

### **Homerton Neighbourhood Office**

92 Well Street,  
London, E9 7JA

Tel: 020 8356 7800

### **Queensbridge and De Beauvoir Neighbourhood Office**

31 De Beauvoir Road,  
London, N1 5SJ

Tel: 020 8356 6600

### **North East Neighbourhood Office**

Clock House, 149 Stamford Hill,  
London, N16 5LG

Tel: 020 8356 6500

### **North West Neighbourhood Office**

Stoke Newington Municipal Building,  
Stoke Newington Church Street,  
London, N16 OJR

Tel: 020 8356 6151 or 6152

### **Shoreditch Neighbourhood Office**

1 Cropley Street, Bletchley Court,  
London, N1 7PT

Tel: 020 8356 6705

Just because the office is closed  
doesn't mean you can't report

## **Anti-Social Behaviour**



Report **ASB** out of hours  
New Number: **020 8356 3310**



## Introduction

If you experience anti-social behaviour and are unsure of where to turn; you can now call Hackney Homes' *Out of Hours* helpline. Trained officers on duty will provide support, advice and a response to low level anti-social behaviour issues and concerns you may have, in the strictest of confidence.

## What is the number and when can I call?

The number to call is **020 8356 3310** which you can access between **7pm and 5am, seven days week**. Remember you can still report any issues or concerns you may have during the day through your Local Neighbourhood Office.

## Our commitment

Hackney Homes is committed to ensuring that you feel safe and secure in your home and on your estate, therefore *Out of Hours* is a new service provided for you. To determine the level of demand for this service, *Out of Hours* will operate for six months initially, from October 2009 to March 2010.

## What issues will Out of Hours respond to?

- Intimidation from groups
- Properties where loud music or large gatherings are being conducted
- Residents who feel threatened by anti-social behaviour and who may need a professional witness
- Witnessing vandalism and graffiti
- Evidence gathering of noise nuisance, fly-tipping and pet control problems
- Sighted attempts of individuals accessing restricted areas e.g. roof spaces

## What will happen when I report an issue?

- Your call will be treated with sensitivity and in the strictest of confidence
- The officer on duty (specifically trained to deal with anti-social behaviour queries and issues) will log details of the call and decide on how best to deal with your concerns or issue.
- Possible courses of action include, officers:
  - attending a property or estate where anti-social behaviour is taking place and diffusing the situation;
  - acting as professional witnesses and gathering evidence;
  - contacting the police where a crime is being committed.

## What if I have a domestic violence or hate crime issue?

- In cases of domestic violence and hate crime you can also call the *Out of Hours* number on **020 8356 3310**.
- An officer will deal sensitively with your call and provide advice, information on what you can do, and may refer you to where you can find expert help and support e.g. the police or national help lines.

## What is domestic violence?

- Domestic violence is any threatening behaviour, violence or abuse between adults who are or have been in a relationship, or between family members. It can affect anybody, regardless of their gender or sexuality.

## What is hate crime?

- Hate crime is any incident, which constitutes a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate e.g. race, disability, religion or belief, sexual orientation and transgender.

## Reporting issues relating to low level anti-social behaviour, domestic violence and hate crime during office hours

- You can report any concerns you may have relating to anti-social behaviour, domestic violence and hate crime to your local **Hackney Homes Neighbourhood Office** during normal office hours, Monday to Friday 9am to 5pm. See contact details below or alternatively visit **[www.hackneyhomes.org.uk/hcs-community-safety.htm](http://www.hackneyhomes.org.uk/hcs-community-safety.htm)**
- You can also call **Domestic Violence & Hate Crime Team Helpline** on **0800 056 0905** Mon-Fri, 9.30am to 5pm.