

# Islington Council is committed to tackling anti-social behaviour (ASB)

We take all reports seriously and work closely with partner agencies, such as the police and local housing associations to tackle crime and ASB.

## What can I report?

- Excessive noise at unreasonable hours from neighbours, commercial premises or members of the public
- Rowdy or inconsiderate behaviour from gatherings or groups
- Nuisance odours and fumes
- Information that can help stop fly-tipping, dog-fouling and graffiti



You can also download the **Love Clean Streets app** for free to report rubbish, graffiti, dog fouling and overflowing bins. This is available to download on iPhone, Android and Windows phone via app stores.

## When to contact the police or Crimestoppers

All criminal behaviour should be reported to the police. This includes:

- drug use or dealing
- hate crime
- any incident involving threats or violence
- harassment
- noise from possible domestic abuse

**In an emergency or if someone is at imminent risk call 999. The non-emergency number is 101.** You can also contact Crimestoppers on **0800 555 111** or report online anonymously at **[www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)**



## How to report ASB Monday to Friday between 9am – 5pm

If it is about an Islington property email

**[HomesandCommunities@Islington.gov.uk](mailto:HomesandCommunities@Islington.gov.uk)** or call **020 7527 5300**.

If it is about a Housing Association property contact the relevant Housing Association directly during the day. We will work with them if they are unable to resolve the issue.

For all other issues please contact the **ASB Reporting Line**.

## Out of Hours Response Service

If you're experiencing ASB in the evenings, please contact the Out of Hours Response Service which is available between **Sunday to Thursday nights 4pm to 2am and Friday and Saturday nights 5pm to 4am**.

Please provide a contact phone number, so officers can call you back and arrange to attend and investigate on the night.

Details of your report and the officer's findings will be shared with the housing provider responsible for managing your case. Please contact your housing officer for any case updates.

The more information we have the more likely we will be able to help. Please try to make your report when the issue is happening and give as much detail as you can, including when, where, who, what, the impact the ASB is having, along with your contact details. We may need to phone you back to find out more, or arrange to attend and investigate the issue.

## ASB Reporting Line

The quickest and most convenient way to report ASB is online **[www.islington.gov.uk/reportasb](http://www.islington.gov.uk/reportasb)** or by calling **020 7527 7272**.