



VALLEYS TO COAST
CYMOEDD I'R ARFORDIR

WHAT CAN I DO TO DEAL WITH ANTI SOCIAL BEHAVIOUR?

Being subjected to Anti Social Behaviour (ASB) can be extremely frustrating and in some cases very upsetting. Often the temptation is to seek help from V2C to resolve the problem but the best way can be simply speaking to your neighbour and trying to see each other's point of view. Merely reminding someone that their behaviour is upsetting you can be enough to resolve the situation.

This leaflet sets out advice and information on:-

- How to be a good neighbour
- What is Anti Social Behaviour (ASB)
- What you can do yourself to try and remedy the situation;
- When you should seek help and advice from V2C

How to be a good neighbour

All tenants should be considerate towards their neighbours and do their best not to interfere with the peaceful enjoyment of another person's home and environment. There are ways in which everyone can prevent the cause of ASB and below are some useful suggestions:

- ❖ Keep TVs, audio equipment and general noise levels to a minimum especially during the summer months, when windows or doors are left open, or late at night.
- ❖ Place TVs and audio equipment away from party walls (walls shared with neighbours) and avoiding direct contact with the floor wherever possible.
- ❖ Tell your neighbours if you intend to have a party so that they are prepared and are therefore more likely to make allowances.
- ❖ Ask your children to be considerate when playing.

- ❖ Ask visitors to keep noise to a minimum especially if they are leaving your home late at night.
- ❖ If you are a dog owner, supervise your animal at all times, clearing up any mess they may leave behind.
- ❖ Only deposit your household rubbish outside your home for collection last thing on the night before, or, on the morning of your collection day. Please remember that some items may be classed as “bulky waste” and separate collection arrangements should be made with Bridgend County Borough Council.
- ❖ Be considerate when carrying out DIY, with regard to the time of day, the duration of the works and the creation of mess.
- ❖ Be considerate when parking your vehicle in the street, ensuring that you do not obstruct any access or that you do not park on grass verges.

What is Anti Social Behaviour?

V2Cs tenancy agreement outlines the types of behaviour that are considered to be unacceptable. These are subcategorised into (each category contains some examples):-

- Nuisance, annoyance or distress;
 - Noise
 - Offensive, abusive or threatening behaviour
 - Dumping of rubbish and fly-tipping
- Immoral Activities;
 - Selling drugs or drug abuse
 - Storing or selling stolen goods
 - Other criminal behaviour
- Harassment;
 - Racist behaviour
 - Violence and intimidation
 - Other hate related behaviour
- Domestic Violence

For a fuller list of examples please refer to the ASB Policy or your tenancy agreement.

Is the ASB likely to happen again?

If this is the first time you've experienced a problem with your neighbour, the right thing to do to start with might be nothing as it might be an isolated event e.g. maybe they're putting up shelves or having a birthday party.

A bit of tolerance on your part might be all that's needed to sort the problem out. If you're too quick to complain, it might make things worse between you.

Action You Can Take to Solve the Problem

Wherever possible and when it is safe to do so, try to solve the problem yourself. Often the best way is speaking to your neighbour and trying to see each others point of view. Simply reminding someone that their behaviour is upsetting you can be enough.

If your neighbours are generally considerate it may be that the ASB is a one off incident and doesn't need any action to be taken. However if the problem is ongoing there is a need to make them aware that their behaviour is upsetting and will not be tolerated.

If you do decide to approach your neighbour the following are useful tips to remember

- Try to pick a time when you are feeling calm
- Take early action
- Think through what you want to say and don't stray from the main issue
- Deal with the issue face to face as this can be more informal
- Explain what is the nuisance and why
- Don't jump to conclusions
- Listen to the other person's response – they may have a good explanation for their behaviour e.g. 21st Birthday party
- Try to reach an agreement that you are both happy with

- If you feel yourself becoming angry, or can see that the other person is becoming angry then walk away
- Don't retaliate – this could seriously damage any case that we may want to pursue in the future
- If the nuisance is being caused by children, avoid approaching them directly – speak to their parents if you can
- If you are threatened- contact the Police and keep a written record of the incident and a crime number.

Hopefully the advice contained in this leaflet will have helped you resolve the ASB. However, if you feel unable to deal with the issue yourself, or if you have tried and have been unsuccessful, due to the unreasonableness of your neighbour, then you should report the problem to V2C using one of the methods outlined below.

For further details of how V2C will respond to reports of ASB please see our leaflet "What does V2C do to resolve ASB?" which you can obtain by using one of the methods outlined below.

You can report ASB or request a leaflet:-

- by **Writing to us at:**

Customer Service Centre
Nolton Court
Court Road
Bridgend
CF31 1BX

- by **Telephone** to our ASB helpline on **01656 762500;**
- **On Line** by completing our ASB reporting form at www.v2c.org.uk;
- or by **email** at feedback@v2c.org.uk;

For further details of how V2C will respond to reports of ASB please see our leaflet "What does V2C do to resolve ASB?" which you can obtain by using one of the methods outlined above.