



London Borough  
of Hounslow

*Hounslow Housing*

**LOVE  
WHERE  
YOU  
LIVE**



**We want our residents to enjoy living in the borough, feel part of a community and feel safe.**

**Anti-Social Behaviour (ASB) can have a significant impact on our residents and the way in which residents feel about where they live.**

**ASB comes in many different forms from everyday nuisance such as noise, fly tipping, littering and graffiti through to serious crime such as drug dealing and violence.**

The types of behaviour we consider anti-social include (but aren't limited to):

- Intimidation and harassment
- Domestic abuse
- Violence or threats of violence
- Rowdy behaviour and drunkenness
- Pet nuisance/uncontrolled animals, dog fouling
- Dealing or taking drugs
- Graffiti
- Damage to property
- Dumping rubbish (littering, fly tipping)
- Noise nuisance: e.g. loud music, shouting.

If a resident, a member of their household or anyone visiting their household is proven to be a perpetrator of ASB, this is a breach of the tenancy, licence agreement or lease held by the named residents. If a council resident is causing ASB they could lose their home as a result.

### **WHAT CAN COUNCIL RESIDENTS DO ABOUT ASB?**

Where there are minor issues such as noise nuisance we ask that residents try to resolve these issues informally by talking to the other person(s). Speaking to your neighbours is often the quickest and easiest way to solve a problem. Stay calm and be reasonable when discussing issues. If you are unable to resolve a problem directly, there are a number of options available to you:

### **REPORT IT TO THE POLICE**

If a problem is serious please report it to the police. In an emergency (imminent risk to health or major crime in progress) always call **999**. For non-emergencies call **101**.

## VICTIM OF CRIME

If you have been a victim of crime you can contact Victim Supportline on **08 08 16 89 111**. Lines are open 24/7.

## ESTATE POLICE OFFICERS

If there is an ongoing issue related to ASB such as drug misuse or similar crimes contact the team of 4 who are a dedicated resource for Hounslow council's housing estates. To contact the estate police team email **LBHPolicingTeam@Met.pnn.police.uk** or call **020 8583 2112** (Please note this is a non-emergency number and is not monitored 24/7).

## ESTATE ENFORCEMENT OFFICERS

This team takes action to deal with the following issues:

- Littering
- Fly-tipping
- Dog fouling
- Individuals/groups causing a nuisance
- Noise nuisance
- Overgrown gardens, unsightly gardens and garden fires
- Abandoned vehicles

The Estate Enforcement team may issue Fixed Penalty Notices.

The Estate Enforcement team aim to respond to reports of serious noise nuisance, people congregating in a communal area, fly-tipping and littering within 1 working day.

Call **020 8583 4141** or email **Estate.Enforcement@hounslow.gov.uk**

## CONTACT YOUR HOUSING OFFICER

Every Council resident has a Housing Officer. You can look up your Housing Officer on the council website **[www.hounslow.gov.uk/info/20086/about\\_your\\_tenancy](http://www.hounslow.gov.uk/info/20086/about_your_tenancy)**.

You can make a report of ASB to your Housing Officer by calling **020 8583 4000** alternatively you can make a report online through the Council Website. **[www.hounslow.gov.uk](http://www.hounslow.gov.uk)**. You can remain anonymous, however we encourage residents to give their contact details, as this helps to make the investigation quicker and more effective.

All complaints of ASB are treated in absolute confidence and experienced staff will be supportive throughout the process. By coming forward and reporting ASB, you may be helping not only yourself, but also other people who are negatively affected by the problem. Hounslow Housing investigate all reports of ASB. We will acknowledge your report, give you a reference number and keep you informed about progress. If you report a serious incident, we will arrange a face-to-face meeting with you.

Reports of ASB will be responded to based on our assessment of the urgency. For example reports of violent or abusive behaviour, hate crime, arson or other serious criminal behaviour will be responded to within 1 working day. We aim to respond to all other reports within 10 working days.

