

Anti-social behaviour and neighbour nuisance



1 Türkçe 3 فارسی 5 國語 7 كۆردى

2 Русский 4 Polski 6 العربية 8 اردو

What is anti-social behaviour?

Anti-social behaviour can be defined as "***behaviour that causes or is likely to cause harassment, alarm or distress***".

Examples of anti-social behaviour include but are not limited to:

NEIGHBOUR PROBLEMS - these are disputes which can happen between two neighbours and cover complaints about noise, verbal abuse, boundary disputes, harassment and intimidation, nuisance children, car repairs, damage to property and barking dogs.

NEIGHBOURHOOD PROBLEMS - these problems affect more people living in a neighbourhood such as graffiti, dog fouling, fly tipping, nuisance youths congregating, off road motor cycling and abandoned vehicles.

CRIME PROBLEMS - such problems include burglary of dwellings, criminal damage, drug dealing, car crime, arson, racial incidents and hate crime, public order offences and violence against people or property.

St. Leger Homes takes the issue of anti-social behaviour very seriously

We believe that **you have the right** to live the way you want to as long as it doesn't affect the quality of life of other people around you. This means being tolerant and accepting, and respecting the needs and choices of other law-abiding citizens.



We will **encourage** and **help** you to solve your differences wherever possible. This is often the easiest way of solving a problem, as people do not realise they are causing a nuisance. We will get involved and work with you and other agencies to tackle anti-social behaviour that is serious and persistent.



We are **committed** to making sure our neighbourhoods are **peaceful, safe and secure** places to live. We recognise that anti-social behaviour can have a severe effect on your well-being and we have a responsibility to help tackle any problems.

We will take **appropriate** and **prompt** action within our powers when dealing with any disruptive tenants and other people causing a nuisance or harassment in our neighbourhoods or homes.



Our standards and commitment to you

We will:

1. Arrange to talk to you by telephone or by personal interview at a convenient location as soon as we can, but within no more than 10 working days from your initial complaint. Serious cases will be contacted within 24 hours.
2. Discuss the situation with you and explain to you what action we can take. All information provided will be treated in a confidential manner and in accordance with the Data Protection Act 1998.
3. Report back to you at regular intervals as the case is progressing, clearly explaining each stage.
4. We will attempt to resolve any disputes between neighbours through possible mediation where appropriate.
5. We will provide you with an Anti-Social Behaviour Diary, comprising of advice and monitoring sheets, where you can record any incidents of nuisance.
6. We will work with other agencies, such as the Police, Community First, Social Services and Environmental Health, through joint initiatives to try and resolve your problem.
7. We will take legal action against any person who continues to behave in an anti-social manner and use appropriate legal remedies such as Anti-Social Behaviour Orders/ injunctions, Demoted Tenancies and possession proceedings.
8. We will protect victims and witnesses by all possible means available to us and work closely with other agencies such as Victim Support.
9. Before we consider closing your case file we will write to you to ascertain if you are happy with your case and if the problem is now resolved. You will be given a Customer Satisfaction Survey to complete and advice should further problems occur.

Your questions answered

Will you take my complaint seriously?

Yes, your initial complaint will be given a priority depending on the seriousness of the allegations and all complaints are dealt with in the strictest confidence and in accordance with the Data Protection Act 1998.

Will I need to give my name and address?

Yes, we do prefer you to provide your details but these are not disclosed to the person you are complaining about.

Do I need to provide evidence of the nuisance?

Yes, you need to supply details of the nuisance that you are experiencing but we can arrange to meet you somewhere private, at a convenient location. You may also be asked to fill in monitoring forms to record details of the nuisance but this will be discussed with you.

What action will you take?

In most cases we will sort out the problem without having to take legal action but if the problem cannot be resolved there are a range of legal remedies such as possession proceedings, anti-social behaviour orders, demoted tenancies and injunctions that can be used in serious cases. We will also try to resolve issues by involving other agencies such as the Police and Environmental Services. We will always discuss this with you before proceeding with any further action and get your consent by completing an action plan and consent form.

Will I be kept informed of what is happening with my case?

Yes, we will report back to you at regular intervals as the case is progressing.

When solving my complaint, will my case be discussed with any other organisations?

Yes, where appropriate we will work with agencies such as the Police, Doncaster Council's Customer Services Team, Environmental Services, Education Welfare, Youth Service and Social Services to solve your complaint. We will of course get your consent to involve other agencies.

How will you know if I am satisfied with the service I have received?

It is important that you are happy with the way we have dealt with your problem, so before we close your case we will write to you giving you the opportunity to complete a Customer Satisfaction Survey. Any comments you may have will help us to improve our service in the future.

Being a good neighbour

The Doncaster Federation of Tenants and Residents Associations produced the following advice on reducing the risk of neighbourhood disputes.

Unfortunately, over the last few years there has been an increase in cases of neighbourhood disputes. Some are minor and others are more serious. The aim is to give some 'common sense' advice to help avoid this kind of problem.

Moving into your new home

Moving into a new home is always a busy time and initially can be quite disruptive for you and your neighbours as you are busy decorating, moving furniture and belongings in.

Introduce yourself to neighbours

Once you have settled in, it's always a good idea to

introduce yourself to your neighbours and check if anything you are doing is causing a nuisance. There are things that we can do in our homes so as to minimise disturbance to our neighbours.

