

Items from the North Area Residents' Only Meeting held on 16/11/17

1. Tenancy requirements at Nettleton & Dudeney

There have been ongoing problems with anti-social behaviour at Nettleton and Dudeney and some of this is being caused by new tenants in the block.

Anti-social behaviour can be very frightening and disruptive for residents and it can be very difficult for them to cope with.

The process for dealing with anti-social behaviour can be very long and drawn out which leads to people being frustrated and feeling very vulnerable.

Some tenants who are causing problems for their neighbours may need additional support in order to be able to live independently and this support is often not provided.

These issues were discussed at the residents meeting on 21st September and Housing provided a written response which clarified the lettings policy for Nettleton and Dudeney.

The meeting felt that the issue they had previously raised had been taken out of context as they were not proposing that Housing should discriminate when allocating new tenancies.

This problem is not only an issue at Nettleton and Dudeney. An example was given of an area in Coldean with predominantly elderly residents, where a few anti-social residents are making their lives a misery. People feel that nothing is being done to protect the elderly residents who are experiencing these problems.

The meeting agreed to submit the following proposal to the agenda of the Area Panel:

That the process for dealing with anti-social behaviour by tenants, where it is directly impacting on other tenants, be reviewed. Two aspects need to be investigated:

- Speeding up the time gap between an initial complaint and action being taken.
- Considering what additional support may be needed to prevent an individual's anti-social behaviour and what agencies could be providing such support.

Response by Michael Raywood, Housing Manager – North, tel: 01273 290674

- **Speeding up the time gap between an initial complaint and action being taken.**

Reports of antisocial behaviour and a breach of tenancy are initially dealt with immediately by the Housing Customer Services Team who resolve over 80% of reported antisocial behaviour calls. The remaining calls are passed through to a duty Housing Officer within the Housing Officer Team who will contact the caller within 24 hours.

Antisocial behaviour can be very complicated and the council is reliant on a number of parties, such as witnesses and professional agencies, to support and substantiate

any reports of antisocial behaviour. The way in which the council can bring closure to antisocial behaviour through a legal remedy is very much determined by the legal process and unfortunately this can be very time consuming.

Whilst the most recent Antisocial Behaviour Crime and Policing Act 2014 has provided the council and other professional agencies with a number of fast acting remedial powers such as, closure orders and injunctions, the council remains reliant on qualifying evidence and unfortunately due to the nature of the antisocial behaviour and/or because of living nearby the perpetrators, witnesses are often afraid and/or reluctant to substantiate the claims due to being in fear of repercussions.

Incidentally, since the Introduction of the Antisocial Behaviour Crime and Policing Act 2014 the council has obtained 13 closure orders and 6 injunctions and made 12 successful evictions for antisocial behaviour.

- **Considering what additional support may be needed to prevent an individual's antisocial behaviour and what agencies could be providing such support.**

When dealing with antisocial behaviour the council will take a holistic approach, weighing up the behaviour of the alleged perpetrator and the impact that such behaviour is having on the victims. In doing so, the council will consider any vulnerability/disability that may be linked to the perpetrator and seek to identify an alternative remedy other than commencing enforcement action.

This may involve a referral to a Tenancy Sustainment Officer, whose role is to coordinate the necessary support agencies (such as drug and alcohol services) and/or it may involve referring the perpetrator to social services or mental health services.

The council has access to a vast range of support services for people whose behaviour leads to antisocial behaviour as a consequence of their vulnerabilities. One of the problems however, is sustaining that person's engagement in support to enable effective change. It is this inconsistency that all too often leads to a relapse in behaviour and subsequent repeated antisocial behaviour.

2. Gardens for new tenants

When people are signed up for the tenancy of a flat they are not told which piece of garden is attached to their flat. This has caused considerable problems at 25 and 27 Haig Avenue, Coldean, where there is an ongoing dispute between two tenants over the garden space outside their block.

Coldean Tenants and Leaseholders have spoken to Housing in an attempt to get the matter resolved, but the council is saying they can't do anything about it.

The meeting felt that this illustrates a wider need for tenants to be given clear written information about which garden area is theirs. This is particularly the case where previously communal spaces have been divided up into individual gardens.

The meeting decided to put forward two items for the agenda of the Area Panel; that the proposal be considered that all new tenants of flats should receive written information about any garden areas that they have exclusive use of and responsibility for.

