

Everybody needs good **neighbours**

Tackling antisocial behaviour together



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Contents

Introduction	2
Your responsibilities	3
Experiencing problems	3
Communal areas	4
Dogs	4
Noise	4
Groups gathering	5
Drugs	5
Harassment	5
What you can do	6
Help from your Neighbourhood Officer	6
Action Plan	7
Mediation	7
CCTV	8
Hidden cameras	8
Sanctuary Scheme	8
Legal action	8
When to ask for help	9
Who to call	10
Useful contacts	11

Introduction

We want everyone who lives on our estates or in street properties to enjoy living in their home.

To do this we all need to be good neighbours. We need to be tolerant of other people's lifestyles and be conscious of how our own behaviour affects our neighbours.

This booklet reminds you of your responsibilities and gives you some advice about what you and your Neighbourhood Officer can do if you have problems with a neighbour or visitor. We will not tolerate antisocial behaviour on our estates. We will take robust action against anyone who we identify committing this type of behaviour. This can result in eviction for those responsible.



Your responsibilities

The clauses in your lease, licence or tenancy agreement tell you about your responsibilities and the type of behaviour that is acceptable. If you, anyone in your household, or your visitors, cause a nuisance to your neighbours, you will be breaking the terms of your agreement with the Council and we will take action, which can mean serving a notice, obtaining an injunction and in some cases possession of your property.



Experiencing problems

The actions of a few people can severely affect the quality of life for other residents. In cases such as racial harassment, violence or drug dealing, we will take legal action to evict those responsible from their homes. We can also obtain injunctions to stop them from doing something that is causing alarm, distress or nuisance to others in the area. You can expect your **Neighbourhood Officer** to:

- take all reports of nuisance, harassment and antisocial behaviour seriously
- act quickly and intervene as early as possible
- keep you informed about the action they are taking.

See the section ‘Help from your Neighbourhood Officer’ on page 6 for more details.

There are some useful contact addresses and phone numbers at the back of this booklet.



Communal areas

You must not store personal items in the communal areas of your building. This includes the walkways outside of your building. These can be a fire risk as well as inconveniencing other residents. Our Estate Services Teams carry out regular inspections and any items found in communal areas will be removed.

The Council is committed to keeping high standards of cleanliness on its estates. You can help us by disposing of rubbish properly. When using a rubbish chute, do not block it with items that are too large. If you find the chute blocked, don't add to the blockage, report it to us by calling **0800 137 111** or let your Neighbourhood Officer or Estate Services Team know.

Dogs

If you want to keep a dog in your home, you must get permission from your Neighbourhood Officer first and sign a responsible dog owner agreement. If the terms of the agreement are broken, we will withdraw permission and take legal action.

The Council does not allow residents to breed dogs. If you keep a dog without permission, you will be breaking the rules of your tenancy which will result in action being taken against you.

If any of your pets cause a nuisance to others, this could result in the Council removing permission to keep your pets at your home.

Noise

Noise nuisance is the type of antisocial behaviour we get the most complaints about every year. This includes complaints about noisy DIY, shouting, slamming doors and loud music. The Council's Noise and Nuisance Team has powers to serve legal notices, get warrants, seize amplifiers and loudspeakers. You can contact the team on **020 7361 3002**, email environmentalhealth@rbkc.gov.uk or visit our website www.rbkc.gov.uk. You can also contact a Citizens' Advice Bureau, law centre or solicitor for advice.



Action to tackle noise nuisance

Loud parties, drug use and social gatherings at a Council home were making the tenant's life and those living around them unbearable. We worked closely with the police to tackle the problem and found that the resident's home was being used by other people for parties and drug use without their permission. We supported the resident, who wanted to take action, and worked with them to attend court to secure a partial Premises Closure Order. This allowed them to stay in their home but stopped anyone who they did not want from visiting. The resident, with support from Housing Management and their support worker, is now doing well.

Groups gathering

Groups of people hanging around on estates can be intimidating and increases residents' fear of crime. Tackling nuisance caused by groups of people gathering on estates is a high priority for us and our residents. We will take legal action against tenants, their children/occupants or visitors who have carried out serious acts of antisocial behaviour.

Drugs

If you have concerns about the misuse of drugs, or illegal activity involving drugs near your home, you should contact the police and your Neighbourhood Officer. You can remain anonymous.

Harassment

Harassment takes the form of threatening or intimidating behaviour. It can include vandalism or verbal or physical abuse. It is a crime to harass someone. We will take legal action against any resident or member of their family, who harasses or abuses their neighbours. If you are a victim of any form of harassment, please tell your Neighbourhood Officer or the police. If you are involved in a serious or violent incident outside normal office hours and you need help, **please call 999.**



What you can do if your neighbour is causing a nuisance

There are a number of things you can do before contacting your Neighbourhood Officer.

