

SECTION F PROBLEMS WITH NEIGHBOURS AND ANTI-SOCIAL BEHAVIOUR

This section includes:

- ◆ Anti-social behaviour
- ◆ Domestic Violence
- ◆ Harassment and Hate Crime
- ◆ Dealing with neighbour problems
- ◆ ARCH Mediation
- ◆ Pets


What is Anti-social behaviour?

The Council believes all tenants have the right to enjoy their home free from anti-social behaviour. Anti-social behaviour is behaviour that is generally unacceptable to society, or to a community (rather than one or two people or households). Anti-social behaviour is often illegal and includes:

- Violence - threatened or actual
- Domestic Violence
- Vandalism
- Theft
- Drug dealing
- Prostitution
- Racial and sexual harassment
- Storage of stolen property

The Council works closely with the Police, North Yorkshire County Council and with the health and voluntary agencies through the Safer Communities Partnership to prevent and resolve problems of anti-social behaviour.

When problems cannot be resolved the Council may take legal action. This may involve seeking an injunction to stop someone from being at a property or even an area or estate. Alternatively, if a tenant is involved the Council may ask for an eviction order at the County Court. The Council may also ask for an eviction order if a tenant has been convicted of an act of anti-social behaviour.

In co-operation with the agencies mentioned above the Council will provide help and support to the victims of anti-social behaviour. 

Threatening behaviour

If you are being threatened in any way you should first contact the Police then let your Neighbourhood Housing Office know.

We take all complaints seriously and will investigate your complaint and try to resolve your situation. We do however need your assistance so you must be prepared to help us help you. This may mean making a statement about what has occurred, keeping records of what happens to you and in some serious cases we may ask you to go to Court with us to tell the judge what has happened.

Children and Anti-Social Behaviour

Tenants are responsible for the behaviour of their children and any visitors to their home. If your children are responsible for anti-social behaviour in the area in which you live, or even elsewhere, your tenancy will be put at risk.

Threatening behaviour against staff

We will not tolerate any threatening behaviour against our staff. A condition of your tenancy is that you or your visitors do not threaten neighbours, intimidate or carry out any violent acts against any member, officer or agent of the Council.

If you are being troubled or annoyed by a neighbour or someone in your area, you must tell your Neighbourhood Housing Office.

Domestic Violence

Domestic Violence is defined by the Government as “any incident of threatening behaviour, violence or abuse (psychological, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality”.

Domestic abuse is rarely a one off event and tends to escalate over time. The abuse can include:

- Name calling or put-downs
- Enforced isolation from family or friends
- Withholding of money
- Actual or threatened physical harm
- Sexual assault.

Your Housing Officer can advise you regarding what help the Council and other agencies can offer. Where there is evidence that domestic violence has occurred the Council may take action for possession of a property against the perpetrator of the violence.

What is Hate Crime?

This represents a criminal offence against an individual or property that is motivated by the alleged perpetrator's hate against the individual due to age, sex, race, religion, disability, sexual orientation or ethnicity and we have supportive evidence that such behaviour is motivated by the alleged perpetrator's hate. Anybody found to be responsible for harassment or hate crime may be evicted from his or her property. This includes

harassment or hate crime against our own staff.

Useful Contacts

Harrogate & District Women's Aid 01423 858335

Victim Support 01423 500033

Citizens' Advice Bureau 01423 567150 (Harrogate) or 01765 603297 (Ripon)

DEALING WITH PROBLEMS WITH NEIGHBOURS

If you have a problem with your neighbour you may simply need to speak to them. Perhaps they don't know that what they are doing upsets you. Activities which often cause nuisance include: noise, DIY work, rubbish, uncontrolled animals, unruly children and car repairs.

If you feel that you cannot speak to your neighbour, or their response is not satisfactory, please contact your Neighbourhood Housing Office. Your Housing Officer will discuss the most appropriate way to deal with the behaviour that is causing you problems.

ARCH MEDIATION

One option you may consider, if you are being troubled by your neighbour, is the ARCH Mediation service which is a confidential, independent and free service. Mediation is a tried and tested way of resolving neighbour disputes. ARCH can advise you how to nip problems in the bud, or if they have been around for some time, help you calm things down. Mediators can offer support and enable you to resolve your dispute cooperatively. They will help you to recognise both parties' needs, clarify the problem, explore situations and negotiate an agreement that you can both accept and live with. Not all cases are suitable for mediation, but talk to ARCH and if they cannot help they will probably suggest someone who can.

The [ARCH Mediation service](#) can be contacted at:



Knaresborough House
High Street
Knaresborough
HG5 0HW
01423 868782

PETS

You may keep pets unless you live in certain sheltered housing (Category 2) schemes. However you must look after your pets and keep them under reasonable control so that they do not annoy or upset your neighbours.

You may exercise your dog in the communal areas around your home but you must not allow your dog to foul in these areas or any public places. This can be a health hazard especially to young children and very unpleasant for your neighbours. If you



experience trouble with dog fouling, stray dogs, problems concerning dogs or would like to find out more about responsible dog ownership contact the Dog Warden service on 01423 556633.