

NEIGHBOUR DISPUTES

Ongoing issues/disputes with neighbours can be very stressful and can have a detrimental impact on your quality of life. Here's a quick guide showing you some steps you can take to deal with this.

Talk if you feel safe to do so

Your neighbour may not even be aware of their own behaviour. In the first instance, it is worth trying to resolve the situation by having a fair discussion about their actions.

Be aware of changes in the behaviour in the person you are with, especially if you are discussing something that could result in an angry or irritated response. If the person you are with is getting angry, try to remain calm. It is best not to meet aggression with aggression. Avoid entering the aggressor's personal space or touching them, as could make the aggressor feel threatened and can escalate the situation. Beware of your own body language, adopting a neutral and non-threatening position to help create a calming atmosphere.

Remember:

- Trust your instincts,
- Never underestimate a threat,
- If you feel uneasy or alarm bells start ringing — act right away.

If you cannot de-escalate the situation:

- Get away from the aggressor.
- Be assertive but avoid meeting aggression with aggression.
- Use exit strategies — have a pre-planned way to excuse yourself from a difficult situation.
- Apply diversion techniques to distract them whilst you make your exit.
- Use your voice — shout a specific instruction such as “Call the police!”

KEEP A DIARY

Keep a record of incidents - what happened, when it occurred and who was involved. This may help when making a complaint, so you have a clear record of what anti-social behaviour has taken place.

'The Noise App' sends your recordings directly to your Local Authority, Enforcement Agency, or Housing Provider. Currently, not everyone uses this tool, so please check this first.

HOUSING ASSOCIATION/LANDLORD

If the person responsible is a housing association tenant or in rented accommodation, their landlord could take steps to evict them. If you are a council or housing association tenant, your landlord may be able to help you resolve the problem or even re-house you if the anti-social behaviour is particularly bad. They may also be able to offer additional help, such as mediation.

COUNCIL

Complain to the local authority – you can report anti-social behaviour to your local council.

Reporting Noise

You will likely be asked to complete a Noise Nuisance Diary or use the Noise App to obtain evidence.

Broxbourne Borough Council - <https://www.broxbourne.gov.uk/community-environment/report-antisocial-behaviour/1>

Dacorum Borough Council - <https://www.dacorum.gov.uk/home/environment-street-care/environmental-health/noise>

East Herts Council - <https://www.eastherts.gov.uk/environmental-health/noise-pollution>

Hertsmere Borough Council - <https://www.hertsmere.gov.uk/Environment-Refuse-Recycling/Environmental-Health/Pollution-Control/Pollution-Control---Noise.aspx>

North Hertfordshire District Council - <https://www.north-herts.gov.uk/home/environmental-health/pollution/report-noise-smoke-or-other-nuisance>

St Albans City and District Council - <https://www.stalbans.gov.uk/environmental-services>

Stevenage Borough Council - <http://www.stevenage.gov.uk/pollution/27056/>

Three Rivers District Council - <https://www.threerivers.gov.uk/service/noise-pollution>

Watford Borough Council -

https://www.watford.gov.uk/info/20010/your_environment/186/neighbour_complaints_-_noise

Welwyn Hatfield Borough Council - <https://www.welhat.gov.uk/noise>

Reporting Anti-Social Behaviour

Broxbourne Borough Council - <https://www.broxbourne.gov.uk/community-environment/report-antisocial-behaviour/1>

Dacorum Borough Council -

<https://eforms.dacorum.gov.uk/eforms/AntiSocialBehaviour/>

East Herts Council - <https://www.eastherts.gov.uk/community-wellbeing/anti-social-behaviour/report-anti-social-behaviour>

Hertsmere Borough Council -

<https://www.hertsmere.gov.uk/Community/Community-Safety/How-to-report-a-crime-or-Anti-social-Behaviour.aspx>

North Hertfordshire District Council - <https://www.north-herts.gov.uk/home/community/community-safety/anti-social-behaviour>

St Albans City and District Council - <https://www.stalbans.gov.uk/crime-and-anti-social-behaviour>

Stevenage Borough Council - <http://www.stevenage.gov.uk/about-stevenage/so-safe/111495/111513/>

Three Rivers District Council - <https://www.threerivers.gov.uk/service/anti-social-behaviour>

Watford Borough Council -

https://www.watford.gov.uk/info/20010/your_environment/203/community_safety/3

Welwyn Hatfield Borough Council - <https://www.welhat.gov.uk/report-asb>

POLICE

Contact the local police. In an emergency, dial 999. If it's a non-emergency situation, call 101 or visit your local police station.

You can report anti-social behaviour, which is any conduct or activity that causes harm to an individual, to a community or to their environment and it can have a devastating effect on people's lives.

Incidents of anti-social behaviour can range from something that is a mild annoyance, but causing harm, to something that causes fear and insecurity. It is very often different from person to person or in different communities. It could be a one-off event or something that happens repeatedly.

Local police can work with local authorities to tackle and stop anti-social behaviour, particularly when the victim is vulnerable or has suffered repeated incidents.

Some issues cause greater harm to victims or communities and may need more intensive or long-term action. In these circumstances a local Neighbourhood Officer may be assigned to manage your case. They may be supported by other police officers and staff, including ASB investigators from our Community Safety Units, detectives and patrol officers.

CITIZEN'S ADVICE

You could also talk to Citizens Advice, as they are able to give advice on anti-social behaviour in housing. They are a free, confidential and independent advice service. Their advice line is 03444 111 444

For useful information about problems with neighbours, please follow this link:

<https://www.citizensadvice.org.uk/housing/problems-where-you-live/>

To find your nearest citizen's advice bureau in Hertfordshire, please follow this link:

<http://www.hcas.org.uk/contact-us/>

BEACON SUPPORT

We at Beacon Victim Care can provide support for any victim or witness of crime living in Hertfordshire. At Beacon, our primary focus is to help you cope and recover from your ordeal. Our team of dedicated and trained professionals will support you every step of the way.

REFERENCES

<https://www.herts.police.uk/Information-and-services/Advice/Anti-social-behaviour/Anti-social-behaviour>

https://england.shelter.org.uk/housing_advice/eviction/eviction_for_antisocial_behaviour

<https://www.thenoiseapp.com/#/>

<http://www.problemneighbours.co.uk/antisocial-behaviour-from-your-neighbours.html>