

## What else can you do?

Durham County Council Environmental Health Department can address certain types of nuisance such as noise and unfit homes. You can contact an Environmental Health Officer on **(01207) 693 693**.

Under the Crime & Disorder Act 1998, Derwentside Homes, other landlords and the Police have a duty to work together to tackle anti social behaviour. We can seek anti social behaviour orders (ASBO's) against individuals or groups who cause "alarm, harassment or distress" to other members of the community, if the ASB is serious.



This leaflet explains how to deal with Anti Social Behaviour and how Derwentside Homes will respond to nuisance complaints. If you would like it translated or in a different format, contact us at the address below.

中文  
Chinese

此传单解释了如何应对反社会行为，以及 Derwentside Homes 如何处理滋扰投诉。如果您需要翻译版本或其他格式，请按如下地址与我们联系。

हिंदी  
Hindi

ये लीफलेट ये बताता है कि असासामाजिक प्रकार के व्यवहार का सामना कैसे करना है और डेरवेन्टसाइड होम्स द्वारा इस प्रकार के उपद्रव संबंधी शिकायतों पर किस प्रकार की प्रतिक्रिया दी जाएगी। यदि आपको ये अनुवादित रूप में या अन्य किसी फॉरमेट में चाहिये, तब नीचे दिये गए पते पर हमसे संपर्क करें।

Magyar  
Hungarian

Ez a szórólap elmagyarázza Önnek, hogyan kezelje az antiszociális viselkedést és hogy a Derwentside Homes hogyan fog bántani a rendzavarási panaszokkal. Ha szeretne fordítást kapni róla, vagy más formátumban szeretné olvasni, forduljon hozzánk az alábbi címen.

Latviešu  
Latvian

Šajā brošūrā paskaidrots, kā rīkoties ar pretsabiedrisku uzvedību un kā Derwentside Homes reaģēs uz sūdzībām par sabiedriskās kārtības traucējumiem. Ja jūs vēlaties, lai to iztulko vai vēlaties to citā formātā, sazinieties ar mums izmantojot turpmāk minēto adresi.

Lietuviškai  
Lithuanian

Šiame informaciniame lapelyje paaiškinta, kaip kovoti prieš asocialų elgesį ir kaip bendrija „Derwentside Homes“ reaguoja į skundus dėl viešosios tvarkos pažeidimo. Jeigu norėtumėte teksto vertimo arba kitu formatu, susisiekti su mumis toliau nurodytu adresu.

Polski  
Polish

Ulotka wyjaśnia, jak postępować w przypadku zachowań antyspołecznych oraz jak Derwentside Homes reaguje na skargi dotyczące zakłócania porządku. Jeśli potrzebne jest tłumaczenie lub inny format dokumentu, prosimy o kontakt z nami pod poniższym adresem.

ਪੰਜਾਬੀ  
Punjabi

ਇਹ ਇਸਤਿਹਾਰ ਇਹ ਵਿਆਖਿਆ ਕਰਦਾ ਹੈ ਕਿ ਸਮਾਜ-ਵਿਰੋਧਕ ਰਵੱਈਏ ਨਾਲ ਕਿਵੇਂ ਵਿਚਾਰ ਕਰਨਾ ਹੈ ਅਤੇ ਡਰਵੈਂਟਸਾਈਡ ਹੋਮਸ ਉਪਦਰ ਦੀਆਂ ਸ਼ਿਕਾਇਤਾਂ ਤੇ ਕਿਵੇਂ ਪ੍ਰਤੀਕਿਰਿਆ ਕਰਣਗੇ। ਜੇ ਤੁਸੀਂ ਇਸ ਦਾ ਅਨੁਵਾਦ ਕਰਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫੋਰਮੈਟ ਵਿੱਚ ਕਰਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اردو  
Urdu

یہ لیفلٹ وضاحت کرتا ہے کہ غیر سماجی رویے کے ساتھ کیسے نپٹا جائے اور ڈروینٹ سائیڈ ہومز تکلیف دہی کی شکایت کا جواب کیسے دیں گے۔ اگر آپ اس کو ترجمے یا کسی اور شکل میں حاصل کرنا چاہتے ہیں، تو مندرجہ ذیل پتے پر ہم سے رابطہ کریں۔



### Customer Services

Derwentside Homes,  
Greengates House,  
Amos Drive,  
Greencroft Industrial Park,  
Stanley,  
County Durham  
DH9 7YE



0800 783 9295 or 01207 521 100



customer.services@derwentsidehomes.co.uk



www.derwentsidehomes.co.uk

DHL03 V1 DEC10



# Be a Good Neighbour Tenancy Enforcement



The purpose of this leaflet is to provide you with advice on what you can do if you are experiencing nuisance or Anti Social Behaviour (ASB).