Response from Janet Dowdell, Tenancy Services Operations Manager, tel: 01273 29 3191

Gardens either have clearly defined boundaries or none at all and where possible our Rehousing Officers will provide boundary information at the point of viewing. This is not possible in all situations due to the incomplete data available and historic arrangements which may have taken place between neighbours. Our Officers attempt to contact neighbouring addresses to gather the information where necessary as tenants have on occasions, swapped gardens without telling the council and this can be a big problem when the property becomes empty.

The Area Housing Teams will manage any boundary disputes between tenants and will look towards the best outcome for both parties. This can be a difficult negotiation process and can require some compromise and good will. The Housing Officers will offer solutions such as reinstating or moving a boundary fence to rectify historic arrangements as well as organising Good Neighbour agreements around the use of gardens and shared paths. Each case is very different and it is not possible to have one fixed approach to cover a situations.

To improve the information we keep about our properties, all visiting officers within the Housing Department have access to update our database with property detail from their visits and this helps us to provide detailed information to new tenants when viewing a new home and signing up to be a Brighton and Hove City Council Tenant.

3. Grants to Residents Associations

The process for applying for grants for the costs of running Residents Associations was discussed. Some people felt this can be overly complicated which can deter Associations from requesting funds.

It was felt that those involved give a lot of their time for free and it should be easy for them to claim for their very limited expenses, such as travel and refreshments at meetings.

Action: The meeting agreed to submit this to the agenda of the Area Panel, with a proposal that the process be reviewed.

Response from Hilary Edgar, Housing Service Operations Manager, 01273 293250

I am sorry to hear that an association has found it difficult to apply to the council for a grant. This is the first time I have heard this comment, so it would be useful to know more about what gave rise to this item before committing to review the process. Can the relevant association(s) please contact Hannah Barker, Resident Involvement Officer, for the North area?

A copy of the current form and procedures is attached to this response and can be used by any association that meet the criteria for funding.

Tenant / Resident Association Grant Application Form

Name of Bank/Building Society: _____

Name of Account: _____

Branch Address & Sort Code: _____

Account Number: _____

Please attach a copy of the Bank or Building Society Mandate:

Attached Yes / No

Please attach a photocopy of the most recent balance of accounts:

Attached Yes / No

Planned Expenditure from _____ to _____

Stationery:

Postage:

Telephone Call:

Hire of Rooms:

Carers Costs (crèche, family member etc):

Transport:

Refreshments (tea /coffee) for meetings:

Other (please state):

Total:

Balance remaining from previous grant:

Amount requested for coming year:

Signed: _____

Date: _____

Signed: _____

Resident Involvement Officer

Please turn over and complete following side

The Tenant / Resident Association Grant Process

Your association can apply for a grant if:

- ✓ It is recognised by the council
- ✓ The accounts are examined annually by the Resource Centre
- ✓ The association has a bank account requiring two out of three named signatories (not related by family or living at the same address) to sign cheques

What can the grant cover?

- ✓ It doesn't cover social activity spending or events not related to community issues
- ✓ It does cover costs incurred in taking part in consultation with the council and in telling local people about what you are doing
- ✓ It does cover reasonable expenses to promote the interests of residents

To apply for a grant we will need:

- ✓ A copy of your examined accounts
- ✓ A copy of your bank or building society mandate
- ✓ You to complete the section on the back of this form in full

What you will need to do next:

Once you have the relevant documentation and have completed the form overleaf, you will need to ring your Resident Involvement Officer to make an appointment to discuss the application.

Changes in the Resident Association

If the account signatories' change or the Association collapses, please contact the Resident Involvement officer for your neighbourhood to discuss what to do.

Application Request for a Tenant or Residents Association Grant

Name of Association: _____

Name and Address of Treasurer: _____

Name of two Co-Signatories: _____

Please turn over and complete following side

Additional information for treasurers

The purpose of the grant, from the Housing Revenue Account, is exclusively for the costs of running the association itself. If in doubt about any expenditure advice should be sought from your local Resident Involvement Officer.

All expenditure must be agreed, by your committee. Amounts up to £ 50.00 can be agreed after they have been spent, at the next meeting, but amounts over £50.00 must be agreed *before* they are spent. The important thing here is that, as a committee, everyone takes responsibility to assist and support the work of the treasurer.

Where an association receives multiple grants, such as from charities or other parts of the council, it is most strongly recommended that associations have a separate bank account for their Housing Revenue Account grant. This is to avoid any confusion in where certain spending has come from. If amounts remain small it may be possible to operate multiple income from a single account but there will, again, need to be discussions with your Resident Involvement Officer who will need to be satisfied that this can be done adequately.