Keep noise to a minimum

- Please don't play music loudly. It could be keeping neighbours and/or their children awake.
- Please avoid banging doors closed, especially at night time.
- Remember that in the summer time, when windows are open, noise may travel easily.
- If you can't carpet your home throughout, please try to wear slippers, particularly in flats and maisonettes, when noise does travel easily between one floor and another.
- If you are intending doing any DIY it is a good idea to tell your neighbours before and ask them to tell you when it becomes

unbearable. You can have a rest - some peace - until you start again.

- If you plan to have a party at some time it may be a good idea to advise your neighbours and invite them, then they won't be disturbed unnecessarily.

Children

- Children need to play but, if you have children, please encourage them not to play ball games where it is likely to cause disruption to neighbours.

Older residents

- Older people and younger people usually have different lifestyles - please try to consider your neighbour's feelings.



Pets

- Please remember that in some types of property it is against your conditions of tenancy to keep a dog or cat unless you have first obtained permission. Sometimes permission will be linked to your acceptance of a Responsible Dog Owner Agreement.



- If you keep pets you need to consider your neighbours - particularly if you have a dog.
- Always ensure, if your dog is in the garden, that it can't get out.
- Don't leave your dog locked up or chained up all day if it barks. Barking dogs can cause a lot of annoyance to neighbours.

Gardens

- Litter, rubbish, overgrown gardens etc, often annoy people and build up resentments. Please try and keep your area clean and tidy.

Resolving neighbour disputes

- If your neighbour does something that offends you, have a quiet word with them about it. Most people will respond well to this as often we don't even realise that we are doing something that is causing a problem.
- If the problem continues or it becomes more serious, then please contact your local St. Leger office. Your complaint will be investigated and you will be advised of any action that can be taken to resolve the situation. See section on Getting Help on the next page.

Getting help

Complaints can be made by telephone, in person, by e-mail or in writing to your local St. Leger office. There is also an online reporting form on our website at www.stlegerhomes.co.uk.

NORTH AREA

Telephone **01302 734145**

- Adwick Town Hall, Windmill Balk Lane, Adwick, Doncaster DN6 7AN

email northarea@stlegerhomes.co.uk

Areas covered: Adwick, Arksey, Askern, Bentley, Campsall, Carcroft, Highfields, Moss, Norton, Scawthorpe, Skellow, Toll Bar, Woodlands, Clayton with Frickley, Hampole, Skelbrook

EAST AREA

Telephone **01302 735831**

- Emerson Avenue, Stainforth, Doncaster DN7 5QF
- The Bridge Centre, Bridge Street, Thorne, Doncaster DN8 5QM

email eastarea@stlegerhomes.co.uk

Areas covered: Thorne, Moorends, Hatfield, Stainforth, Armthorpe, Dunscroft, Fishlake, Sykehouse, Barnby Dun, Edenthorpe, Kirk Sandall

WEST AREA

Telephone **01302 736528**

- 62 Church Street, Conisbrough, Doncaster DN12 3JJ
- 1 Main Street, Mexborough S64 9LU

email **westarea@stlegerhomes.co.uk**

Areas covered: Mexborough, Conisbrough, Edlington, Denaby, Barnburgh, Adwick on Dearne, Sprotbrough, Warmsworth, Cusworth, Scawsby, Clifton, Cadeby

SOUTH AREA

Telephone **01302 734196**

- McConnell Crescent, Rossington, Doncaster DN11 0PL

email **southarea@stlegerhomes.co.uk**

Areas covered: Cantley, Rossington, Bawtry, Tickhill, Branton, Austerfield, Blaxton, Braithwell, Finningley, Loversall, Micklebring, Stainton, Wadworth

CENTRAL AREA

Telephone **01302 862273**

- Sandbeck House Office, Grove Place, Balby Bridge, Doncaster DN1 3AS

email **centralarea@stlegerhomes.co.uk**

Areas covered: Balby, Hexthorpe, Town Centre, Hyde Park, Intake, Wheatley, Clay Lane

The following agencies can also give you advice on issues linked to nuisance.

- Crimestoppers 0800 555 111
- DIAL Doncaster 01302 327800
- Domestic Violence (Doncaster Women’s Aid) 01302 326411
- Doncaster Alcohol Advisory Service 01302 368705
- Doncaster Asylum Seeker Support Team 01302 862039
- Doncaster Council - Customer Services 01302 736000
- Doncaster Drugs Team (The Garage 37 Thorne Road) 01302 730956
- Emergency Services 999
- Environmental Health 01302 737551
- FLAG Hotline 01302 736050
- NSPCC, Child Help Line 0808 800 5000
- Out-of-Hours Repairs Service 0808 126 3123
- RSPCA (Doncaster Branch) 01302 719790
- Samaritans 0845 790 9090
- South Yorkshire Police 01142 202020
- South Yorkshire Police Domestic Violence Officer 01302 385458
- Victim Support (Doncaster) 01302 365531

Putting things right

We always try to provide the best service we can and ensure we meet the standards we have set. However, if you are not happy with the service, you should contact your local St. Leger office or the customer care officer on 01302 862726.

There is more information on making a complaint in our leaflet Access and Customer Care - our compliments, comments and complaints policy is available on request from any of our offices.



St. Leger Homes of Doncaster
St. Leger Court, White Rose Way,
Doncaster DN4 5ND

www.stlegerhomes.co.uk

LES a02 07/10