

We may:

- Ask you to keep a diary of events for 28 day.
- Ask other agencies to get involved. For example, Environmental Health or the Police
- Contact other witnesses

If there is evidence of a continuing problem caused by your neighbour, we will decide the most appropriate course of action. This may include:

- Mediation
- A formal warning
- Serving a Notice of Seeking Possession or a Notice to Quit
- Acceptable Behaviour Contracts (ABC)
- Anti-Social Behaviour Order (ASBO) *
- Possession Proceedings through the 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. A Judge will consider the strength of the evidence.

Physical violence, threats of violence and criminal activity should always be reported to the Police in the first instance. Please also let the Council know of any such incidents.

What if my Neighbour is not a Council Tenant?

You can still make reports regarding your neighbours after you have tried to resolve the issue yourself. Reports can be made to the Council's Anti Social Behaviour co-ordinator.

Looking after your environment

Rubbish

Please do not leave rubbish lying around. Black bags will not be collected unless they are placed inside your refuse bin. Bin bags that are left outside will only encourage vermin and animals to rip them apart. Do not store large amounts of rubbish in your garden as it will attract vermin and detracts from the appearance of the area.

If you live in a flat, always take rubbish to the appropriate bin area. Do not put bin bags in the street, as they will not be collected.

For enquiries about Refuse collection see insert 'WHO TO CONTACT'.

Bulky refuse

The Council can remove heavier and bulky items of refuse, like furniture or fridges.

You can arrange for a maximum of six items to be collected for a moderate fee (free if you receive income related benefits). To arrange a bulky item collection, please contact the Refuse Department. For further information see the insert 'WHO TO CONTACT'.

YOUR NEIGHBOURS AND COMMUNITY

This leaflet is about being a good neighbour. It also gives you practical details about dealing with problems and looking after the area where you live.

Being a Good Neighbour

Everyone has a responsibility to act in a considerate way towards their neighbours. As a council tenant, you are bound by the tenancy agreement that states that you should not cause persistent annoyance or nuisance to neighbours. This not only applies to the tenant, it also applies to all members of the household, lodgers and visitors. So, remember that you could be held responsible for their actions.

Problems with Neighbours - how you can deal with anti-social behaviour

Many problems with neighbours arise through simple misunderstandings and thoughtlessness. Neighbours who seem to be causing you a problem may not be aware that they are causing you problems.

In cases like this, a friendly word may resolve the matter. You should allow enough time for improvement and then go back to them to let them know if things have not improved.

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

If you have tried to speak to your neighbour and the matter has not improved you should contact us.

Tell us about the problems and what you have done to resolve the problems yourself.



EQUALITY STATEMENT:

INCLUSION OF AVAILABILITY:

This leaflet is available in other languages, formats, 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