Any expenditure on transport, postage or telephone will have to be identified specifically. On telephone expenditure we are recommending that when the association is funding a mobile telephone for official use "Pay as you Go" phones are used as these can be obtained for as little as £ 10.00 and it is easy to determine costs.

Multiple packages that include internet, television and other devices are discouraged and should not be charged to your grant as it is difficult to determine specific costs. As a general rule, to avoid misunderstandings, the method of re-imbursment for telephone use should be agreed between the Treasurer and Resident Involvement Officer for each association.

A face to face meeting with your Resident Involvement Officer to discuss your grant bid will be needed before the grant can be processed. This will be to ensure that there is full understanding of the above conditions and to ensure we are offering you all the help and assistance you might need.

Three star items from other areas - Central

4. Accessibility issues

The notices on communal boards or those received individually by residents, are often produced in small print and are difficult to read if people have limited vision. It was asked if the council have a policy about the accessibility of notices and posters they produce. If so what is it, and how is it implemented?

Response from Adrian Ashwell, Communications Manager, 01273 293034

The council follows the Royal National Institute for the Blind guidance, and use a minimum font size of 12 point. The font should be Arial for the main body of the text (unless designed where we use Frutiger); both are easily readable fonts.

In addition to font size, our guidelines advise making printed documents easier to read by using plain English, highlighting important information, and supporting text with diagrams, images or photographs.

Sometimes notices are put up in blocks of flats that are not produced by the council's Communications team. The Resident Involvement team has sent round a reminder of these guidelines to Housing teams, for their future reference when drafting notices.

In terms of individual communication, we will always use a resident's preferred form of contact when contacting them. This can include large print or braille documents.

Three star items from other areas - West

5. Review of the Estate Development Budget

A proposal was put forward that there is a review of the Estate Development Budget. It was felt that tenants should have more control and say in this budget and that the administration and application of the EDB is not working as well as it used to.

The following issues were raised:

- The range of items approved for EDB bids has become increasingly restricted, and a lot of suggestions from Residents' Associations are getting turned down.
- The decision making process on small bids should be opened out to a bigger group of people, rather than dealt with by a small panel.
- Each Area should be able to individually negotiate the rules and regulations for their Area. This would reflect the varying issues and concerns in different Areas.

This was agreed unanimously.

Response from Hilary Edgar, Housing Service Operations Manager, 01273 293250

There will be a review of the Estate Development Budget (EDB) in 2018. This will take account of:

- *The 2017/18 programme; an analyses of spend, feedback from associations, Mears and BHCC*
- *Findings from a recent audit of the budget*
- *The need to change guidelines for bids to match a decrease in the overall budget from 2018/19*

The EDB Panel will be involved in this review and invite questions from the associations in their areas, such as the ones above, to be included in its scope.

An outline of the review will be presented to the EDB Panel and then come before Area Panels later in the year.

6. Tackling social isolation

It was noted that there is an increasing problem with isolation, especially amongst elderly residents. Some Residents' Association members would like to be able to support isolated and vulnerable people living close to them. An obstacle to doing this is not knowing who needs support – the Council is not able to give out information without permission from the individual involved. It was suggested that the Council puts some staff time into contacting isolated and vulnerable residents and asking if they would mind having their details passed on to the Residents Association.

Response from Eve Hitchens, Housing Officer, 01272 293030

Housing Officers carry out routine Tenancy Checks every five years, and in addition will visit out of turn if concerns are raised by neighbours or contractors that a tenant may be in need of help.

One of the main purposes of a Tenancy Check is to ensure that a tenant is coping, both with the property and can take care of themselves. If they are not, we can make referrals to a number of other agencies, most commonly Access Point, or health teams. Sometimes elderly people in particular say that they are feeling isolated if they have little family, and the neighbours they knew have either passed away, or moved. Some people will ask to move to sheltered accommodation for this reason.

We list all occupants in the property, and ask for details of a Next of Kin, or a person who can be contacted in an emergency. This will give us an indication of whether someone may be isolated. Some people, of course may not want any social contact. If someone wants more engagement, we will endeavour to refer to a service which meets their specific needs. If a Residents Association is providing a service, we could tell the resident about that, or pass their details onto the Residents Association, with their permission.

Residents Associations are, of course, welcome to provide flyers which we could give out during visits to residents who express an interest, or they can be posted through doors, or on Noticeboards.

