Antisocial behaviour ladder - nuisance neighbour

Resident in housing property regularly causing noise nuisance until 1am. The diagram sets out the stages a case may progress through. The initial entry point for each case would be that most appropriate to the seriousness of the behaviour displayed. Not every case will progress through every stage and very urgent cases will progress more quickly through the stages.

Appendix 2d

6

Antisocial behaviour continues.
Demotion, possession proceedings, forfeiture of lease or committal proceedings as applicable for breach of order. Progress eviction if no resolution.
Guideline timescale: On breach of court order

5

Antisocial behaviour continues. Use of legislation.
Anti Social Behaviour Injunction (ASBI), Demotion Order, Suspended Possession Order. Noise Abatement Order, seizure of equipment, ASBO, as applicable. Continued focus on resolution. Guideline timescale: one to six months

Antisocial behaviour stops. Situation monitored, enforcement put on hold or progressed depending on severity of previous behaviour

4

Antisocial behaviour continues. Further enhanced interventions and warnings progressed.
Evidence compiled to support enforcement options such as notice of seeking possession, demoted tenancy or injunction (ASBI) or action for statutory nuisance. Legal team commissioned and possible referral to environmental health.
Guideline timescale: one to five months

Antisocial behaviour stops. Situation monitored. Enforcement put on hold.

3

Antisocial behaviour continues. Formal voluntary agreements.
Perpetrator signs Acceptable Behaviour Agreement (ABA) or makes undertaking not to cause noise disturbance. Formal warning related to tenancy conditions. Continuing housing management interventions including contact with parties and stakeholders.
Guideline timescale: one to three months

Antisocial behaviour stops. Situation monitored. Close case if no incidents for three months.

2

Antisocial behaviour identified. Evidence of noise nuisance.
Housing officer contacts perpetrator (usually only with the consent of the complainant), asks them to change behaviour and offers practical advice. Mediation discussed with parties. Ongoing contact with complainant. Situation monitored. Enquiries continue. Appropriate referrals progressed. Representations from perpetrator considered. Repeat contact. Update action plan. Guideline timescale: one to eight weeks

Antisocial behaviour stops. No further action. Close case if no incident for three months.

1

Antisocial behaviour reported and investigated.
Housing officer makes contact with complainant for full details, establishing any further enquiries needed. Action plan drawn up and agreed. Guideline timescale: within ten days

Camden