

Safer communities



Dealing with anti-social behaviour
& neighbour disputes



A provider of quality affordable housing solutions
helping to achieve community well being

Dealing with anti-social behaviour and neighbour disputes



Everyone has the right to live peacefully in their home and to be free from fear, harassment, intimidation, noise nuisance and any other form of behaviour that causes alarm or distress.

When you signed your tenancy agreement, you made an agreement about the way you, members of your household and your visitors would behave in and around your home. You agreed to live in your home without causing annoyance, damage, nuisance, or harassment or to threaten or act violently to others; this includes domestic violence and abuse. By signing this agreement your neighbours agreed to the same.

This leaflet explains what steps you can take if you are experiencing nuisance from a neighbour or other forms of anti-social behaviour and the ways we can help.

We take complaints of nuisance and anti-social behaviour very seriously and will take swift action against them. Tenants who behave in an anti-social manner risk losing their home and may find it difficult to be re-housed in the future.

What is anti-social behaviour?

Anti-social behaviour encompasses a wide range of activities and behaviours, ranging from those that cause minor nuisance or irritation, such as untidy gardens, to major incidents of harassment, threats or acts of violence.

Examples of activities or behaviours that we would class as anti-social behaviour include:

- Nuisance behaviour – noise, dogs barking continually or fouling in public areas, graffiti, badly kept gardens or rubbish accumulation, nuisance behaviour by groups of youths

- Violence or threats of violence – including domestic violence
- Harassment – behaviour that causes offence, alarm or distress to another individual or household which may be based on their race, gender, sexual orientation, disability, age or religion
- Damage to property
- Substance related nuisance – drug or alcohol misuse or drug dealing

What can you do if you are experiencing nuisance or anti-social behaviour?

Some complaints we receive concern problems that arise when people live close to each other and have different lifestyles. A degree of noise may be expected from time to time particularly if you live in a flat.

Your neighbours may occasionally hear noise from your home, so give and take is essential for people to live together in everyday life. However, if your neighbours are causing a problem there are several things you can do:

Talk about it

Approach the neighbour concerned, many problems can be resolved at this stage. Make sure you stay calm and be polite. Explain how the nuisance is affecting you. People often do not realise they are causing a nuisance and are willing to stop.

If this doesn't resolve the problem:

Allow a reasonable time before doing anything further. There may be an improvement or the problem may stop altogether. However, if the problem continues keep a record of the events and contact our Customer Services Team in writing, by calling into our offices or by phone on 0121 766 1100. We can give you advice and may refer you on to your neighbourhood officer depending, on the nature of your complaint.

For serious events such as an assault, racial or sexual harassment, you should also contact the Police.

What we can do

If you have not been able to resolve the problem yourself, your neighbourhood officer will be responsible for investigating your complaint. Your complaint will be recorded and you will be offered an interview within 5 working days. If your complaint is more serious, for example where there has been a threat of or actual violence, we will arrange to meet with you as quickly as possible and definitely within 24 hours.



We will agree a plan of action with you and put this in writing to you. This will outline what action we will take, what outcomes we expect to achieve and within what timescales.

In most cases we will try to resolve the problem by non-legal measures such as:

- Visiting the person you are complaining about
- A written warning
- Setting up mediation between you and your neighbour
- Working with other agencies to resolve the problem, such as the Environmental Health Department or Police
- Acceptable behaviour contracts

If these methods fail or the complaint is so serious as to warrant direct legal action there are a number of legal measures we can take:

- Taking action through injunctions. An injunction orders someone to behave in a certain way, they can be used to exclude someone from a particular area
- Anti-social behaviour orders (ASBO's)
- A demotion order on the tenancy
- Possession proceedings through the County Court. This could result in the tenant being evicted.

If we take legal action we have to provide the Court with supporting evidence and you may be required to be a witness in Court. We will fully support you throughout this process. We work with the police to protect witnesses and in extreme cases arrange a permanent or temporary move.

We will review all cases regularly and keep you up to date with progress being made.

We will seek to close a case as soon as possible, but only when it is resolved or where we believe no further action is possible.

We will inform you in writing when we close the case and the reasons why we have done so.

Other help available

Environmental Health Officers

The local authority environmental health department has legal powers to deal with certain forms of nuisance, including noise, dumped rubbish and dogs that bark constantly or foul communal areas. We will often work with the local authority to tackle nuisance but you can approach them directly if you have a problem.

Police

The Police can take action to address a variety of criminal activities including criminal damage, harassment, dealing or using illegal drugs and keeping of dangerous dogs. If you think there is criminal activity or if you have been threatened or subjected to violence you should contact the Police as well as letting us know.

Useful numbers

West Midlands Police 0845 113 5000

Birmingham City Council 0121 303 5466
Environmental Health Department

Crimestoppers 0800 555 111

Birmingham City Council 0121 442 5600

Victim Support 0845 303 0900

Women's Aid (Birmingham) 0121 685 8687

Women's Aid (Sandwell) 0121 552 6448



This document is available in another language upon request.

Arabic

هذه الوثيقة متاحة باللغة العربية عند الطلب.

Bengali

এই ডকুমেন্ট অনুরোধে বাংলায় পাওয়া যায়।

French

Ce document est disponible en français sur simple demande.

Gujarati

આ દસ્તાવેજ વિનંતી કરવાથી ગુજરાતીમાં મળી રહેશે.

Hindi

अनुरोध पर यह दस्तावेज़ हिन्दी में भी उपलब्ध है

Kurdish

ئهم به لگهیه به پیی داواکاری به زمانی کوردی ش دەس دەکه ویت

Portuguese

Este documento encontra-se disponível em Português, a pedido.

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Somali

Dokumentigaan waxaa lagu helaa Soomaali haddii la codsado.

Urdu

درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔

Family Housing Association (Birmingham) Ltd
Bordesley House, 44/46 Coventry Road Birmingham B10 0RX

Tel : 0121 766 1100 Fax : 0121 766 5115

Email : post@family-housing.co.uk

Website : www.family-housing.co.uk