Three star items from other areas - East

7. Affordable Housing

The meeting noted that the rent for a new 1 bedroom flat in Kite Place is £192 per week. This is not affordable for most people who need council housing. As a result rents have to be subsidized by Housing Benefit.

At the last residents meeting there was a discussion about the shortage of housing and allocations. An item was put forward for discussion at the Area Panel but it wasn't possible to discuss it as the officers required to provide the relevant information were unable to attend the meeting.

The meeting decided to resubmit the questions from the previous meeting to the Area Panel Agenda:

- What are the allocation priorities?
- What is the Council doing to tackle the shortage of truly affordable housing in Brighton and Hove?

Response from Carol Jenkins, Estate Regeneration Project Manager, 01273 293832 and James Crane, Service Improvement & Interim Homemove Manager, 01273 293316

Rents for new build properties

£192 is actually the rent for a two bedroom flat, not a one bedroom flat (which would be £153 per week). All the rents are within Housing Benefit limits for eligible households and were set by the council's Housing & New Homes Committee. The rent levels have also been agreed by the government's Homes & Communities Agency as these properties fall under the affordable rent regime as laid out by central government.

Unlike older council stock which was largely built with government grants, the new build homes now mostly have to be paid for from the new tenants' rents. Government subsidy for development of new council housing has switched over the years - from grants to councils towards building costs which enabled them to set lower rents, to subsidy paid to individual tenants through Housing Benefit to pay higher rents that repay the cost of building the homes.

Resident satisfaction surveys of tenants of our completed new build homes three months after they moved in found 80 % are very satisfied that their rent provides value for money and 100% are satisfied. This compares to 86% overall satisfaction rates amongst wider council tenants who responded to the STAR satisfaction survey in 2016. A tenant of the new Robert Lodge blocks not receiving full Housing Benefit commented that they have been able to start clearing their debts since moving from the private rented sector to an affordable rent home.

Tenants of new council homes also benefit from low running costs, as every home is built to high energy and water efficiency standards, as well as being newly finished and decorated, with good quality new flooring. At Kite Place, Robert Lodge South and Hobby Place, they will also benefit from economical and efficient heating and hot water from a communal boiler and solar energy providing power to the landlord's electricity supply. The homes are built to the space and 'accessible and adaptable' standards required by the council's Affordable Housing Brief and Planning, and also have lifts to all floors.

In agreeing the rents for new schemes, Housing & New Homes Committee members aim to ensure rents are affordable to those in low paid employment as well as households with full benefit entitlement; that the amount of Housing Revenue Account subsidy for new homes is minimised as this is made up mainly of rents and charges from all council tenants; and that rental income from new homes can support an ongoing development programme to continue to build much needed new council homes for rent.

Allocation priorities

The priorities under the allocations policy were changed in December 2016 after proposals were consulted on across the city and beyond. The Council had a housing register of 25,000 applicants with only about 700 letting each year. This meant that many applicants did not have a realistic chance of being offered social housing at all. We can now have more realistic conversations with our applicants while still taking account of those in housing need that need to move. The register was an open register. This meant that anyone in the UK could apply, albeit with a reduced priority for those from outside of the city. We now have a closed register that looks to meet the needs of those residents who have a residence here of five years with some exceptions. The policy introduced income and savings caps set at levels were applicants could afford to meet their own housing need and the banding structure was changed to remove some of the lower level reasons. Therefore if someone has too much equity in a property they can no longer be on the register and if they do not have a recognised housing need once again they cannot remain on the register. We have removed around 9,000 applications so far and continue to remove those that are no longer entitled to remain on the register. People can apply to the council at any point in the future if their circumstances change and they would be awarded a band to reflect this change.

We have left much of the old allocations policy for transferring tenants unchanged. We still have the tenant's incentive scheme for people to down size to smaller properties (Band A); we still have Priority Transfers for anti social behaviour and domestic violence for example (Band A). We still have Band A and B medical for high level needs but have removed Band C medical and Band C for sharing facilities.

We have introduced an allocations plan that means we now have four queues instead of one large one. The queues have a set % of lets each:

Homeless 40%
Transfers 30%

Homeseekers 20%
Council's interest 10%

This allows us a greater degree of flexibility to offer homes to the homeless who do not have a permanent home. We have to reduce the numbers that we have in temporary accommodation as this type of accommodation is the most expensive there is and is subsidised by Housing Benefit in a high number of cases. The allocations plan will be going back to the Housing & New Homes Committee in March 2018 for members to decide where they want to set the levels in the plan for the next year (2018/19) and each year thereafter. This gives members a greater say in the allocation of social housing to meet the council's obligations.

