

WAYS TO RESOLVE PROBLEMS WITH NEIGHBOURS



USEFUL CONTACTS

THE POLICE

For emergencies **999**
For non-emergencies **101**
or
Visit www.police.uk and enter your postcode to find details of your local Police neighbourhood team.

MEDIATION SURREY

Web: www.mediationsurrey.org
Email:
community@mediationsurrey.org
Tel: **03301 340 260**

WEST SUSSEX MEDIATION

Email: info@wsms.org.uk
Web: www.wsms.org.uk
Tel: **0300 200 0025**

LOCAL SERVICES

Visit www.direct.gov.uk and follow the links to enter your postcode to find details of your local council and other local services.

NATIONAL HELPLINES:

CHILDLINE

For children and young people reporting or concerned about bullying or abuse.
Tel: **0800 11 11**
Web: www.childline.org.uk

CRIMESTOPPERS

To report crime anonymously.
Tel: **0800 555 111**
Web: www.crimestoppers-uk.org

TALK TO FRANK (FRANK)

The Governments' national drugs helpline. Offers free confidential drugs' information and advice.
Tel: **0300 123 6600**
Web: www.talktofrank.com

MANKIND

Provides information and emotional support for male victims of domestic abuse. Tel: **01823 334 244**
Web: www.mankind.org.uk

NATIONAL DOMESTIC VIOLENCE HELPLINE

Runs in partnership with Women's Aid and Refuge. It provides support and advice for victims, their families and others calling on their behalf.
Tel: **0808 2000 247**
Web: www.nationaldahelpline.org.uk

EAST SURREY DOMESTIC ABUSE SERVICES (ESDAS)

Help and support for male and female survivors of domestic abuse.
Tel: **01737 771350**
Web: www.esdas.org.uk

STOP HATE UK

For information and advice and to report incidents of hate crime.
Tel: **0800 138 1625**
Web: www.stophateuk.org

VICTIM SUPPORT

Help for victims of crime.
Tel: **0808 168 9111**
Web: www.victimsupport.org.uk



0300 123 3399

www.ravenht.org.uk

 @RavenHT

 RavenHousingTrust

 Raven Housing Trust



EVERYONE IS DIFFERENT

Many neighbours have different values and opinions and sometimes this can cause problems. But everyone has a right to live their life, and part of being a good neighbour is allowing some give and take.

We do not regard the following things as anti-social behaviour:

- Noise from children at play
- Family disputes
- Babies crying
- Sounds of normal living such as doors opening and closing, and people going up and down stairs
- Occasional events such as birthday parties and BBQ's, provided they don't cause unreasonable disturbance
- Clashes of lifestyle, which can occur for all sorts of reasons including cultural differences and unusual food smells

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WHAT IS MEANT BY ANTI-SOCIAL BEHAVIOUR?

When a person's behaviour is clearly unacceptable, it is called anti-social behaviour (ASB).

This includes things like:

- Intimidating people
- Illegal drug activity
- Behaviour resulting from alcohol abuse
- Repeatedly playing loud music
- Noisy visitors
- Constant shouting
- Letting a dog bark constantly

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STEP 1: TRY TALKING

Most people do not realise they are causing a problem. So you may find they are reasonable if you go and talk to them. If you try to talk to them calmly, you are more likely to get a positive response.

If your neighbour is unreasonable, leave the discussion.

STEP 2: GETTING HELP TO RESOLVE THE PROBLEM

Help is available if, after listening to each other's views, you're unable to reach an agreement. Raven works in partnership with two organisations, listed below, who offer help to people having problems with neighbours, including mediation and one-to-one support.

Mediation is an informal, confidential and independent service available to help neighbours sort out their differences and reach an agreement. Mediators are experienced in dealing with a range of disputes including:

- Noise
- Behaviour of young people and visitors
- Fences and boundaries
- Parking spaces
- Rubbish

They can help you and your neighbours understand each other's point of view and reach a solution. If mediation is appropriate, we will discuss it further with you and give you more information.

If mediation is not appropriate, individual coaching may be helpful to find a way forward. You can contact the organisation for your area for a conversation about the options available with no obligation to take up the service.

WHAT CAN RAVEN DO IF THINGS DON'T IMPROVE?

We're committed to promoting a safe, peaceful environment where everyone can enjoy their home and the local area. Where necessary, we'll work with all relevant agencies to achieve this. You can contact us by phone, in writing, in person or by email. We'll let you know that we've received your report and will agree an action plan with you.

WHAT WILL HAPPEN IF I MAKE A REPORT?

We will deal with all reports promptly and sensitively. It's important to know

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that reports take us time to deal with. We'll discuss your report with you in confidence and won't reveal your identity to your neighbour or anybody else unless you agree to this. We will agree an action plan with you that takes into account your circumstances and the nature of the problem. This plan will include:

- **Actions for you** – for example, writing down the dates and times that problems happen, keeping in contact with us, letting us know how the problems are affecting you, and telling us if anyone else is being affected
- **Actions for us** – for example, speaking to the person causing the problem, talking to other agencies (for example, the Police), and keeping in regular contact with you

Wherever possible, we try to sort out disputes as quickly as we can. However, in more serious cases and as a last resort, we may need to take court action. For us to do so, we will need good supporting evidence to put before the court.

We'll give you incident logs so you can record evidence. We'll explain how to complete them and what to do with them next.

HOW DOES RAVEN DECIDE WHAT ACTION TO TAKE?

We take the following factors into account when considering what our next steps will be

- The type of behaviour
- The severity and frequency of incidents

- The available evidence
- The effect of the behaviour on you
- Who else is being affected?
- Whether the people whose behaviour is causing problems have been given an opportunity to change it (depending on its severity) and whether it has improved
- What other interventions have been considered or tried so far

We evict a tenant only as a last resort and only for extreme anti-social behaviour that continues over a period of time.

HOW TO APPROACH YOUR NEIGHBOUR

Tips to bear in mind

- Talk through your problem first with a friend or relative. This can sometimes help make it clearer in your mind
- Before you approach your neighbour, think about what you want to say and what you want to achieve. Stay calm and friendly and try not to shout or be abusive
- Be clear about the problem. Explain how you feel and how it's affecting you
- Listen to your neighbour and think about what they're saying. They have a view too
- Avoid interrupting when they're talking
- Try to reach an understanding with your neighbour that suits you both