



Tackling Anti-Social Behaviour In Bushbury Hill



Tenants striving for excellence

EST 1998

Bushbury Hill

Estate Management Board

Anti-Social Behaviour & Feeling Safe In Your Home

In late 2022, Bushbury Hill EMB commissioned an independent Tenant Satisfaction Survey which identified the areas of service we provide that you were the least satisfied with which were:

- Anti – social Behaviour
- Feeling Safe in Your home

We were surprised by the results as we have hardly any antisocial behaviour reported to us and the Board wanted to understand why this was and decided to scrutinise these services in greater detail to understand your concerns and see how we can improve. Over the last 6 months we commissioned a more detailed survey gathering information on antisocial behaviour in the area and the reasons people do not feel safe in their homes. 167 of you took part in the formal survey and many more of you completed surveys at our Funday last summer. We want to thank you for your time and giving us the information to help us improve our service to you.

Key Findings:

- Tenants have a different understanding of what Anti social behaviour means and when antisocial behaviour is in fact criminal behaviour.
 - Tenants are not sure what Bushbury Hill EMB are responsible for and who to report different types of ASB to
- Feeling Safe in your home
- The majority of people felt unsafe after dark and wanted better streetlighting and security around their homes.
 - Dangerous driving around the estate by people in cars, mini motos and bikes was also a key reason why people felt unsafe.

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How to deal with Anti-Social Behaviour (ASB)

For criminal acts you need to report these to the Police in the first instance, call 101 for non-emergencies and 999 for emergencies. If the crime relates to a BHEMB property, you can then pass the crime reference number to your Tenancy Officer

For nuisance and annoying behaviours, you need to speak calmly and politely to your neighbour in the first instance. They may not even be aware of the problem and it could be resolved with a short conversation.

For ASB relating to public spaces, for example graffiti, abandoned cars or fly-tipping, you need to report these to City of Wolverhampton Council. You can usually make a report directly on the Council's website www.wolverhampton.gov.uk

For problems coming from a housing association property, you need to report these direct to the landlord. Contact details for the major social landlords in Bushbury Hill:

- Bromford 0330 1234 034
- Midland Heart 0345 60 20 540
- Walsall Housing Group 0300 555 6666
- The Wrekin Housing Group 01952 217100



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HOW TO DEAL WITH ANTI-SOCIAL BEHAVIOUR (ASB)

For privately rented or owner-occupied properties you can contact the Wolverhampton ASB team on **01902 556789**. This team is operated by Wolverhampton Homes, so they can also deal with issues in a Wolverhampton Homes property

If a neighbour nuisance relates to a BHEMB managed property and you have tried to resolve the issue yourself without success then you can speak to your tenancy officer, here is a list of which officer manages which streets:

Louise 01902 556562
Bushbury Lane
Goodyear Avenue
Melverton Avenue
Neve Avenue
Perry Avenue
Showell Road
Third Avenue
Walker Avenue
Whitgreave Avenue
Wingfoot Avenue

Lisa 01902 552704
Annan Avenue
Fifth Avenue
First Avenue
Hendon Close
Hillcrest Avenue
Jenks Avenue
Oldfallings Lane
Portsdown Close
St Chads Road
Thorne Avenue

Monica 01902 550685
Colley Avenue
Dickinson Avenue
Hammond Avenue
Kemphorne Avenue
Leacroft Avenue
Low Hill Crescent
Sandy Lane
Second Avenue



Reporting ASB

Who Do I Report This To?

Vehicle related -
Cars &
Bikes

Assault or
physical
Violence

Neighbour
Nuisance

Drug use or
Drug
dealing

Domestic
abuse or
Domestic
Violence

Dog barking or
dog fouling



Report this to the Police on 101 or in an emergency 999
Report abandoned vehicles to the City Council

Report this to the Police on 101 or in an emergency 999
If a BHEMB property is involved, pass us the crime number

Speak to your neighbour in the first instance
If from a BHEMB property report to your Tenancy officer

Report this to the Police on 101 or in an emergency 999
We can only act against tenants following prosecution/caution

Report this to the Police on 101 or in an emergency 999
Advice available from The Haven 24 hours 08000 194 400

Speak to the dog owner and let them know about the problem
If from a BHEMB property report to your Tenancy officer

Reporting ASB

Who Do I Report This To?

Hate crime

Noise nuisance

Criminal damage

Vandalism, graffiti or fly tipping.

Alcohol related.



Report this to the Police on 101 or in an emergency 999
If a BHEMB property is involved, pass us the crime number

Speak to your neighbour in the first instance
If from a BHEMB property report to your Tenancy officer

Report this to the Police on 101 or in an emergency 999
If a BHEMB property is involved, pass us the crime number

Report any vandalism, graffiti or fly tipping in public spaces to the City Council

Not from a BHEMB property report to 101 or in emergency to 999
If from a BHEMB property report to your Tenancy officer

Planned Improvements Relating To ASB And Feeling Safe In Your Home

- **ALLEYWAY GATES FOR PROPERTIES**

WE HAVE A PROGRAMME TO PROVIDE THESE FOR ANY HOUSE THAT SHARES AN ALLEYWAY WITH A NEIGHBOUR.

- **IMPROVEMENTS TO THE LEACROFT AVENUE ROUNDABOUT**

THERE IS AN ISSUE WITH BIKES BEING RIDDEN STRAIGHT OVER THIS ROUNDABOUT WHICH IS NOT SAFE FOR THE RIDERS OR OTHER ROAD USERS. WE ARE WORKING WITH HIGHWAYS TO SEE IF THIS ROUNDABOUT CAN BE MADE SAFER.

- **DOORBELL CAMERAS FOR OVER 60S**

SOME YEARS AGO WE PROVIDED DIGITAL DOOR-VIEWERS TO OUR OLDER TENANTS AND THESE WERE POPULAR. SINCE THEN, THE TECHNOLOGY HAS IMPROVED AND WE HAVE WELCOMED NEW STREETS TO BHEMB AND THOSE TENANTS NEVER HAD THE OPPORTUNITY. WE ARE THEREFORE HOPING TO OFFER DOORBELL CAMERAS TO ALL TENANTS AGED OVER 60.

- **BACK GARDEN FENCING**

WE IMPROVED SECURITY BY REPLACING OR RENEWING FENCING IN 731 PROPERTIES AND SPENT £1.8M DELIVERING THIS ACROSS THE LAST 5 YEARS.



Bushbury Hill Estate Management Board

Are you experiencing Anti-Social Behaviour?

Do you know what constitutes Anti-Social Behaviour?

Do you know what to do when Anti-Social Behaviour occurs?

There is help available to deal with Anti-Social Behaviour.



www.bushburyhill.co.uk
01902 552995
Repairs: 0800 328 4090
Email: info@bushburyhill.org