

Help and advice at  
your fingertips!

If you or someone you know would like a copy of this leaflet in large print, on CD, in Braille or in another language, please contact the Communications Team on **0191 525 5000**.



INVESTOR IN PEOPLE



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## Neighbourhood nuisance



**‘...committed to sorting out nuisance and antisocial behaviour...’**

## **Introduction**

Problems in neighbourhoods are not widespread and usually involve a very small number of people. However, where they do happen, they can have an enormous effect on people’s lives.

We want to know if you have a problem in your neighbourhood that is affecting your life so we can help put it right.

Incidents can be reported in person, in writing, through someone else or by calling the

**Neighbourhood Nuisance Helpline on**

**0800 028 4445**

The helpline is staffed 24 hours a day, seven days a week.

We can also arrange for our staff to work out-of-hours if necessary.

## **Our policy**

**We believe that you have the right to live the way you want to as long as it doesn’t affect the quality of life of other people around you. This means being tolerant and accepting, and respecting the needs and choices of other law-abiding citizens.**

We will encourage and help you to solve your differences wherever possible. This is often the easiest way of solving a problem, as often people do not realise they are causing a nuisance until it is pointed out to them. We will get involved and work with you and other agencies to tackle antisocial behaviour that is serious and persistent.

We are committed to making sure our neighbourhoods are peaceful, safe and secure places to live. We recognise that antisocial behaviour can have a severe effect on your wellbeing and we have a responsibility to help tackle any problems.

We will take appropriate and prompt action within our powers when dealing with any disruptive tenants and other people causing a nuisance or harassment in our neighbourhoods or homes.

## **Our service standards**

### **We will...**

- allow you to quietly enjoy your home with safe and secure living conditions;
- provide a service that is sensitive to difference in need, language and culture;
- take your complaint of racial harassment seriously and investigate it immediately;
- carry out interviews confidentially, in a quiet room and with an interpreter if necessary;
- if you prefer, arrange for someone of the same sex to interview you;
- keep you informed of the investigation and explain the implications of any action taken (before we take any further action, we must ask your agreement);
- work effectively with others in dealing with racial harassment, including the police;
- take effective and prompt action against people who harass others; and
- remove any racially abusive or offensive graffiti within 24 hours.

**‘...we are here to help you...’**

## ‘...your questions answered...’

### 1 Will you take my complaint seriously?

Yes. We will treat your complaint in the strictest confidence and deal with it as a priority.

### 2 Will I need to fill in monitoring forms?

No. A member of staff will see you immediately to discuss your complaint and agree an appropriate course of action. Staff will keep you up to date with the progress of your complaint.

### 3 What happens if the neighbourhood nuisance usually happens outside office hours?

We do run an out-of-hours service and would be happy to discuss the circumstances of your complaint and take the appropriate course of action. You can also contact our Neighbourhood Nuisance Helpline on 0800 028 4445. The Helpline is staffed 24 hours a day, 7 days a week.

### 4 Do I have to provide evidence for my complaint?

In most cases you will just have to give us details of events to help us to deal with your complaint. We can arrange to meet you somewhere that is convenient, either at your home or at a local office.

In certain circumstances we can provide an out-of-hours service where we will witness your complaint for ourselves and so remove you from the process.

### 5 What action will you take against nuisance issues?

We have an excellent track record in dealing with nuisance, and it is important to note that in most cases we will sort out the problem without having to take legal action.

However, if there is no improvement in the situation, there is a range of legal action that we can take either directly or by involving other agencies, depending on the nature of the nuisance.

### 6 Do you work with any other organisations when solving my complaint?

Yes. Where it is appropriate, we will talk to other people and agencies who are important in helping to solve your problem.

### 7 How will you know if I am satisfied with the service I have received?

We will ask you. It is extremely important to us that we sort out your complaint and that you are happy with the way we have dealt with it. We will listen to your comments and use them to improve this service.

### 8 Is there anyone else I can contact if I am experiencing problems with nuisance in my area?

The agencies who can give you advice on issues linked to nuisance are listed at the back of this booklet.

## Useful contact numbers

### Is there anyone else I can contact if I am experiencing problems with nuisance in my area?

The following agencies can give you advice on issues linked to nuisance.

<b>Sunderland Police</b>	<b>0191 454 7555</b>
<b>Emergency Services</b>	<b>999</b>
<b>Samaritans</b>	<b>0191 567 7177</b>
<b>Victim Support</b>	<b>0191 567 2896</b>
<b>Crimestoppers</b>	<b>0800 555 111</b>
<b>Neighbourhood nuisance helpline</b>	<b>0800 028 4445</b>
<b>Our out-of-hours repairs service</b>	<b>0191 525 5000</b>
<b>Environmental Health</b> (to report noise and dangerous dogs)	<b>0191 553 1661</b>
<b>City Council ASB Hotline</b>	<b>0845 605 2222</b>
<b>City Council Anti-Social Behaviour Unit</b>	<b>0191 553 7883</b> <b>0191 553 7884</b> <b>0191 553 7885</b> <b>or 0191 553 7886</b>



### Help us to help you

We are proud of the service we provide and want to make sure that you receive the best possible service. If you have any compliments or comments about the service provided, please let us know on 0191 525 5000. Or contact the following.

- **Central Housing Office**  
The Athenaeum, Fawcett Street, Sunderland
- **Houghton Housing Office**  
The Skyline Centre, 88 Newbottle Street, Houghton-le-Spring
- **Southwick Housing Office**  
The Cornhill Centre, Goschen Street, Southwick
- **Silksworth Housing Office**  
The Conishead Centre, Silksworth Terrace, Silksworth
- **Galleries Housing Office**  
The Galleries, Washington



## Neighbourhood nuisance

‘...we can help you...’

If you or someone you know would like this information in your language, please contact us. Interpretation services are available.

  
(En)

如果您或者您所认识的人希望您所熟知的语言来获取该信息，请拨打电话 0191 525 6029 或 0191 525 5837 联系“通讯中心”。我们将为您提供口译服务。

  
(Ch)

اگر شما یا هر فردی که او را می شناسید خواستار این اطلاعات به زبان خودتان باشید، لطفا با گروه ارتباطات در شماره 0191 525 6029 یا 0191 525 5837 تماس حاصل فرمایید. خدمات ترجمه موجود می باشد.

  
(Fa)

Si vous ou vos connaissances souhaitez avoir cette information en votre propre langue, veuillez contacter l'Equipe des Communications au 0191 525 6029 ou bien 0191 525 5837. Nous disposons de services d'interprétation.

  
(Fr)

Se você ou alguêm que conheça gostaria de receber esta informação na sua língua, por favor contacte a Equipa de Comunicação através do número 0191 525 6029 ou 0191 525 5837. Temos à sua disposição serviços de interpretação.

  
(Por)

Если Вам или Вашим знакомым нужна эта информация на Вашем языке, свяжитесь с нашей контактной группой по телефону 0191 525 6029 или 0191 525 5837. В нашем распоряжении имеется служба переводов.

  
(Ru)

Eğer siz ya da tanıdığınız birisi bu bilgileri kendi dilinizde edinmek isterseniz, lütfen 0191 525 6029 ya da 0191 525 5837 telefonundan İletişim Takımı ile irtibata geçiniz. Sözlü tercüme hizmetimiz mevcuttur.

  
(Tu)

Name



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**Put a  
stamp  
here**

Send this form to:

**Communications Team  
Gentoo Sunderland  
Emperor House  
2 Emperor Way  
Sunderland  
SR3 3XR.**