

Anti-social behaviour guidance notes

Environmental nuisance

This leaflet gives you advice about what to do if you experience problems of environmental nuisance where you live.

What is environmental nuisance?

Environmental nuisance is any incident that affects the quality of the local environment and makes it a less enjoyable place to live. Examples include:

- Vandalism and damage to property
- Misuse of communal areas or public spaces
- Drugs and drug dealing
- Alcohol related incidents
- Litter, bulk rubbish and fly tipping
- Smells, fumes and smoke
- Noise nuisance
- Garden nuisance
- Pets and animal nuisance
- Abandoned and untaxed vehicles

What can I do about it?

There are a number of practical things you can do if you experience environmental nuisance. You can:

- Report the incident to L&Q Direct and speak to one of our trained operators.
- Keep a diary of all incidents, including dates, times and details of what happened, where it happened and who was involved. Diary sheets are available from L&Q Direct and your local L&Q office.
- Consider speaking to the people you think are responsible and explain politely why their behaviour is troubling you. You may find they are completely unaware of the disruption they have caused. (Only do this if you are not threatened by their behaviour and if you feel safe talking to them.)
- Keep a record of any conversations you have. This information may be used as evidence at a later stage.

What will L&Q do?

If you report environmental nuisance to L&Q we will carry out an investigation and try to establish the facts. We will:

- Allocate you a case worker who is responsible for investigating the incident.
- Check if there have been similar incidents involving the people you told us about.
- Contact others living nearby to see if they have experienced similar problems.
- Contact the people you think are responsible to discuss how the problem might be resolved.
- Write letters to remind residents of their responsibility not to cause environmental nuisance.
- Take action against residents in breach of their tenancy or lease agreement.
- Work with partners such as the police & local authority to prevent incidents of environmental nuisance and to help build safer neighbourhoods.
- Put you in touch with other agencies that will give you advice and support.
- Contact you regularly to keep you informed about progress with the investigation.
- Treat all complaints confidentially and not reveal your identity to others without getting your permission first.

Establishing the facts about environmental nuisance can be very difficult, especially when we receive different accounts of what happened. Please remember we will only be in a position to take action against the people you think are responsible if we receive enough evidence to prove your version of events.

How can I report incidents to L&Q?

You can report incidents of environmental nuisance by:

Phone: 0800 015 6536 (Weekdays 8am to 8pm and Saturdays 9am to 1pm)

Letter: PO Box 194, Sidcup DA15 0AJ,

Email: L&Qdirect@lqgroup.org.uk

In person: At your local L&Q office

Where can I find more information?

Encams

Information about environmental campaigns including noise
www.encams.org/

Anti-social Behaviour Action line

General advice and information about anti-social behaviour.

Tel: 0870 220 2000

www.respect.gov.uk