



Give respect Get respect



How to sort out problems with your neighbour



Testway Housing is a registered charity, No. 1102937

We're happy to put this leaflet into other languages, **large print** or Braille. We can also put it on to cassette tape or CD. Just ask.

Arabic

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

Bengali

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে এবং অডিও টেপ আকারেও অনুরোধে পাওয়া যায়।

Gujarati

આ દસ્તાવેજ વિનંતી કરવાથી બીજા ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

Hindi

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है।

Turkish

Bu belge çeşitli dillere çevrilmiş olup, isterseniz iri harflerle basılmış şeklini ve kasetini de size gönderebiliriz.

Vietnamese

Tài liệu này cũng có sẵn bằng các ngôn ngữ khác, bản in chữ to, và băng ghi âm khi được yêu cầu.

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Greek

Αυτό το έγγραφο διατίθεται επίσης σε άλλες γλώσσες, τυπωμένο με μεγάλους χαρακτήρες και σε κασέτα κατόπιν αιτήματος.

Portuguese

Este documento encontra-se também disponível noutros idiomas, em tipo de imprensa grande e em formato áudio, a pedido.

Urdu

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

French

Ce document est également disponible dans d'autres langues, en gros caractères et en cassette audio sur simple demande.

Chinese

本文件也可应要求，制作成其它语文或特大字体版本，也可制作成录音带。

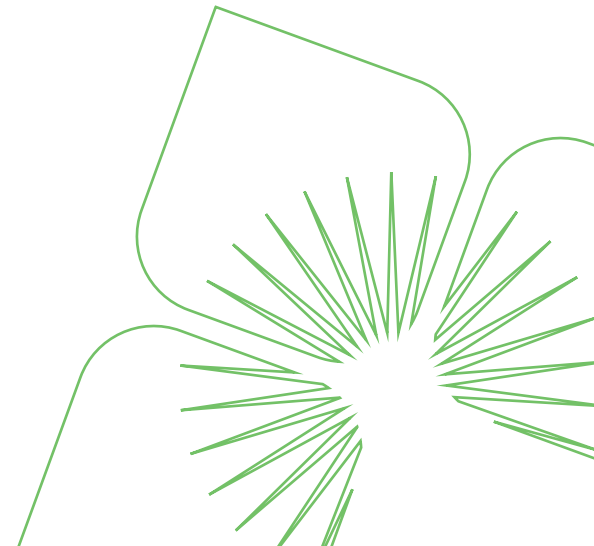
Polish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formie audio.

Problems in your neighbourhood?

We want you to feel safe and secure in your home and your community.

If you're having problems with anti-social behaviour or harassment, please let us know. We can help.



What is anti-social behaviour?

This is anything that causes a nuisance to neighbours. It can be as bad as someone being violent, shouting and swearing, threatening someone or actually hurting them. It can also be smaller problems like overgrown gardens or barking dogs.

For us to help it has to be more than just a one-off, unless it's very serious.

What shouldn't I do?

You're breaking your tenancy agreement if anyone in your home (including children, visitors or pets) causes nuisance or anti-social behaviour to anyone in the area around your home.

What do I do if there's a problem?

Talk to your neighbour

If you feel you can, talk the problem through with them face-to-face or maybe in a letter.

Talk to us

If the problem carries on, we'll give you advice on what you can do and may look into the problem ourselves.

Get in touch with your local council

The environmental health officer may be able to help with noise problems, dumped rubbish or problem pets.

Use a mediation service

It can be difficult to sort things out with a neighbour. But we can ask a mediator, someone who isn't already involved, to step in and help sort things out.

It's free and confidential and you don't have to speak to each other face-to-face if you don't want to.

How can I tell you about anti-social behaviour?

You can write, phone or visit one of our offices. You can also e-mail us or report problems on our website.

A friend, family member or support worker can tell us about the problems for you if you find this difficult.

What can be done to stop it?

Sorting out anti-social behaviour is very important to us. If we get a complaint about anti-social behaviour in your area, we'll look into it.

We work with others, including your local council and the police, to stop anti-social behaviour happening.

If the problem is with one of our tenants and it doesn't stop, there are lots of things that we can do.

When it's serious we can go to court and ask the judge to order them to stop, change their tenancy or even make them leave their home. This is called an eviction.

Before this, we'll give people warnings and we can make agreements with them called 'acceptable behaviour contracts'.

We do these with the police and if the person breaks the contract, we can use this to prove that they're being anti-social.

If you're frightened because someone's threatening you, please get in touch with us and the police straight away.

We'll give you advice about what to do, but we'll need all the information about what's happening first.

If the problem keeps happening, you'll need to keep a record of it. It's very hard for us to help if you don't do this. If we need to go to court, you may have to keep these records for some time. We might ask you to act as a witness too.

We'll always give people a chance to put things right, but if a tenant keeps on breaking their agreement in a serious way, we may take them to court.

