



## SECTION 5

### Living with other people



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We believe that all residents have the right to live peacefully in their home. We are committed to providing a positive response to any complaint of anti-social behaviour.

Anti-social behaviour ranges from serious criminal activity such as selling drugs, to smaller problems such as loud music or playing ball games close to someone's home.

**You can help to prevent some problems by following some simple advice:**

- Keep noise from a radio, a hi-fi, a TV, domestic cleaning or DIY activities at acceptable levels
- Do not put equipment against shared walls and, if you live in a flat, place it on a rubber mat or carpet to reduce the vibration
- Show consideration for your neighbours and the community in which you live

### **Nuisance behaviour and neighbour disputes**

Nuisance can be described as any behaviour that unfairly affects your quiet enjoyment of your home such as noise, neighbour disputes, vehicle related nuisance, animal related problems, vandalism, graffiti and general unacceptable behaviour.

If you feel that you are experiencing this type of behaviour from a neighbour, then we suggest you follow these simple guidelines:

- Try to speak to them calmly and politely and explain how the problem is affecting you. Your neighbour may not be aware that they are causing a nuisance and you may be able to sort it out in a friendly way.
- If this is not successful and the nuisance behaviour continues, then you should contact us and we will be able to offer advice and explain how the problem may be sorted out.

For more advice please refer to our **Anti-social behaviour** leaflet.

## Racial harassment

We are committed to tackling all incidents of racial harassment through a strong approach and will take prompt and effective action against perpetrators of such behaviour, aiming to protect the victim, stop the abuse and prevent further incidents.

For more advice please refer to our **Racial harassment** leaflet.

## Domestic abuse

Domestic abuse is any form of physical, sexual or emotional abuse or threat of abuse that takes place within a close relationship. We are committed to dealing with domestic abuse. If you are experiencing any form of domestic abuse, please contact us for advice. We may be able to help and can put you in touch with the appropriate agencies.

For more advice please refer to our **Domestic abuse** leaflet.

## Criminal behaviour

If anyone commits a criminal offence in or around your home, then this should be reported to the Police or to Crimestoppers on **0800 555 111**. If the offence breaks the terms and conditions of the tenancy, then we will be able to assist you.

We work closely with the Police in dealing with reported incidents. We will take appropriate action against you if you are convicted of an arrestable offence that takes place in or around your home.

Please remember that we cannot carry out any repair caused by criminal damage unless you get a crime reference number from the Police.

If you would like a copy of any of the leaflets mentioned in this section please contact us on **01452 529 255** or **08456 044 529** (local rate), or look on our website at **[www.glosha.co.uk](http://www.glosha.co.uk)**