- If you feel comfortable, speak to the person causing the problem first, they may not even realise that their behaviour is affecting you. Many problems can be sorted out simply and quickly in this way.
- If you do not feel happy about speaking to your neighbour, you could try writing a polite letter to them. Explain how their behaviour is affecting you and what you think a reasonable compromise might be. Keep a copy of any letters you send and any replies you get from your neighbour.
- Remember to be polite and calm. You should not do anything to provoke or 'get back at' another person. This could make the situation worse, and at a later stage, may make it very difficult to prove who is at fault.

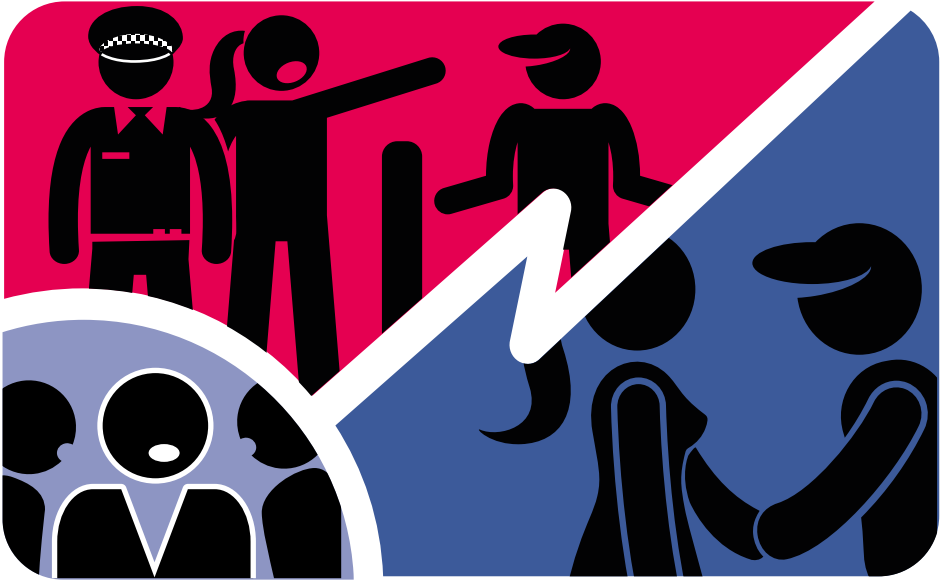
Help from your Neighbourhood Officer

If a nuisance problem continues, or you do not feel comfortable approaching your neighbour you should contact your Neighbourhood Officer. An important part of our work is providing a quick response to all complaints about nuisance. We will respond to all calls about nuisance and antisocial behaviour as quickly as possible. If you see someone else who is experiencing difficulties or harassment, please tell your Neighbourhood Officer. We may be able to help them and we won't tell them who gave us the information.

When you make a report, please try to give us as much information as possible. This should include:

- what the problem is and how it affects you
- who is causing the problem
- how long the problem lasts and how often any incidents are happening (give times and dates if possible).

You can also report this to us out of office hours using the freephone number **0800 137 111**. The details will be recorded and passed to your Neighbourhood Officer the following working day.



Action plan

If you are experiencing antisocial behaviour you can expect the following when you report it to us. We will:

- arrange to see you in the office or carry out a home visit to discuss your concerns if you prefer this
- work with the police, environmental health and social services to try to resolve the issue
- refer you to other agencies for extra support, help and advice if needed
- act quickly to address the issue with the perpetrator
- keep you informed about the progress of the case
- support residents who give evidence in court.

Mediation

We have access to a professional, independent mediation service called CALM (Confidential and Local Mediation). This organisation helps people to come together to settle their disputes rather than forcing solutions on them. We can refer a dispute to mediation, if one party requests it. It can be arranged by your Neighbourhood Officer or directly by you or your neighbour.

You can contact the mediation service on **020 7603 4014** or infocalm@calmmmediation.org



CCTV

Some of our estates have CCTV cameras that cover communal areas and we can use the recordings to identify individuals involved in antisocial behaviour.

Hidden cameras

With the assistance of the police, we can use hidden cameras to gather evidence of problems in shared areas, particularly where there are serious allegations of drug dealing or criminal damage.

The Sanctuary Scheme

The Sanctuary Scheme is designed to enable victims of domestic abuse to stay in their own home, where:

- it is safe for them to do so
- it is their choice
- the perpetrator does not live in the home.