The changes were seen by tenant reps at a special area panel in November 2016 and approved by members of the Housing & New Homes and Policy, Resources and Growth committees late last year with a few amendments.

Tackling the shortage of affordable homes

As well as the council's New Homes for Neighbourhoods programme, which is already well on the way to delivering nearly 300 affordable rented new build homes on council land, the Housing department has a programme of converting unused spaces in existing blocks into new flats where possible, such as the three new flats completed at St James's House recently. The council's Housing and Planning departments also look for private new residential developments of five or more homes to include a proportion of affordable housing, which is usually acquired by locally operating housing associations that are members of the Affordable Housing Delivery Partnership and let their rented homes through Homemove. And the council works with its Registered Provider partners in the delivery of more affordable homes.

This is reflected in the council's Housing Strategy 2015 reinforces our need for more affordable housing to meet the needs of local people and includes strategic actions that seek to:

- Prioritise support for new housing development that delivers a housing mix the city needs with a particular emphasis on family, Affordable Rent and where feasible, Social Rented housing.
- Continue work with a range of partners including Homes & Communities Agency, housing associations and the community housing sector to develop more affordable housing.
- Support housing associations and community housing organisations with their proposals to deliver affordable homes.
- Look to new developments to deliver family housing as part of the affordable housing requirement.
- Explore the viability of Community Land Trust and wider community housing development options when land is available with a focus on maximising the social value of new developments where appropriate.
- Maximise housing provided from best use of the council's Housing Revenue Account (HRA) investment, land and buildings; and

- Directly provide more council housing, such as by developing ourselves through our New Homes for Neighbourhoods programme, buying new homes off-plan or by supporting others to build and manage on our behalf.

8. Black boxes and recycling in South Hawk

Chris has contacted CityClean to ask why South Hawk residents have not been provided with wheelie bins for recycling, but has not had a response.

This is a common problem, where people contact CityClean about issues on their estate and never get a response.

The meeting decided to put this forward to the agenda setting meeting for discussion at the Area Panel. It is recognised that Housing cannot directly respond to issues of rubbish and recycling collections. However, it is requested that Housing make a direct request to CityClean that they engage more actively with issues raised by Residents Associations.

Response from Damian Marmura, Head of Operations, City Clean, telephone: 01273 294759

There are some roads that were pulled out of the official recycling bin roll out due to the nature of the pavements and houses.

If the pavements are too narrow and there is no place to keep the bins away from the pavements between collections – then the roads were not included in the roll out. However this is not to say that they will not be included in the future. We are hoping that after New Year we will review all the areas/ roads that were pulled out of the roll out and will review the original decisions and consult with the residents.

For information - Damian is unable to come along to this meeting of the East Area Housing Panel, but has said he can attend in February.

9. Rubbish in tenants gardens

There is a lot of rubbish in the front garden of a property in Whitehawk (address withheld), including old furniture, bikes, carpet and a freezer. It has been there for several months and the Neighbourhood Officer has been contacted by local residents and asked to ensure the tenants clear their garden.

The meeting felt that the tenancy agreement is not being enforced in this case, but that this is also a general problem that is not being dealt with.

This will be put forward to the agenda setting meeting for discussion at the Area Panel. Clarification is requested on the procedure for action when tenants have rubbish in their gardens for long periods of time.

Response from *Rachelle Metcalfe, Housing Manager, East Housing Team, Housing, 01273 293196*

The tenancy agreement states that:

If a tenant has a garden, patio or balcony, it must be kept tidy. Tenants must not dump rubbish in the garden, including household items or vehicle parts. Tenants must not allow any garden plants, trees or shrubs to grow onto or over neighbouring land. If a tenant fails to keep these areas tidy Housing may do the work and the tenant will have to pay Housing's costs. If a tenant is experiencing difficulties maintaining their garden, extra help may be available. Please contact a housing office for further advice

We have a Garden Standards procedure for staff to follow to ensure a consistency of approach where untidy gardens are identified. The procedure states that the garden should be inspected and a first warning letter sent, enclosing an information sheet about what is expected in terms of garden standards, copy attached, below. Then a follow-on inspection is done after 14 days and if there are still issues a second warning letter is sent outlining exactly what action is required. Then a third inspection is done and if necessary, a third and final letter is sent, which warns of tenancy enforcement action if there is no improvement in 14 days. If the problem is still not resolved at the end of that period, a Notice of Seeking Possession or Demotion Notice can be served for breaching the terms of the tenancy. We can also consider making an application for an injunction to resolve the problem. In addition, we have the option to clear the garden and recharge the tenant. The most appropriate option will depend on the circumstances of each individual case and this will be decided by case management discussions between the Housing Officer and the Housing Manager for the area.