**There are a range of actions we may take depending on the circumstances:**

- Investigate reports and collect evidence
- Issue diary sheets to record incidents
- Speak to alleged perpetrators
- Issue warning letters
- Request residents to adhere to Acceptable Behaviour Contracts
- Arrange mediation. We use an organisation called Calm to arrange independent mediation
- Serve a legal notice for breach of the tenancy, lease or license conditions
- Seek a civil injunction
- Seek a Criminal Behaviour Order
- Work with the police to seek a dispersal order
- Issue Community Protection notices
- Seek a Closure order
- Seeking possession of the property using the Absolute ground for possession

The action we will take upon receiving a report will depend on the nature of the issue being reported. Hounslow Housing work closely with the police, our estate police team, noise team and enforcement team to manage cases of ASB.

Please be aware that to take a case to court and achieve a positive outcome we need to have sufficient evidence and it can take time to build a case.

Hounslow Housing employ a professional witness to support residents with providing witness statements and with attending court hearings.

## **BREACH OF TENANCY**

Housing Officers will treat the following issues as breaches of tenancy:

- Absence of garden maintenance e.g. overgrown, unsightly gardens, and garden fires
- Unauthorised parking
- Carrying out car repairs
- Abandoned vehicles
- Hoarding
- Dumping materials/rubbish within the home or its vicinities.

## DOMESTIC ABUSE

Domestic abuse is abuse and / or violence within a household or between partners or perpetrated by ex-partners. It is an abuse of power which includes:

- Threats of violence
- Actual violence
- Sexual violence
- Emotional cruelty
- Psychological and mental abuse
- Stalking.

All councils have a statutory duty under current legislation to assist persons fleeing domestic violence. In an emergency you can seek shelter in a refuge or Hounslow Housing can arrange temporary accommodation for you while we get more information.

This may be followed by permanent accommodation. Please report Domestic Violence by calling **020 8583 4000** or by making a report through the Council website. There are a number of support services listed in this leaflet. There are also a range of other support services we can provide depending on the circumstances.

## NOISE NUISANCE

We often receive complaints about noise nuisance. Please be considerate to your neighbours especially late at night and keep noise to a minimum.

Our estate enforcement officers investigate noise nuisance and will assess whether it can be considered to be a statutory nuisance.

Once it has been established that a statutory nuisance exists and is likely to occur or re-occur, we will issue an abatement notice. If this notice is then ignored the perpetrator can be prosecuted in the magistrates' court and fined.

Prosecution can result in heavy fines of up to £5,000 for a domestic situation and up to £20,000 if the nuisance involves a business.

It is very important to keep a detailed record of any incidents of nuisance. Sometimes we may need to witness the nuisance. However, we only experience a snapshot of the nuisance and will have to rely on your records before taking further action.

If you are affected by unreasonable noise you can:

Call the enforcement team during the weekdays on **020 8583 4141**.

For out of hours - call **020 8583 2222** from 11pm to 4am, Friday and Saturdays.

You can also make an online report through the council website. The estate enforcement team and out of hours service will try to get back to any requests within an hour.

Your complaint is dealt with in complete confidence but in some cases it may be obvious to the person you are complaining about who has made the complaint. When you make a complaint you will be sent a noise information pack.

This will include:

- information on noise
- how we will deal with it
- and a log sheet for you to begin recording details of the noise problem.

It is very important that you fill out this form accurately as it will show us the extent of the problem and it will help us decide whether you are suffering a nuisance from the noise.

## DOG FOULING HOUNSLOW

Hounslow Council issues Fixed Penalty Notices (FPNs) for Dog Fouling.

## SPITTING

Hounslow Council issues Fixed Penalty Notices (FPNs) for Spitting.

## SMOKING

Please do not smoke in communal areas of blocks, this is a serious risk to anyone who resides in a block of flats. If caught smoking in communal areas the enforcement team may issue a Community Protection Warning. This could be followed by a Fixed Penalty Notice for repeat offenders.

## CCTV

Hounslow Housing have CCTV installed across many estates. We report issues as they arise directly to the police, our estate police service or our enforcement team.

## LITTER

We often receive complaints about litter. Please help to keep your neighbourhood clean and tidy. Please put litter in bins and do not dump items in communal areas.

Hounslow Council issues Fixed Penalty Notices (FPNs) for anyone caught littering within the borough. The fines are initially **£80 (£65 if paid within 10 days)**. If not paid we will take the matter to court where the fee could be increased and the perpetrator could find themselves with a criminal record and liable for the legal costs. An £80 fine could end up costing several hundred pounds.

