

NEIGHBOUR NUISANCE

Brentwood Housing Trust expects you to act in a way that will not annoy your neighbours or interfere with the peace and comfort of other people.

As the tenant you are responsible for the actions of other members of your family who live with you and for visitors to your home. Examples of nuisance include:

- Loud music, television or other noise
- Shouting and slamming doors
- Noisy power tools or household appliances either late at night or continuously for long periods at a time.
- Offensive drunkenness
- Selling drugs, drug or solvent abuse
- Inconsiderate disposal of rubbish / unwanted items
- Inconsiderate parking or keeping untaxed / unroadworthy vehicles.
- Groups of adults and / or children congregating in car parks and communal areas causing nuisance to other residents

If you are experiencing what you consider to be neighbour nuisance and cannot solve the problem by talking it through with your neighbour, we will be able to advise you on the action you should take. The Trust is not able to solve anti-social behaviour alone. We will expect you to involve the statutory agencies as well as keeping the Trust informed of what is happening. The statutory agencies include the police and Environmental Health. Without their input the Trust is unable to take action against a tenancy.

In some instances it may be possible to involve a mediation service if all parties are willing

ANTI-SOCIAL BEHAVIOUR

Anti-social behaviour is behaviour that causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator

Brentwood Housing Trust will demonstrate through its actions that Anti-Social Behaviour will not be tolerated.

Anti-social behaviour can include:

- Intimidation & threats
- Minor violence
- Dog fouling
- Noise nuisance
- Graffiti
- Drug dealing
- Abandoned vehicles
- Fly tipping / littering
- Driving recklessly on estate roads or car parks

Brentwood Housing Trust is part of the Brentwood Crime and Disorder Reduction Partnership. We will share information with other agencies within the partnership. Action will be taken against the tenancy of any tenant convicted of anti-social behaviour.

THE TRUST HAS A ZERO TOLERANCE OF ANTI-SOCIAL BEHAVIOUR AND VERBAL ABUSE TOWARDS ITS' STAFF. IF YOU ARE ABUSIVE, IN ANY WAY, TOWARDS ANY MEMBER OF STAFF, THE CONVERSATION WILL BE TERMINATED IMMEDIATELY AND DETAILS HELD ON FILE. IF YOU ARE IN THE OFFICE YOU WILL BE ASKED TO LEAVE.

HARASSMENT

Harassment is a serious offence. It can take many forms ranging from intimidation, graffiti, offensive letters and telephone calls to criminal damage and physical assault.

If you are a victim or witness to an incident please report it to the police as soon as possible.

DOMESTIC VIOLENCE

Domestic violence is violence which may mean that it is no longer safe for someone to live in their home.

It can include physical and verbal abuse, threats and intimidation, to you or your children or other people. If you believe you are the victim of domestic violence you should report it to the police. Other helpful numbers are listed below.

EVERYONE HAS THE RIGHT TO LIVE IN HIS OR HER HOME WITHOUT THE FEAR OF VIOLENCE.

If you would like confidential advice please contact the office.

OTHER HELPFUL NUMBERS

Basildon Women's Refuge	01268 581591
Citizens Advice Bureau	01277 222888
Victim Support	01277 221611
Social Services (children)	01277 239112
Male Advice & Enquiry line	0845 064 6800