Throughout this process we must be mindful of the tenant's circumstances and any vulnerabilities within the household. We may make referrals to Adult Social Care or Children's Services or to our Tenancy Sustainment Team in order to address support

needs. We may in some circumstances offer assistance to clear a garden in order to get it into a manageable state so that ongoing maintenance is more manageable. Sometimes, this can result in qualifying tenants being registered on the discretionary Gardening Scheme.

You and Your Garden

What is expected of you, as a tenant:

- All of your garden needs to be maintained to a reasonable standard.
- Garden grass to be cut regularly.
- Plants, trees, shrubs and hedges to be cut back to a manageable size and not to overhang public paths or your neighbour's property.
- Ivy and climbing plants to be cut back to prevent damage to brickwork
- Fencing to be well maintained.
- Garden waste to be composted where possible.
- Household refuse to be recycled where possible and only be put out on your collection day
- Old household appliances not to be left in your garden.
- Motor vehicles and caravans not to be kept in gardens with no hard standing or without a dropped kerb.
- Pet faeces to be picked up and disposed of responsibly

Your tenancy agreement says 'if you have a garden, patio or balcony, you must keep it tidy. You must not dump rubbish in the garden, including household items or vehicle parts. You must not allow any garden plants, trees or shrubs to grow onto or over neighbouring land. If you fail to keep these areas tidy we may do the work and you will have to pay our costs.'

If you having difficulty maintaining your garden or want more advice, please contact

Housing Customer Services on 01273 293030

Housing.customerservices@brighton-hove.gov.uk

To request a wheelie bin, more recycling boxes or removal of bulky items, please contact

CityClean 01273 292929 cityclean@brighton-hove.gov.uk

10. Reporting anti social behaviour

At the Residents' Only meeting the problem of drug dealing in Craven Vale was discussed. Although this wasn't put forward as a '3 star' item for discussion at the January East Area Housing Panel meeting, at the agenda setting meeting Councillor Mears and Chris El-Shabba, requested an update on how residents can report incidents of anti social behaviour.

Response from Annabel Tate, Housing Manager – Central, telephone: 01273 290677:

The Housing service works in partnership with Sussex Police and other agencies to gather intelligence and evidence. The more evidence that is collected, the stronger a case can become. Residents are encouraged to report every incident or piece of information, no matter how insignificant you feel it may be, your report could be vital in moving a case forward.

Call Sussex Police on 101 if...	Call 999 for Emergency Services if...
<ul style="list-style-type: none"> • You wish to report criminal activity or other issues such as rough sleeping, or someone urinating in a public place • You have any information that could improve the safety of your community <p>Remember to ask for a serial or crime number relating to your report</p>	<ul style="list-style-type: none"> • A crime is being committed now and the offender is still there or nearby • People are injured or in danger • An urgent response is required from Police, Fire & Rescue or Ambulance service
Call Housing Customer Services on 01273 293030 if...	Call Environmental Health on 01273 292929 if...
<p>You wish to report a possible breach of tenancy such as:</p> <p>Threatening behaviour, tailgating at the main entry door, suspected abuse of alcohol or drugs, keys or fobs being given out to non-residents and any nuisance from animals.</p>	<p>You are being disturbed by regular and frequent incidents of noise nuisance.</p> <p>The weekend noise patrol operates on a Friday and Saturday night between 10pm-3am and can be contacted on: 01273 293541</p>

It may help you to note the following when witnessing an incident:

- What you witnessed
- What time the incident took place
- The date of the incident

An increase in reports and information can lead to support services intervening to help resolve the root causes of the behaviour and when necessary we will take action against the tenancy. Report as much information as you can, however insignificant you think it is and try to encourage your neighbours to do the same thing. Officers will do their best to keep you informed of the action that we are taking and will not reveal the details of where the information has come from without prior permission.

Our actions may include warnings and visits to neighbouring addresses to offer support to help any perpetrators keep to the terms of their tenancy agreement. We are committed to help stop any negative impact on residents from the minority and work with all residents to make lasting improvements on our estates.

