



Anti-Social Behaviour.

Noise.

Noise from neighbours can be very disturbing. So it is important to keep noise to a minimum by ensuring that TVs, hi-fis, radios, etc, are kept to a reasonable volume (particularly late at night) and away from party walls.

Nuisance and Annoyance.

Nuisance can take many forms, from noise at anti-social hours to violent and abusive behaviour. You have a duty to ensure that you do not do things or allow your family or visitors to do things that annoy people. Other tenants have the same duty towards you.

If you feel that a neighbour is behaving unreasonably and causing a problem, there are a number of ways you can tackle the problem. For example, you could speak to the person. Your neighbour may not be aware that his/her behaviour is disturbing others. By explaining, you may be able to sort the problem out very quickly.

If you have tried this or you are unsure how your neighbour will react, then ask for an appointment with our Community Solutions Team. We are determined to stop anti-social behaviour so that tenants are free to enjoy living in their homes. So, if we are satisfied that your complaint is justified, we will take action.

We will always try to resolve nuisance problems in a sensible manner. But, where necessary, we will take legal action if a problem persists and the nature of the nuisance justifies such a step.

Sometimes the best people to sort things out will be those involved in the dispute. Mediation tries to help neighbours sort out difficulties by:

- Listening to your concerns and trying to get to the root of the problem.

- Helping you to work out what you can do to make the situation better.
- Help you and your neighbour to find a solution to the problem.

Mediation has solved many difficult problems and could be of help to you. We provide this service without charge. So, if you're interested please let us know.

Useful contact point – our Community Solutions Team

Need further information? Please ask for our leaflet, '*Nuisance: A Guide to Tenants*'.

Harassment.

Harassment includes physical attacks on people, damage to properties, verbal abuse and other actions that deprive people of the peaceful enjoyment of their home. An individual or group can suffer harassment because of their race, nationality, religion, disability, gender or sexual orientation. We are determined to prevent or oppose harassment whenever possible and are committed to doing what we can to stop it. We aim to support the victims of harassment, stop the problem, and prevent future harassment by identifying and taking action against the perpetrators.

When we get a report of harassment we will always begin by accepting it as such. In other words, if a victim believes an act to be racially motivated, we will investigate it as a case of racial harassment.

So, if you feel that you are suffering harassment, please do not hesitate to contact our Community Solutions Team, who will be ready to help.

Useful contact point – our Community Solutions Team

Need further information? Please ask for our leaflet, '*Racial Harassment*'.