

# Housing Services

Dealing with  
low level  
anti-social behaviour

# As a local resident, how can I deal with the problem? What should I do myself?

If you are having problems with a neighbour or their children, your first step should normally be to approach them yourself.

You can explain what it is that is disturbing you. It will be helpful if you describe the problem clearly (giving times, dates & type of behaviour) and explain how it affects you and your family rather than just complain about it.

Customer care line

 0845 600 4436

[www.familymosaic.co.uk](http://www.familymosaic.co.uk)

**We often find that initially dealing with the problem on a personal level, is the best way of approaching the situation.**

Reporting the matter directly to your landlord or another agency can often inflame the situation and increase the likelihood of a relationship breakdown between parties.

**It may be that your neighbour isn't aware of the problems they are causing and you can reach a compromise.**

Remember, your neighbour may have problems and concerns that you do not know about.

Try not to shout or lose your temper with your neighbour as this can make the situation worse and could lead to action being taken against you.

Try to think how you would like to be approached if someone had a problem with something that you were doing.

**If you are unable to resolve the situation yourself we often recommend mediation in cases where there is a dispute. We use an external mediation agency that is not biased in any way.**

It is a very good way of helping people understand each other's point of view, particularly as you will usually remain as neighbours. Mediation does not take sides, but tries to find the middle ground that you both can agree on, and work from there.

**Usually a trained mediator will be employed to discuss both parties' points of view, feed back the information to each party and gain agreement from both about the way forward.**

Using mediation at an early stage can often prevent the problem escalating. Mediation is usually the best option in most cases and will be actively promoted. Sometimes even when a problem has been going on for sometime, mediation can still work to help someone realise they are causing a problem and stopping it (e.g. lifestyle clashes with a young person living next door to an older person).

**If speaking to your neighbour doesn't stop the problem, you can contact our Customer Care Line to arrange an appointment with your Housing Officer who is responsible for agreeing and setting up the mediation process.**

These steps may resolve the situation. However if you need to take your complaint further, please again contact your Housing Officer, who will see what else can be done to help you resolve the problem.

**Family Mosaic will not usually take action in circumstances such as those listed below**

- Tit-for-tat petty arguments between two households
- Parking disputes on roads, pavements etc
- Minor lifestyle disagreements, such as cooking smells, noise of children playing
- Children falling out with each other
- One-off party, bonfire etc.

**However, you could resolve these by mediation.**

If you have experienced violent behaviour or harassment from your neighbour in the past or feel threatened by them you should not attempt to resolve the matter yourself.

**listen. We understand. We deliver.**

## What powers do other agencies have to deal with ASB?

Other agencies also deal with ASB.

Types of ASB	Who to contact	What you can do
Noise nuisance	Local authority	<ul style="list-style-type: none"> <li>Investigate</li> <li>Issue warnings</li> <li>Serve abatement orders to stop noise pollution</li> <li>Remove equipment</li> <li>Impose fines</li> </ul>
Racial	Local Police	<ul style="list-style-type: none"> <li>Investigate</li> <li>Arrest the person responsible</li> </ul>
Dog nuisance (and fouling)	Local authority	<ul style="list-style-type: none"> <li>Council laws to keep the dog on a lead and not to foul in public places</li> <li>Employ wardens to round up stray dogs</li> </ul>
Young children issues	Local authority / Social Service Department	<ul style="list-style-type: none"> <li>Investigate if children are neglected and/or if the family needs parenting skills</li> </ul>
Drugs (dealing)	Local police	<ul style="list-style-type: none"> <li>Investigate</li> <li>Arrest</li> </ul>
Drugs (needles found)	Local authority	<ul style="list-style-type: none"> <li>Remove and dispose</li> </ul>
Drugs (help with a problem)	Local GP	<ul style="list-style-type: none"> <li>Advice and support</li> </ul>

We offer a wide range of information and advice including:

- Anti Social behaviour
- Noise nuisance
- Ending your tenancy
- Making a complaint
- Mediation
- Racial harassment
- Guide to choice based lettings
- Witness charter
- Resident involvement

# Talking your language

## Arabic

بنا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بالحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة مدمجة أو شريط صوتي أو مترجماً بلغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

## Farsi

لگرمایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده یا حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خواننده هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

## Kurdish

Heke hewceya we ji bo vê belgeyê bi herf û tîpên mezin, bi alfabeya koran, li ser CDyê, li ser kasetê an jî bi zimanê we bi xwe hebin; jî kerema xwe digel jimara jêr va têkîllî û munasebetê bi me ra daynin.

## Spanish

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

## Bengali

যদি আপনি এই তথ্যসমূহের যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার বিচেষ্টা ভাষাতে কল, সিডি, অডিও টেপ-এ সেজে চান তবে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

## French

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

## Polish

Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod numerem podanym niżej.

## Turkish

Bu bilginin herhangi bir kısmının büyük boyutu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

## Chinese

本文档提供关于公共场所方面的信息。如果您需要将这些信息的任何部分以盲文形式，或通过 CD、磁带，或以您的本国语言的形式提供给您，请通过以下号码与我们联系。

## Gujarati

જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજાય તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

## Somali

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

## Vietnamese

Tài liệu này cung cấp thông tin về các khẩu hiệu chung. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

This document gives you information about dealing with low level anti-social behaviour. If you need any part of this document in large print, Braille, on CD or explained in your own language please contact us on 0845 600 4436.

## Family Mosaic

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