



## Local office contact details

### **Berkshire, Wiltshire, West of England, Devon**

T 0800 587 2325

E [contact@sovereign.org.uk](mailto:contact@sovereign.org.uk)

(all enquiries and out-of-hours emergencies)

### **Dorset**

T 01202 460460 or 0800 169 5686

E [contactdorset@sovereign.org.uk](mailto:contactdorset@sovereign.org.uk)

(repairs and out-of-hours emergencies)

### **Oxfordshire and surrounding area**

T 01235 536001 or 0300 500 0926

E [contactoxon@sovereign.org.uk](mailto:contactoxon@sovereign.org.uk)

(repairs and out-of-hours emergencies)

### **Hampshire**

T 0800 988 4858

E [contacthants@sovereign.org.uk](mailto:contacthants@sovereign.org.uk)

(all enquiries and out-of-hours emergencies)

## Head office

### **Sovereign Housing Association Limited**

Woodlands

90 Bartholomew Street

Newbury RG14 5EE

[sovereign.org.uk](http://sovereign.org.uk)



[facebook.com/asksovereign](https://facebook.com/asksovereign)



[@sovereignha](https://twitter.com/sovereignha)



**MySovereign app**

CAN BE DOWNLOADED  
TO PAY RENT OR REPORT  
A REPAIR FROM YOUR MOBILE

# Anti-social behaviour



Sovereign Housing Association Limited is charitable

H&C-28058 April15 inh

## We take reports of anti-social behaviour, domestic abuse and hate crime seriously and will investigate any incidents reported to us.

We work in partnership with other agencies, such as the police, to prevent and tackle it. We understand that the quality of our response is important to you - so it's a priority for us.

## What you can expect from us

- all reported incidents of anti-social behaviour will be taken seriously and investigated
- we will treat all reports of anti-social behaviour confidentially
- we will treat you fairly regardless of age, disability, religion, gender, sexual orientation and ethnicity
- when you report anti-social behaviour to us, we will tell you who is dealing with your case within one working day
- we will carry out a risk assessment, either over the phone or face to face
- we will agree an action plan with you, telling you what we can do and what you can do to resolve things
- we will keep you informed of progress, but also rely on you to keep in contact with us
- if a serious allegation is made and there is a threat to someone's safety, we will discuss security measures and what further action we can take with you
- and if appropriate, we will take legal action to protect our residents from harm.

## What you can do

- see if you can resolve your differences by discussing things in a calm and reasonable manner
- keep a record of all incidents of anti-social behaviour, including dates, times, details of anyone involved and what happened
- do not retaliate. This could result in complaints being made against you
- if you experience threatening behaviour or damage to your home, please contact your local police or let us know.

## Noise nuisance

- Noise nuisance is the most common problem we investigate.
- If you are experiencing noise nuisance please politely and calmly ask your neighbour to keep the noise down.
- If noise nuisance persists, please contact the environmental health officer at your local council or let us know.

## Report it

To report anti-social behaviour, domestic abuse or hate crime, you can:

- contact the police on 999 (emergencies)
- contact the police on 101 (non-emergencies)
- visit [sovereign.org.uk](http://sovereign.org.uk) and complete an online form
- email [community.safety@sovereign.org.uk](mailto:community.safety@sovereign.org.uk)
- contact us by phone, or
- visit your local Sovereign office.