



You have the right to live peacefully in your home and so do your neighbours in their homes. By signing your occupancy agreement, you have agreed that you will not annoy or disturb other people. You must also make sure that anyone else living with you and your visitors behave reasonably when at your home.

What is Anti-Social Behaviour?

Anti-social behaviour is a common problem. It comes in many forms ranging from minor issues such as inconsiderate parking, annoying problems such as loud music to very serious issues such as violence and intimidation.

Can You Fix the Problem?

If your neighbours are a nuisance, raise the matter with them first. They may not know they are disturbing you. Remember to be polite – or they might wish to complain about you.



Don't give up before you've started. If you're facing homelessness or housing issues, we can help you find a way forward.

Just call 01202 410 500



Bournemouth Churches Housing Association,
St Swithuns House, Christchurch Road,
Bournemouth, BH1 3NS.
Fax: 01202 410 600
Email: mail@bcha.org.uk
www.bcha.org.uk

This information is available in alternative formats, eg: your first language, large print, audio tape, or Braille on request.

BCHA13 PROBLEMS WITH YOUR NEIGHBOUR

do you have problems
with your neighbour?
find a way forward



tackling antisocial behaviour problems with your neighbour?



What BCHA Can Do

If the nuisance continues or you feel that you cannot speak to the person causing the problem, contact your housing officer or support worker. As long as your neighbour is a BCHA/Hyped resident, we will agree an action plan with you.

This might include:

- Speaking with your neighbour about your complaint, if you are happy for us to do this. If we feel they are causing the problem, we will issue a warning to them.
- Offering to mediate, if you both agree to this

- Contacting other agencies for help – such as the police, council, environmental health or social services
- Taking Court action where we are sure there is a serious and ongoing problem. This might include getting an Anti-Social Behaviour Order (ASBO), Injunction or, as a last resort, an Eviction order.

Whilst we are investigating a case or taking action, we will remain in regular contact with you until the complaint is closed. If we cannot help resolve the problem, we will make this clear to you and the reasons why – if your

neighbour is not another BCHA/Hyped resident, for example. If this is the case, we will support you to contact the police or another agency, or seek legal advice about your options.

Gathering evidence

BCHA/Hyped and other agencies cannot take action without proof that there is a problem. You may be asked to keep a diary record of what happens over a period of time in order to help us or others take appropriate action.

Anti-social behaviour can be a symptom of mental illness. If you

believe the person causing the problem is unwell, please tell your housing officer/support worker.

Violence, threats & harassment

We will investigate all complaints of violence, threats and harassment urgently and in confidence. If you have been affected by violence or harassment, please contact your housing officer/support worker straight away. We will offer you support and will work with you to look at possible solutions to make you safe. **Please remember: in an emergency – dial 999.**

Vandalism, Graffiti & Crime

Help to keep your neighbourhood crime free. Report any crime if you see it happening to the police or to Crimestoppers. Report graffiti or property damage either to BCHA (on our property) or to the Council (on public land).

Your local council has a legal duty to promote community safety. You can contact them for information and advice (their number is in your phone book).

Useful Contact Numbers

Crime stoppers	0800 555 111
Hampshire Police	0845 045 45 45
Dorset Police	01202 222222
	01305 222222
Devon Police	08452 777 444
Environmental Health	See your phonebook

Service Standards

If you are not happy in with the way we have dealt with your complaint about a neighbour problem, you have the right to make a complaint. See our leaflet or contact Customer Services for further details about this or our anti-social behaviour policies.