The main feature of the scheme is the creation of a ‘sanctuary room’, within your home that has extra security, From here you can call and wait for the police to arrive. Contact your Neighbourhood Officer for more information on this scheme.



Legal action

In serious cases, we take enforcement action for breaches of the tenancy agreement. We can evict people from their homes in cases where we have tried all other solutions. We work closely with the police and have an agreement with them to support enforcement action. We also have powers to get injunctions to stop the nuisance. If the person responsible for the nuisance breaks this order, they could be sent to prison or have to pay a fine and be subject to possession proceedings.

We use evidence from Neighbourhood Officers, Police Officers and officers from the Environmental Health Noise and Nuisance Team. to take enforcement action. Your Neighbourhood Officer can provide a range of support to help you cope with the problem while you are waiting for legal action to be completed. This may include improving home security, providing personal alarms, and giving you advice on support agencies.



A tenant who was being abused physically, emotionally and financially by a family member, who had moved into her home, was helped by Housing Management to move into sheltered accommodation. She was also provided with new furniture and additional support. This was carried out at short notice so as not to alert the family who had been abusing her. As the tenant did not have any other family to help her, Housing Management moved her to a new home. She is now safe and settled in a new home.

When to ask for help

If a crime is taking place or anyone is in immediate danger always call 999.

If you have a non-emergency or you would like to report antisocial behaviour **call the police on 101** (available 24 hours a day, seven days a week).

Also use 101 to contact your Local Neighbourhood Policing Team or to contact your local police station for advice or information on policing matters.

If you are unable to visit one of our offices, you can make an appointment so that we can visit you in your home to discuss any housing-related problems you may be having.

Contact us



0800 137 111
or **020 3617 7080**



**HM-CustomerServices@
rbkc.gov.uk**



www.rbkc.gov.uk/housing-management

For translations please turn to the back page.



Who to call for help?

You can get free, confidential support for victims of crime, whether or not the crime has been reported to the police. They can provide information on police, legal and housing procedures and referral to solicitors and other agencies that can help.

We also recommend that you get independent general advice from a solicitor, Law Centre or Citizens' Advice. There are details of the main support agencies on **page 11**.

Kensington and Chelsea Community Safety Team was established to keep residents, visitors and businesses in the borough safe. You can contact them on: **020 7795 6660**
commsafe@rbkc.gov.uk

Kensington and Chelsea Environmental Health

37 Pembroke Road, W8 6PW

020 7361 3002
environmentalhealth@rbkc.gov.uk

Kensington Citizens Advice

2 Acklam Road, W10 5ND

0300 330 1174

Chelsea Citizens Advice

Old Town Hall, Kings Road, SW3 5EE

0300 330 1174

If you do not live in Kensington and Chelsea you can visit the Citizens Advice website

www.citizensadvice.org.uk to find details of your local bureau.

Nucleus Legal Advice Centre

298 Old Brompton Road, SW5 9JF

020 7373 4005
advice@nucleus.org.uk

World's End Advice Centre

2 World's End Place, SW10 OHE

020 7351 5749
info@wenac.co.uk

North Kensington Law Centre

Unit 13, Baseline Studios,
Whitchurch Road, W11 4AT

020 8969 7473
info@nklc.co.uk

Useful contacts

National Domestic Violence Helpline

0808 2000 247 (24-hour freephone)

Police Community Safety Unit **020 8246 0226**

A specialist unit dealing with all domestic abuse, including same sex domestic abuse. Trained officers investigate cases, take statements, and give advice on legal options and safety issues, as well as putting victims of domestic abuse in touch with local support services.

Advance (Advocacy and Non-violence Community Education)

020 8741 7008

Free counselling, advocacy and support service for women in Kensington and Chelsea.

Woman's Trust

020 7034 0303/4

Free counselling for women in Kensington and Chelsea who are affected by domestic abuse.

Action Disability Kensington and Chelsea

Whitstable House
Silchester Road, W10 6SB

020 8960 8282

adkc@adkc.org.uk

Victim Support Kensington and Chelsea

020 7259 2424

Free, confidential support for victims of crime, whether or not the crime has been reported to the police. It can provide information on police, legal and housing procedures and referral to solicitors and other agencies that can help.

Age UK Kensington and Chelsea

1 Thorpe Close, W10 5XL

administration@aukc.org.uk

Crime Stoppers

0800 555 111

An independent charity that gives people the power to speak up to stop crime 100 per cent anonymously.



English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات اخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

Tel: 0800 137 111 or 020 3617 7080

Email: HM-CustomerServices@rbkc.gov.uk