

Other Information

SHAL has leaflets available to explain policies on equal opportunities and tenant participation.

Are you suffering from anti-social behaviour?

Make an appointment to speak to the Housing Manager or the Housing Assistant and advice will be provided.

Please note:

If the person being complained about is a SHAL tenant, SHAL can apply to the County Court for a demoted tenancy or evict them. But, taking away someone's home is a serious issue, and can only be done with a Court Order. The County Court will only give an Order where there is overwhelming evidence. If the steps in the information pack provided are followed the evidence will be accumulated.



NEIGHBOURS & ANTI-SOCIAL BEHAVIOUR

This document is available in other formats (eg in large print or on CD), please contact us if you require a different format.

SHAL Housing Ltd, 2 King Square,
Bridgwater Somerset TA6 3DG
Tel: 01278 444344 Fax: 01278 445610
www.shal.org

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Introduction

SHAL Housing Limited hopes its tenants will respect their neighbours' right to a quiet life. It is acknowledged that, at times, there can be difficulties because of a neighbour's behaviour. This can be caused by lifestyle differences (for instance families with young children living next to elderly people or shift workers) or boundary disputes (including overhanging trees, for instance) but it can sometimes be caused by anti-social behaviour.

SHAL Housing has a policy on its approach to anti-social behaviour. This leaflet summarises that approach.

Policy Statement

SHAL expects everyone to respect their neighbours' right to quiet enjoyment of their home. SHAL does not expect people to be friends, necessarily, but to respect others' privacy and right to a quiet life.

Our Commitment

SHAL's housing stock mostly consists of individual houses. Most SHAL tenants do not live next door to SHAL tenants, rather, their neighbours are owner occupiers, or tenants of another landlord.

SHAL believes strongly in being part of a community – the community in which our houses are located. The community should have a response to such behaviour which is appropriate for all members of the community. SHAL therefore works closely with other agencies as part of a co-ordinated response.

We also work with individuals, providing advice to people to help them deal with their problem. We provide support dependant upon the nature of the problem and the tenure of the perpetrator's home.

But ...

Please remember that not everything is anti-social behaviour. Everyone in the community has a responsibility for themselves and to others, and as such must take proportionate responsibility themselves.

Obligations of occupiers

SHAL expects all occupiers to respect their neighbours' right to quiet enjoyment of their home. In the case of SHAL's tenants, this expectation is contained within the Tenancy Agreement.

Anti-Social Behaviour

SHAL defines anti-social behaviour as including:

- excessive noise
- intimidation and harassment
- aggressive and threatening language and behaviour
- dumping of vehicles
- actual violence against people and property
- graffiti
- hate behaviour that targets members of identified groups because of their perceived differences
- offensive drunkenness
- using housing accommodation for unlawful purposes
- selling drugs

About complaints

An occasional problem will normally be dealt with by pleasant, non-confrontational, face-to-face discussion between the person "wronged" and the person causing the problem.

SHAL sees a complaint of anti-social behaviour as a request for help in a serious matter. SHAL believes it is the place of the community to assist, and will advise where that help can be found. SHAL also believes it is important that the complainant must remain central to the pursuance of the complaint, and be aware of all action taken by others.

SHAL will provide support for proven complaints, and provide advice on further action which can be taken.

Anyone complaining about or suffering from domestic violence will be referred to the Domestic Violence Unit of the Avon and Somerset Constabulary.

Preventing Anti-Social Behaviour

As a community based organisation SHAL participates in a number of partnerships set up to tackle the problem.

Confidentiality and Data Protection

Permission will be sought prior to the disclosure of information to the perpetrator of anti-social behaviour or their legal representatives.

SHAL complies with the Avon and Somerset Constabulary information sharing protocol.