

Section 4

YOU AND YOUR NEIGHBOURS

All of our tenants should have the right to enjoy their homes quietly and without nuisance and annoyance from others. Under the terms of your Tenancy Agreement you must take all reasonable steps to ensure that all people living in your home, including pets and visitors to your home, do not cause nuisance or harassment to other people. This includes issues such as:

- **Harassment** can include matters such as physical assault, damage to property, graffiti, arson or attempted arson and verbal abuse. Harassment can be directed at people because of their race, religion, age, disability, sexual orientation or marital status. Harassment is a criminal offence and we will look into all reported cases and take the necessary legal action to stop tenants being harassed by other tenants.
- **Noise nuisance** caused by loud music, household repairs and gardening, doors slamming, noisy children, dogs barking and visitors.
- **Running a business** from your home or garage is not permitted (except for childminders and typing). You would need to ask our permission to run a business from home. You would also need to obtain advice from the Council to determine whether you would need planning permission.
- **Pets** that you either don't control or can't control, including the noise the animal makes, where it roams, where it fouls and whether the owner cleans up after the animal.
- **Car repairs** cannot be done in public areas, estate roads, garage areas or on grassed areas.
- **Car parking** Do not park in areas where you are not permitted to, such as other tenants' parking space and disabled spaces. Vans, caravans, boats, trailers and other large vehicles must not be parked on roads, garage areas or grassed or hard surface amenity areas.
If we identify an abandoned vehicle, an untaxed vehicle or a vehicle in a dangerous condition, we will first try to contact the owner. A notice will be placed on the vehicle giving the owner one month in which to either tax or remove the vehicle. When the month has passed, and if the vehicle has not been removed or taxed, then we can arrange for the vehicle to be towed away. The cost of this will be charged to the owner.
- **Rubbish** Leaving rubbish, furniture or other objects in communal (shared areas) or public areas, making the area look untidy, allowing children to throw rubbish in public places or in your own garden can be treated as a nuisance.

What we can do if you suffer from nuisance or harassment

We have a Nuisance and Harassment policy. If you would like a copy please contact our office. This policy is followed strictly. We will take seriously any complaint about nuisance or harassment. If you have a problem please contact the Housing Manager who will be able to discuss the best course of action to take.

There are different ways to tackle problems. You could be asked to:

- Talk to your neighbour or the person causing the problem. Sometimes people are not aware that they are causing a problem.
- Be prepared to listen to your neighbour, you may do things that are upsetting for them.
- Make sure that you keep a detailed record of incidents that occur,
- Be prepared to attend mediation with your neighbour. This will enable you to discuss the problem with someone neutral, who will try to help you both resolve your differences.
- You may be asked to act as a witness and appear in Court.
- You can take your own legal advice.
- You can contact the Environmental Health Department at the Council, and make a complaint through their system.

What we can do to help you

- We will ask you to keep a diary of all the incidents so that we can keep it on file.
- We will keep your complaint confidential, although it may be obvious who is making the complaint if you are the neighbour.
- We can visit the person responsible for the nuisance. We can discuss their action and try to resolve the problem.

If the nuisance or harassment still persists we can:

- Work with the help of other agencies like Environmental Health and the police to help overcome the problem or to obtain evidence to prove the case
- Take legal action, this can result in several outcomes, an Injunction, an Anti Social Behaviour Order or a Possession Order
- Offer mediation
- Apply to the Court for possession of the property if the nuisance or harassment persists.