## What is Nuisance and ASB?

Nuisance and ASB is “any behaviour, which causes, or is likely to cause fear, alarm and distress” and Derwentside Homes treat it as a breach of tenancy conditions.

Most neighbours live happily and show tolerance to others; however, disputes do occasionally arise because of various reasons, which may include:

- Loud music
- Car repairs
- Foul and abusive language
- Badly behaved visitors
- Rubbish and litter
- Untidy gardens
- Graffiti
- Violence or threats of violence
- Illegal drug use in or around the home
- Harassment
- Racial Abuse
- Vandalism
- Noise nuisance from animals and pets  
(This is not an exhaustive list)

## What you can do

Everyone has the right to live in an environment free from harassment and intimidation. The irresponsible actions of a small minority can have harmful affects on residents’ quality of life.

It is always important to first consider that your neighbour may not be aware that their actions are causing a nuisance. Simply speaking to your neighbour tactfully can often lead to solving neighbour problems. It may be that their lifestyle is different to yours and they do not realise that they are causing a nuisance.

You must remember and accept that tolerance levels vary among individuals. You may consider a particular incident or action to be a nuisance; however, this may be acceptable to others.

Most people will respond well to a reasonable request, involving Derwentside Homes from the start may potentially inflame the problem.

However, Derwentside Homes will not tolerate tenants trying to resolve a dispute by taking matters into their own hands and resorting to harassment or criminal damage.

Derwentside Homes will adopt a consistent approach in the action taken against tenants who breach their tenancy conditions.

If the discussion becomes heated - ‘walk away’, do not become involved in a confrontation where hasty, strong statements made may make it difficult for both sides to settle the dispute.

## But what if the problem continues?

**Report it.** If you don’t, then Derwentside Homes can’t do anything to resolve the problem. There are several ways to do this:

You can contact Derwentside Homes at our head office; **Greengates House, Amos Drive, Greencroft Industrial Park, Stanley, County Durham, DH9 7YE** in writing or in person.

You can e-mail us direct through the Derwentside Homes website or you can contact us on **0800 783 9295** to report nuisance or if necessary call the out of hours reporting line on **01207 524 322**.

The police non-emergency number is **0345 606 0365** or in an emergency **999**.

## What will Derwentside Homes do to help?

Derwentside Homes will look into all allegations made and suitable action taken to resolve the problems.

### Such action may include:

- An officer interviewing you
- You approaching your neighbour
- Derwentside Homes approaching your neighbour
- Using professional mediators
- Collecting evidence (for example through diary sheets)
- Interviewing neighbours
- Liaising with the police
- Involving other agencies
- Legal action

As a responsible landlord, Derwentside Homes has a duty to take suitable early intervention to help sustain the tenancy and prevent homelessness; this may include involving other agencies.

However, if the problem persists, Derwentside Homes has three legal choices to stop the nuisance or ASB of its tenants.

### We can apply to County Court:

- For an injunction (to stop an individual from doing something)
- For a possession order (to have the tenant evicted from their home)
- For a demoted order (to demote the tenancy of the tenant for one year or more)

Derwentside Homes can only take action where there is good supporting evidence. It is therefore essential that if you seek Derwentside Homes’ help in resolving your problems, you must follow the advice of the Officer (for example keeping diary sheets).

You should be aware that if Derwentside Homes is to take legal action you might have to give evidence in Court. Also note that while everyone would like Derwentside Homes to accept their version of events, officers have a duty to look into all sides of the argument. Officers will tell you how investigations are progressing.

If you contact us to complain about noise nuisance we will respond to your complaint within three working days. If a serious incident occurs, we will contact you within one working day.

Following our first contact with you, we will carry out further investigations and agree with you a date to review. We will keep in contact and regularly update you with progress of the case.

## What if the people causing you a nuisance are not Derwentside Homes Tenants?

Derwentside Homes plays an active role within Safe Durham Partnership. This is a multi agency body, sharing information and working together to reduce crime, fear of crime and tackle ASB. It includes the Police, Durham County Council (DCC), Fire Service, Education and other agencies.

The aim of this Partnership is to stop this behaviour and we will do all we can to protect the homes and properties of residents on our estates and to make them feel safe.

However, to do this successfully, and for any action to have a lasting impact, we need the co-operation from you and other residents on our estates.

If Derwentside Homes receives complaints about residents or youths that are not our tenants, we will make a referral to the Partnership and will adopt a multi agency strategy to combat the issues.

