

## How to get in touch with us



### Write to us at:

North West Leicestershire District Council  
Housing Division  
Council Offices  
Coalville  
Leicestershire  
LE67 3FJ

### Call in and see us at:

The Council Offices, Whitwick Road, Coalville, any  
weekday from 8.45am-5pm.



### Telephone:

01530 454545



### E-mail:

housing@nwleicestershire.gov.uk



### Website:

www.nwleics.gov.uk

## Equality Statement

### Inclusion of availability:

This document is available in other languages,  
formats or on computer disc on request,

Please contact the Business Support Team on  
01530 454545 or e-mail:  
housing@nwleicestershire.gov.uk

It will also be posted on the Council's website at:  
www.nwleics.gov.uk

## Other leaflets in the 'How to...' series include:

- Apply for council housing
- Pay your rent
- Report a repair
- Deal with anti-social behaviour or nuisance
- Get permission for alterations or  
improvements
- Claim compensation for improvements
- Terminate your tenancy

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Communications Team,  
North West Leicestershire District Council,  
Council Offices,  
Whitwick Road, Coalville,  
Leicestershire,  
LE67 3FJ.

### How to...

Deal with anti-social  
behaviour or nuisance



## How can you deal with anti-social behaviour or nuisance?

If you are experiencing problems with your neighbours we want to work with you to try and resolve the issues promptly.

## Whose responsibility is it?

As a tenant it is your responsibility for the behaviour of every person living in or visiting your home. You are responsible for household members and visitors both in your home and within the locality of your home.

## What is anti-social behaviour?

Anti-Social Behaviour is behaviour that may cause harassment, alarm, distress, annoyance or disturbance.

Examples of anti-social behaviour include:

- Loud music, radio, televisions
- Selling drugs, other illegal or immoral behaviour
- Dismantling and repairing cars
- Rubbish dumping
- Vandalising property
- Barking dogs, dog fouling
- Offensive drunkenness

## What should I do if I am suffering this nuisance?

It may be possible that the people who are seemingly causing you a problem may not be aware of this.

It may be beneficial for you to try and resolve this matter with your neighbour yourself first and if this fails please contact your Housing Officer.

If we are involved at an early stage your neighbour may feel threatened and this may make the situation worse.

It is very important for both you and your neighbour to live together amicably. By speaking to your neighbour direct, you may be able to settle the matter straight away without having to do anything else.

## What should I do if I have tried to speak to my neighbour and the matter has not been resolved?

You first need to contact your Housing Officer and inform them of the problems you have faced and what actions you have taken yourself. From this information we may:

- Ask you to keep a diary of events for a period of 28 days
- Ask other agencies to become involved, for example environmental health or the police
- Contact other witnesses

Your Housing Officer will need to determine if there has been a breach of the conditions of tenancy by a persistent nuisance caused by your neighbour. If your Housing Officers believes there is evidence of a persistent nuisance, they will decide the most appropriate course of action which may include:

- Mediation
- A formal warning
- Serving a Notice of Seeking Possession or Notice to Quit
- Acceptable Behaviour Contracts (ABC)
- Anti-Social Behaviour Order (ASBO)\*
- Possession Proceedings through County Court\*

\* To obtain these orders the Council will have to apply to the appropriate court for the order and the outcome of any legal action would be dependant upon a Judge. Taking legal action requires well documented supportive evidence and this is vital for the correct decision to be made upon any case. Depending on the nature of the case, you may be asked to give evidence at court although it is possible to give evidence via witness statements. The strength of the evidence will be considered by a Judge.

## Witness support

Your Housing Officer will advise you on what support the Council can offer, this may include:

- referring to Witness Cocoon
- installing a 'Lifeline' system
- fitting additional locks
- fitting a spyhole