB Team	ASB Team	Landlord in the first instance, if you are not satisfied with their response to report to Crawley Borough Council. If it is a statutory nuisance they will report it to the Council.
Drug Dealing in the Community.	Police	Police	Police
Drug dealing/use in a residential property	ASB Team and Police	Police	Landlord and Police
Animal Nuisance i.e dog fouling in public space	Community Protection Team – Crawley Borough Council	Community Protection Team – Crawley Borough Council	Community Protection Team – Crawley Borough Council
Animal Nuisance in residential property	ASB Team	ASB Team	Landlord
Intimidation and Threatening Behaviour from neighbour	ASB Team – the Council may work with the Police	Police	Landlord and Police
Theft and criminal damage	Police	Police	Police
Untidy Garden	ASB Team	Planning and possible ASB Team	Landlord
Bonfires	ASB Team	ASB Team	Landlord

Graffiti	Council https://crawley.gov.uk/transport-andstreets/streetcare/graffiti	Council https://crawley.gov.uk/transport-andstreets/streetcare/graffiti	
Flytipping	Council https://crawley.gov.uk/transport-andstreets/streetcare/street-care-issues	Council https://crawley.gov.uk/transport-andstreets/streetcare/street-care-issues	Council https://crawley.gov.uk/transport-andstreets/streetcare/street-care-issues
Hate Incidents	ASB Team & Police	Police	Police & Landlord
Domestic Abuse in residential property	Police and ASB Team	Police	Police & Landlord
Child safety concerns in residential property	Social Services	Social Services	Social Services
CCTV / privacy disputes	Housing/ASB/Information Commissioners Officer	Police/Information Commissioners Office	Police/Landlord/Information Commissioners Office

Appendix B – Dear Neighbour Card

Dear

You may not be aware that there was a disturbance from your property on (date) at (time)

I could hear your: TV Music Voice(s) Other

This meant I couldn't (e.g. sleep/hear my TV)

I hope you understand.

Thanks for your co-operation.

Kind regards,

Appendix C- Enforcement Action

Enforcement Action

	Acceptable Behaviour Contracts (ABC's)	Tenancy Warning Letters	Notice Type	Possession Application	Eviction	Injunction	Closure Order	Community Protection Notice Warning	Community Protection Notice	Prosecution of breach of CPN	Criminal Behaviour Order
Insecure Tenancy	✓	✓	Notice to Quit	✓	✓	✓	✓	✓	✓	✓	✓
Introductory Tenancy	✓	✓	Notice to Extend Notice to Terminate	✓	✓	✓	✓	✓	✓	✓	✓
Flexible Tenancy	✓	✓	Notice of seeking Termination Notice of Intention not to Review (housing lead)	✓	✓	✓	✓	✓	✓	✓	✓
Secure Tenancy	✓	✓	Notice of Seeking Possession	✓	✓	✓	✓	✓	✓	✓	✓
CBC Leasehold properties	✓	Breach of lease warning letters	Forfeiture of lease	X	✓	✓	✓	✓	✓	✓	✓
Housing Association Tenancies	✓	X	X	X	X	✓	✓ **	✓	✓	✓	✓

Appendix D – Helpful contacts

Anti-Social Behaviour Team

Email: asb@crawley.gov.uk

Call: 01293 438438

Website: www.crawley.gov.uk/asb

Community Protection Team

The Community Protection Team aims to tackle environmental crime and anti-social behaviour in public spaces to help Crawley residents and visitors feel safe.

Please visit their website for responsibilities and information on how to report

<https://crawley.gov.uk/community/protecting-crawley/community-protectionteam/about-community-protection-team>

Police

Police emergency: 999

Police non-emergency: 101

West Sussex County Council

Call: 01243 777100

Website: www.westsussex.gov.uk

West Sussex Adults Carepoint 01293 642121

Email: socialcare@westsussex.gov.uk

Children Services - Children's Access Point (CAP).

Call: 01403 229900

Email: cap@westsussex.gcsx.gov.uk

Victim Support

National charity giving free and confidential help to victims of crime, witnesses, their family, friends and anyone else affected.

St Pauls Methodist Church, Woodfield Road Crawley, West Sussex RH10 8ER

Call: 0808 168 9274 or 0808 1689 111

Website: <https://www.victimsupport.org.uk/resources/sussex/>

Worth Services

Independent domestic violence advisor service to support people affected by domestic abuse in West Sussex.

Worth Services, Urgent Treatment Centre West Green Drive Crawley, West Sussex RH11 7DH

Call: 01293 600300 ext. 3510

Email DomesticAbuseServicesCentral@westsussex.gov.uk

Call: 07834 968539 or 033 022 28181

Contact details on WSCC page

Website: <https://www.westsussex.gov.uk/fire-emergencies-and-crime/domestic-abuse/>

Citizens Advice Bureau

Free, independent, confidential and impartial advice to everyone on their rights and responsibilities

The Orchard, 1-2 Gleneagles Court, Brighton Road Southgate, Crawley, West Sussex RH10 6AD

Call: 0808 278 7969

Website: www.advicewestsussex.org.uk/

National web site www.citizensadvice.org.uk

National Adviceline 0800 144 8848

Shelter

Housing and homelessness charity provides free, confidential advice to people with all kinds of housing problems.

Website: www.shelter.org.uk

Housing Helpline number: 0808 800 4444

CGL

Free and confidential specialist drug and alcohol treatment.

Call: 0330 128 1113

Website www.changegrowlive.org/