## FLY-TIPPING

Fly-tipping is the illegal dumping of waste. Hounslow Council issues Fixed Penalty Notices (FPNs) for fly-tipping. FPNs can be issued to any individual believed to have committed an offence of fly-tipping. The fine for fly-tipping could be from **£400 (£250 if paid within 10 days)**. If it is a large or dangerous fly-tip the Council could take the perpetrator to Court, where they could be fined up to **£50,000** or even face a prison sentence.

We also have CCTV cameras which we can use as evidence to issue FPNs. In one case, we caught an individual on CCTV fly-tipping from their van; we were able to trace the owner and as a result the person caught was fined £400.

We class fly-tipping as any bulky item or any more than 2 large bags of rubbish left illegally.

### How to dispose of bulk rubbish

Larger unwanted items are your responsibility to dispose of either by:

1. Taking the waste yourself to the **Space Way Reuse and Recycling Centre**  
Space Way, North Feltham Trading Estate, Pier Road, off Faggs Road, Feltham, TW14 0TH

**Opening hours:** Currently household waste is only accepted at weekends from residents using cars. **Saturday and Sunday 8am until 6pm.**

Please note there is a height barrier restriction of 6 feet. Saturday and Sunday 8am until 6pm. All vans (including residents using a van to tip household waste) can only access the site Monday - Friday.

2. Employing a **licensed waste carrier** to dispose of it legally. Note you have a legal responsibility for the waste to be disposed of legally and check that the person employed are licensed.
3. Using the **Tidy Town service**, which costs £50 for a collection (for up to 5 items) and £10 per additional item. To use this service, you must be registered to pay Council Tax and your payment details must match your Council Tax address. If you are receiving income related benefits you are entitled to one free collection each year.

To book a bulk waste collection, please call **020 8583 5555**.

4. The **Hounslow Furniture Recycling Project** will collect reusable items of furniture that are in good condition, free of charge. Items are then made available to residents on low incomes to purchase from a showroom in Isleworth.

If you have any items to donate, please contact them on **020 8814 2225**.

**Please note, for the Tidy Town collection service or donating items to the recycling project, you must only place the items in the agreed location after you have booked the service and on either the evening before or the day of the collection.**

### **Reporting Fly-Tipping**

If you see somebody dumping rubbish or bulk items, please contact your Estate Enforcement officers on **020 8583 4141**.

## **ASB SUPPORT SERVICES**

### **Hounslow Domestic and Sexual Violence Outreach**

This service provides telephone or face to face support, advice and advocacy to all victims of domestic and sexual violence that reside in the London Borough of Hounslow.

**020 8247 6163**

Monday to Friday 8am to 5pm

### **Hounslow Hate Crime Advocate**

**020 8583 2464**

[Community.safety@hounslow.gov.uk](mailto:Community.safety@hounslow.gov.uk)

You can report a Hate Crime to the police online using the True Vision website [www.report-it.org.uk](http://www.report-it.org.uk)

### **Crimestoppers**

**0800 555 111**

Use their anonymous form to safely and securely pass information about crime. [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

### **Police**

999 in an emergency or 101 for a non-emergency.

### **National Domestic Violence Helpline**

24-hour freephone helpline for women experiencing domestic violence. All calls are completely confidential. Translation facilities available.

**0808 2000 247**

[www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)

## **Victim Support**

Provide support to anyone affected by crime

**08 08 16 89 111**

<https://www.victimsupport.org.uk/>

## **Respect**

Information and advice for people who are abusive towards their partners and want help to stop. Respect is the national association for domestic violence programmes and linked support services.

**0845 122 8609**

[www.respect.uk.net](http://www.respect.uk.net)

## **Solace Women's Aid**

A London based charity providing support for women and children affected by domestic and sexual violence.

**0808 802 5565**

[www.solacewomensaid.org](http://www.solacewomensaid.org)

## **Men's Advice Line**

Confidential helpline for men experiencing domestic violence by a current partner or ex-partner. Includes men in heterosexual or same-sex relationships.

**0808 801 0327**

[www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

## **National LGBT Domestic Abuse Helpline**

Emotional and practical support for LGBT people experiencing domestic abuse.

**0800 999 5428**

[help@galop.org.uk](mailto:help@galop.org.uk)

