

Being a good Neighbour

Helping you solve problems with your neighbours



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We will also ensure that other relevant agencies, i.e. Police are informed and involved. If as a witness you are experiencing severe problems due to your involvement we will inform our solicitor to see if there are other ways of securing a successful outcome.

We will be as supportive as possible to anybody acting as a witness at all stages.

What legal powers do we have to deal with nuisance and anti-social behaviour?

There are a number of legal remedies available to us in tackling anti-social behaviour and we will select the most appropriate remedy depending on the circumstances of each case.

This does not mean we will try to

evict every individual accused and convicted of ASB; rather we will try to manage the situation for the best outcome all round.

However where we have no choice we will use the full power of the law against perpetrators who refuse to change their behaviour.

Some of the legal remedies available to us are:

- **Anti-social behaviour orders or ASBO's (to keep to certain conditions or face further legal action)**
- **Injunctions (will legally stop your neighbour continuing their ASB)**
- **Acceptable Behaviour Contracts (ABC's) (Under the contract they agree to behave in a certain way)**
- **Demoted tenancies (Reducing security of the tenancy for a period of time)**

If you would like this or any other of our documents translated please contact us

Nếu bạn muốn có tài liệu này hay bất cứ tài liệu được chuyển dịch khác của chúng tôi, xin liên lạc với chúng tôi.

اگر آپ اس کا یا ہماری کسی بھی اور دستاویز کا ترجمہ حاصل کرنا چاہتے ہیں تو براہ مہربانی ہم سے رابطہ کیجئے۔

ਜੇ ਤੁਸੀਂ ਇਸ, ਜਾਂ ਕਿਸੇ ਹੋਰ ਪਰਚੇ ਦਾ ਤਰਜਮਾ ਕਰਵਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਵਿਰਧਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

આ અથવા અમારા અન્ય કોઈ દસ્તાવેજોનું જો તમારે ભાષાંતર જોઈએ, તો કૃપા કરી અમારો સંપર્ક સાધો.

如果你希望这份文件或我们的其它文件翻译成你的语言，请与我们接洽。

إن رغبتكم في الحصول على ترجمة لهذه الوثيقة أو لأي من وثائقنا الأخرى فالرجاء الاتصال بنا.

এটা বা আমাদের অন্য কোন দলিলের অন্তর্ভুক্ত পোতে চাইলে দয়া করে আমাদের সঙ্গে যোগাযোগ করুন।

Jeśli chciałbyś otrzymać tłumaczenie tego lub innych naszych dokumentów, prosimy o kontakt.

Se desejar que este documento ou qualquer outro seja traduzido, não hesite em contactar-nos.

Jei norite išversti šį arba bet kurią kitą dokumentą, prašome kreiptis į mus.

Cysylltwch â ni i dderbyn cyfieithiad o'r ddogfen hon neu unrhyw un o'n ddogfennau arall.



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This information leaflet is a summary of what to do if you experience anti-social behaviour, nuisance or have a dispute with your neighbour.

You can obtain a full copy of our anti-social behaviour policy on request from your local office or by visiting our website: www.wmhousing.co.uk

We believe that everyone has the right to the quiet enjoyment of their home and that nobody should have to experience any actions from others which would be regarded as unacceptable behaviour.



Being a good neighbour

When you become a customer of our housing association, you also become a neighbour to those around you. Although we do not expect you to become best friends with everyone you meet, being a good neighbour can be rewarding and help make the area you live in a nicer place.

However, we also know that sometimes people fall out with each other – sometimes over minor issues – so it is important that these situations don't get out of hand. It is also important that as part of your agreement with us you agreed not to cause a nuisance, disturb or harass your neighbours.

Preventing unacceptable behaviour happening in the first place

We understand that everyone wants to be surrounded by good neighbours. As part of our commitment to the neighbourhoods we work in, we have agreed to follow the Government's Respect Standard for Housing Management.

As well as support and timely action to tackle the causes of anti-social behaviour, we try to prevent problems occurring in the first place. If anti-social behaviour does happen, we want to work with you to deal with it and will be there to help you throughout.

If you would like more information about the Respect Standard, please contact your local association office or visit the government website: www.respect.gov.uk

What is anti-social behaviour and nuisance?

Anti-social behaviour (ASB) can be part of a range of unacceptable actions, but is any behaviour that causes harassment, alarm or distress and interferes with other people's use and enjoyment of their home and/or community.

Nuisance comes in many forms and typically includes:

- Racial and other harassment
- Violence/harassment
- Illegal or immoral behaviour
- Noise and noisy parties
- Behaviour of pets
- Untidy gardens
- Rubbish

- Misuse of communal areas
- Arguing and drunken behaviour
- Ball games in undesignated areas
- Aerials and satellite dishes
- Vehicles, parking and abandoned vehicles

Helping you to solve problems with your neighbours

Depending on the type of problem, we often ask those involved in neighbour disputes to try and settle the dispute amicably themselves. If we are involved at a very early stage, your neighbour may feel threatened, which may make the situation worse.

Explain to your neighbour in a calm and reasonable manner the problem you have; you may find your neighbour was unaware they were causing a nuisance. By speaking to your neighbour, you may be able to settle the matter straight away without having to do anything else. However, if your neighbour does behave unreasonably, you should walk away. **It is important not to retaliate, this could make things worse, or you may find this can weaken your case.**

What we will do to help resolve nuisance and Anti-social behaviour?

If attempts to resolve the matter yourself have failed, or the nuisance is very serious please contact your local office immediately, there are a range of things that we can do to help.

These include:

- **Setting up mediation between you and your neighbour.**
- **Visiting your neighbour to discuss the problem with them. If necessary this may result in them being given a formal warning about their behaviour.**
- **Asking you to keep a diary of events logging times and dates of incidents occurring. This evidence may be used in Court if the problem is serious and remains unresolved. Diary sheets are available from your local office.**
- **Asking other agencies to become involved – e.g. Police, Environmental Health, Support Agencies.**

- **Use the legal remedies available to us.**

Any unresolved cases of anti-social behaviour may result in legal possession procedures through the Courts.

Drawing up an action plan

To help understand what is required of us both during an investigation, we will draw up an agreed action plan. We will also discuss whether another agency should be involved, so that some form of joint action can be undertaken.

A summary of the discussion and the agreed action plan will be confirmed in writing to you within 14 days of your interview.

Witness protection and support

We understand that being a witness in an anti-social behaviour case may be a distressing and frightening prospect for you. We will talk to you about what support we or others can provide.

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