



TOP TIPS TO BE A GOOD NEIGHBOUR

Consider your environment

- make sure your children play in proper play areas.

Consider your neighbours

- talk to them about any misunderstandings
- place fridges, freezers and speakers well away from party (shared) walls
- clean up after your pets
- keep the noise down
- keep the volume on the TV down and music as low as possible, especially at night
- ensure your pets do not cause a nuisance
- do DIY jobs during the day when fewer people are at home
- use washing machines, vacuum cleaners and other noisy equipment during the day.

No one likes abandoned cars

- dispose of unwanted vehicles properly.

Complaints

We have a complaint procedure which covers all our work. If you have a complaint concerning our nuisance policy, or how it has been applied to you, please contact us so that we can investigate the matter.

A copy of the complaint procedure is available on request.



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DEALING WITH NUISANCE A GUIDE FOR TENANTS



CUSTOMER SERVICE EXCELLENCE



This leaflet explains how we deal with complaints about nuisance and other anti-social behaviour.

Nuisance can take many forms. As a tenant, you have a duty to ensure that you do not cause, or allow your family or visitors to cause, a nuisance to others. Equally, other tenants have a duty to ensure that their behaviour is not a nuisance to you.

This guide outlines:

- examples of the types of nuisance you may experience
- how we will deal with your problem
- our options if the nuisance continues
- how you can be a good neighbour.

Remember that we will always try to resolve problems in a friendly way first before taking stronger action.

Types of nuisance you may get from neighbours include:

- noise – including loud music and DIY
- bad behaviour by children and young people
- disputes over parking spaces
- disputes about fences and boundaries
- rubbish
- pets – include fouling and barking dogs
- verbal abuse and threats
- bad behaviour by visitors
- graffiti
- abandoned cars
- cars speeding in restricted areas.

How will we deal with your problem?

We do not tolerate behaviour that causes a nuisance to others or is anti-social. When you contact us, we will ask you to put your concerns in writing to us.

Useful contact point – when contacting CCHA about nuisance your first point of contact is your Housing Officer.

What happens next?

We will refer your neighbour complaint to our Community Solutions Anti-Social Behaviour Service (please see the separate leaflet for more details). They will arrange to see you to discuss the problem. They will help you identify the issues, work out realistic solutions and try and agree a way forward. Often the problem can be solved at this first stage to everyone's satisfaction.

What can be done if I can't reach a resolution?

If we feel a complaint is justified, we may consider:

- sending warning letters
- making an Anti-Social Behaviour Contract
- taking a court injunction to stop someone carrying out a particular act of nuisance or anti-social behaviour
- issuing a notice of seeking possession
- taking legal action to evict the person causing the nuisance or anti-social behaviour
- applying for an Anti-Social Behaviour Order to prevent the behaviour that has caused harassment, alarm or distress.

Or we may decide that, based on the information provided, we cannot take further action. There are always two sides to a story.

If I complain, could my neighbour be in serious trouble?

Yes, but we would only consider taking legal action if all else fails and if your complaint justified such action. Also, remember that 'nuisance' is difficult to prove in the courts. Often it's your word against theirs. So, if you face serious nuisance problems and we decide to take legal action, you will almost certainly have to give evidence in court to support our case. That's why it's important to be clear and accurate in any complaint letter you write to us, or in any report you help us to compile.

You should always keep a record of dates, times and incidents, as this could be essential to any court action.

Finally, please remember that this leaflet is just a guide. We may not take legal action, even if you feel it's justified. Equally, we may decide that if the problems you face are serious enough, we will begin legal action after giving only one written warning.

Are serious nuisance problems grounds for a transfer?

Yes, in the case of harassment and violent behaviour, if a transfer will resolve the problem and not simply move it elsewhere.