



How we deal with a complaint about anti social behaviour

This leaflet gives you some ideas of how we deal with complaints of noise nuisance or anti social behaviour from our tenants.

Noise

Noise is a major problem. This can be caused by people using their televisions, record players or radios too loudly. It can be caused by noisy parties, or gatherings where people talk and laugh too loudly and upset the neighbours.

What to do if you are bothered by noisy neighbours

If you are being troubled by noise, firstly contact the neighbour causing it and try and sort it out in a friendly way. Tell them politely and calmly what is wrong and ask for their help in sorting it out. Try to reach an agreement both of you can keep.

If this does not work, you should consider discussing the problem with your Housing Officer. People often expect us to be able to solve disagreement and noise problems immediately by evicting the people causing the problems. We can't do this, but we will do all we can to solve the problem.

We will often suggest you contact other agencies such as the Police or the Environmental Health Department.

This is because they have powers that can deal with noise problems a lot more quickly than we can.

What can we do?

- We will work with other agencies such as the council's Environmental Health Department and the Police to help you solve the problem.
- We will work with you and your neighbour to try and help you work out your differences. We can arrange a meeting between everyone involved to try and reach an agreement.
- We will always treat everyone fairly and will not put the blame on anyone or take sides.
- As a last resort, we will consider taking legal action.

Legal action

We can take legal action to evict our tenant if they are breaking the conditions of their tenancy. Before we do this we will consider the facts very carefully.

If we feel that this is the best course of action, we will send a notice that we are planning to take the case to court. It is often several months before the case gets heard. In the meantime, everyone involved will have to take detailed notes of all the events and disturbances. You should also be prepared to make statements to solicitors and even act as a witness in court.

When the case gets to court, the judge has to be satisfied that there is enough proof that the events took place, and that it is reasonable to evict the person causing the nuisance.

Other disagreements with neighbours

If the nuisance is something other than noise and you cannot sort out the problem with a friendly discussion, please discuss it with us. We will look into the matter, let you know if we can help and, if we can't, tell you who can help. We cannot take action unless you give us your name.

Harassment

If people are deliberately behaving in a way that upsets you, this can be harassment. This kind of behaviour is not allowed under your tenancy agreement. You may be harassed because of your race, colour, religion, gender, sexuality or disability. If this is happening, you should let us know. We will try to help you and will take action against the tenants who are harassing you.

What you should do if you want to make a complaint

- If you have spoken to your neighbour and the situation has not improved, you should contact us to explain the problems you have been having.
- We will be able to tell you if we can help and give you advice.
- After investigating your complaint, we may ask you to keep a diary of events. Some diary sheets are included in this pack. We may also ask you to speak to other people about the events, for example a solicitor.

Useful phone numbers

- Citizen's Advice Bureau:
528017
- Police:
0845 0901234
- Victim Support:
506450
- Race Equality Council:
301290
- Social Services:
426000
- Gloucester, Environmental Health Department:
Office hours:
396304/396305
Out of office hours: 396396
- Gloucester, Domestic Violence Advice: 500115