

# Anti-social behaviour & neighbour nuisance

Information  
for  
Solon residents



Call Solon  
0117 924 4071

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Solon believes that everyone has a right to enjoy their home and surroundings in their own way – as long as this does not affect the lives of other people who live nearby.

## Understanding our neighbours

We all have our own ideas about what is acceptable behaviour. Solon believes that a neighbour should try to be tolerant and understand that other people choose different lifestyles.

## What is anti-social behaviour?

**Anti-social behaviour** or **nuisance** includes:

- Criminal activity such as selling drugs
- Harassment or threatening behaviour
- Annoyance and nuisance caused by loud music
- Rowdy behaviour
- DIY at unsocial hours

## Our promise to you

We will treat what you tell us **in confidence** and will **support you** as much as possible. Solon will not take any action without your **agreement** and we will keep you informed of progress. Please remember that if you want us to keep what you tell us confidential, this may limit the action we can take.

For any serious incident such as assault, threatening behaviour or racial or sexual harassment, contact the police immediately and then tell Solon.

If you need a large print version of this leaflet please ring 0117 916 7768



**If you are having problems with anti-social behaviour or nuisance, there are steps you can take to try to resolve things.**

### What to do first

If you feel able, try to speak to your neighbour calmly and politely and tell them they are causing you some difficulties. Your neighbour might not realise that their behaviour is affecting you. It may be possible to sort everything out in a friendly way.

### If you need help...

If speaking to your neighbour is not successful, contact your **Housing Officer**. They will explain what Solon may be able to do to sort out the problem. This can include:

- Involving other agencies such as Environmental Health or the Police
- Contacting other witnesses for information
- Setting up mediation between yourself and your neighbour
- Taking legal action

### You can contact us

- By telephone: 0117 924 4071
- In writing direct to your Housing Officer:  
Solon South West Housing Association  
1 Newfoundland Court  
St Paul Street  
Bristol BS2 8AN
- In person: at the Solon office
- By email: [solon@solonswha.co.uk](mailto:solon@solonswha.co.uk)

### What happens next

Your Housing Officer will investigate your complaint and contact the person(s) involved. If the problem continues, we may ask you to keep a record of what happens. A plan of action will be agreed with you, e.g. speaking to your neighbour or investigating further. For very serious incidents, Solon will take legal action.

### Acceptable behaviour contract

This is not legal action but it can be useful in preventing nuisance. It is a contract between Solon, the Police and the neighbour. The contract sets out the problem and includes a promise by the neighbour that they will not behave in this way again.

### Legal action

Involvement in legal action can be stressful. The level of evidence to support a case must be very high and it is likely that you will have to be a witness in court. That is why Solon first tries to resolve problems openly and fairly. If we do take legal action, we will fully support you throughout the process.

### Legal ways to stop behaviour

- **Injunction**  
A court order to stop the behaviour
- **Anti-social behaviour order**  
A court order to improve behaviour
- **Demoted tenancy**  
Solon asks the court to reduce the security of the neighbour's tenancy, as a warning
- **Possession order**  
This could result in a tenant being evicted

## Translations

If English is not your first language  
and you need a translation,  
we can get one for you.

### ALBANIAN

Nëse anglishtja nuk është gjuha tuaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

### BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

### CHINESE

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

### GUJARATI

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને આંગ્રેજીની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

### HINDI

चदि अंग्रेज़ी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आपको प्रदान कर सकते हैं।

### KURDISH

Heko Ingilîzî zimanê we yê yekem nîne û pêwîstîya we bi wergêr heye, em dikarin yekî jî we re bibînin.

### POLISH

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

### PORTUGUESE

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

### PUNJABI

ਜੇਕਰ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਬਾਰਾ ਲਿਖਣ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

### SOMALI

Haddii Ingiriiska aasnu ahayn afkaga kowaad ee aad u baahan tahay furjumaad, aasagaas kuu samayn kano.

### URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے اقدام کر سکتے ہیں۔

### VIETNAMESE

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.



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INVESTOR IN PEOPLE



business for neighbourhoods

[www.solonswaha.co.uk](http://www.solonswaha.co.uk)