

Continuing problems

Sometimes people are not reasonable and are not willing to listen or compromise. If the problem continues or gets worse contact Melin.

We can provide you with incident diaries so that you can log the times, dates and details of what happens, in case you need to take things further.

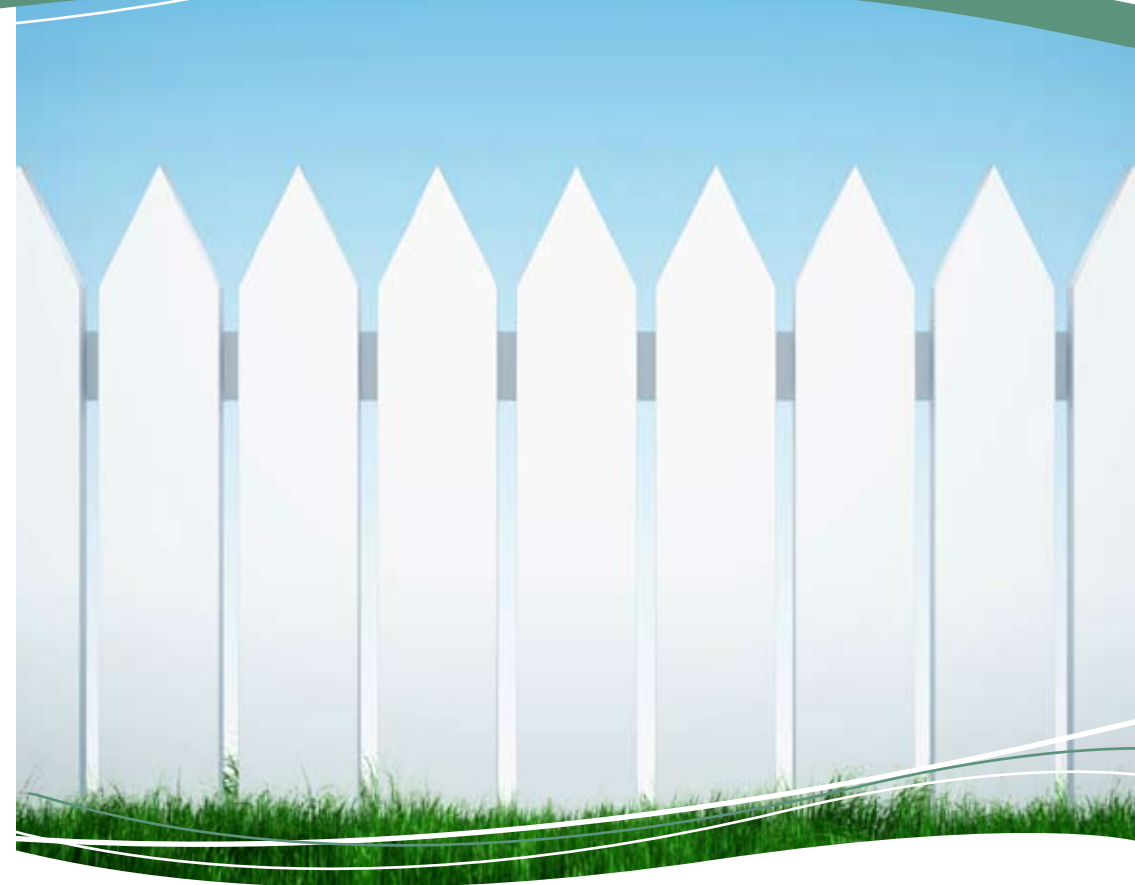
As well as offering the help of our dedicated Dispute Resolution Team or housing officers, Melin may also suggest you get in touch with other organisations such as Citizens Advice Bureau, Environmental Health or the Police.

Melin will treat each report of Anti-social behaviour with firm but fair action and will response will be in proportion to the severity of each case.

Problems involving violence or threats

If the problem is very serious and you have been attacked or threatened with violence, or your property has been damaged, this could be a criminal matter and you should first contact the Police.

Melin will then work with you and the Police to prevent any further incidents. If the perpetrator is also a Melin resident we will then be able to take appropriate action under the terms of our tenancy agreement.



Toolkit for Anti-social behaviour

To help you and your neighbours live in harmony we are committed to taking a firm but fair stance against serious incidents of

anti-social behaviour while giving you the tools and support to deal with neighbourhood disputes before they get worse.

Anti-social behaviour can take many forms and can be persistent. Noise nuisance from a one-off party doesn't count as anti-social behaviour.

Some of the most common reasons for disputes between neighbours can include:

- Noise from TVs, radios, or parties
- Noise from children playing
- Dogs
- Rubbish
- Cars

What to do if you have a problem with your neighbour

• Don't rush in

If this is the first time you have experienced a problem with your neighbour, it may be best to do nothing. It may be a one-off, possibly your neighbour is putting up a shelf or having a birthday party and this will not be a recurring issue. A situation like this may simply need a little tolerance, if you are too quick to complain it might make things worse between you and your neighbour.

• Try talking

Your neighbour may not realise they are causing you a disturbance. It is important to try and sort things out yourself first. If someone else gets involved at this stage it may make things a lot worse. It is often difficult to approach people to make a complaint, so below are some hints to help you.

Good neighbour tips

Helpful

- Keeping TVs and music noise to a reasonable level particularly when doors and windows are left open or at night
- Placing TVs and music systems away from shared walls and off floors
- Warn neighbours if you are planning a party, maybe you could invite them too
- Put rubbish out on the morning of collection to avoid damage by dogs, etc
- Warn your neighbours before you have a bonfire and check no-one close you has washing on their line

Not helpful

- Playing TVs and music systems too loudly or late at night
- Vacuuming, using washing machines or doing DIY late # at night
- Letting dogs bark continuously
- Letting dogs mess on pavements or in gardens
- Parking your car in someone else's space or gateway
- Banging car doors, revving up or playing car radios in the street loudly or late at night
- Leaving rubbish in your garden or outside the house on days when no collection is due
- Shouting at other people's children or neighbours

Approaching people

Do

- talk to the person face-to-face rather than sending a letter or banging on a wall.
- work out before hand what you want to say
- talk to the person when they are on their own, and have time to talk, not when they are on their way to work.
- speak quietly and slowly, avoiding any bad language
- make your request politely but firmly
- listen to their reply without interruption and think about what they have said.
- keep calm

Don't

- let things build up. Don't leave it until things get out of hand, before you make your complaint.
- approach the person when you are angry or upset. Wait until you are calm
- lose your temper
- use aggressive body language (e.g. hands on hips, pointing, staring etc.)