If the person isn't one of our tenants, the police and your local council might be able to help. You can also get advice from the Citizens Advice Bureau (CAB).

What can I do about nuisance from a neighbour?

We've all got different ways of living. We like to think that everyone can get along, but sometimes things go wrong.

Remember, noise can be heard through floors and walls, especially when your walls are joined to your neighbour's.

Most of the time, people don't realise that they're being a nuisance to others. If you feel you can, you should try to talk about the problem with your neighbour first.

Listen carefully to them and try to come to an agreement. If things don't get better, let us know. We'll look at what's happening and see if we can help.

If it's a problem with noise, your local council's Environmental Health Officer might also be able to help.

What if I cause nuisance to a neighbour?

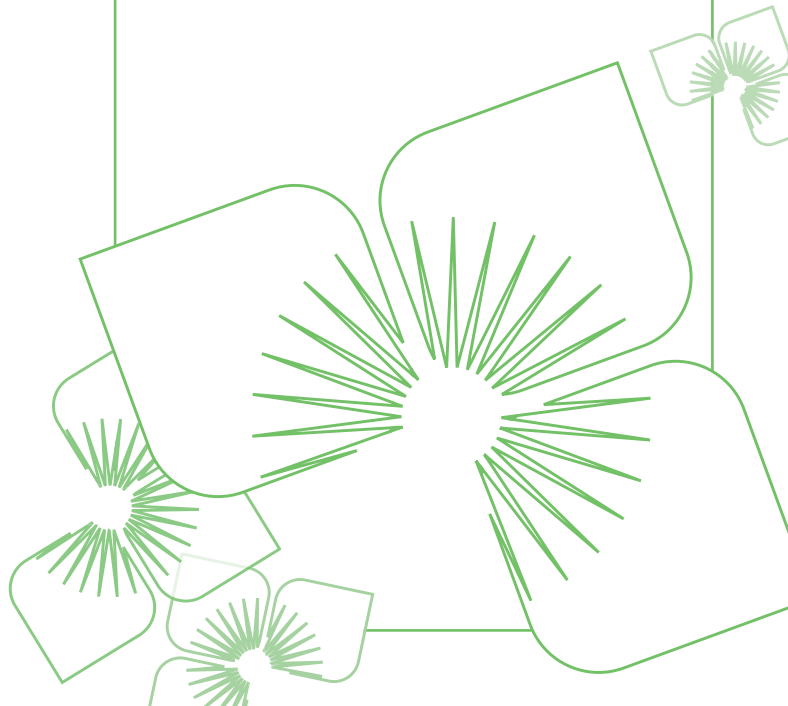
When you sign your tenancy agreement, you agree to be a good neighbour.

If anyone in your home, including children and visitors, causes a nuisance, you're breaking your contract with us. We'll let you know if this happens.

If you don't get back to us or stop the nuisance, we might take you to court. If this happens, you and your family could be asked to leave your home.

Neighbours

Good neighbours help to make good communities. When neighbours get along well, everyone gets something out of it. If we all look out for each other, then everyone feels happier and more relaxed.



Being neighbourly

An idea of what neighbours can do for each other:

- Talk to your neighbour about things you're going to do, like putting up a different fence. Maybe you could share the cost or do it together
- Keep an eye out for anything strange happening in your area, people hanging around or unwelcome callers. Find out if your neighbours know who they are and don't leave it to others to do something about it. If you're worried, let the police know
- Help out someone who may need a hand. You could offer to do their shopping if they're unwell
- Offer to keep an eye out when your neighbour's away. Like putting out bins or taking in post
- Spare a bit of time to stop and chat. Just a word or two when you see each other can make all the difference

Keeping the noise down

- Keep the noise down inside and around your home
- Turn the volume down on music systems, radios and TVs

- Don't put music systems, radios and TVs against walls you share with a neighbour or on a floor without any coverings, like carpets or rugs
- Make sure you mow your lawn and do housework at times that won't cause problems for your neighbours
- If you've got a dog, don't leave it barking at home or in the garden and make sure you clear up it's mess
- Let neighbours know when you're going to do something really noisy like drilling, hammering or having a party
- Make sure your children aren't too noisy when they're playing
- Be quiet when you come home late or when you leave home early. Don't slam doors, beep your car horn or shout to your friends

How can I report problems?

You can write to us, call us or pop into one of our offices. All our details are on the back of this leaflet.

You can also report the problem online at www.testway.co.uk

How to get in touch with us

Andover

Testway House, Greenwich Way,
Andover, Hants SP10 4BF

Tel: 01264 405555

Romsey

86a The Hundred,
Romsey, Hants SO51 8BX

Tel: 01794 500050

Email

info@testway.co.uk

Web

www.testway.co.uk

Office hours

Monday - Thursday 8.30am - 5pm

Friday 8.30am - 4.30pm

If we plan to close our offices for any reason, we'll put a notice up in reception two weeks before.

Citizens Advice Bureau

Look in the phone book or visit www.citizensadvice.org.uk to find your local office

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