

### Case Study 1

A number of residents reporting a tenant to be causing noise nuisance;

- dog barking,
- parties,
- foul and abusive language
- excessively loud music.

Problems reported have been sporadic in nature but have been historically happening on a yearly basis predominantly during the summer time. The tenant was receiving support for substance misuse issues.

Various visits made to both complainants and tenant, suitable advice and warnings offered and the situation improved for a time. Further visits and written warning issued following reports of the behaviour reverting, diaries from residents provided, noise recording equipment used.

A Notice of Seeking Possession and Notice before proceedings for a Demotion Order served. No further issues of Anti-social behaviour have been reported.

### Case Study 2

A single woman in her 30s was allocated sole tenancy of an upstairs flat in a quiet cul-de-sac. Within 2 weeks of the tenancy commencing, a total of 9 separate complaints had been received from residents of the area. Complaints included incidents of alleged anti-social behaviour such as loud music at all hours, offensive drunken behaviour, allegations of drug use, fighting, the use of foul and abusive language at volume and at all hours, callers to the address at all hours causing nuisance and upset, and public nudity. Concerns were also raised about the unacceptable condition of the garden attached to the property, which had reportedly deteriorated since the tenant moved in.

Loud music and foul language had been professionally witnessed by Tenancy Enforcement Officers whilst visiting the area.

Police were contacted by TES to request a formal Section 115 Information Sharing meeting, to bring together all agencies to discuss how best to deal with matters. Agencies who attended included Social Services who were working with the tenant concerned, Environmental Health as consideration had been given to seeking either Community Protection or Closure Order on the property, CCBC Housing were represented both by the local Housing Office and Tenancy Enforcement, CCBC Legal team, and representatives of Heddle Gwent Police.

The tenant was visited jointly with Social Services, Housing Estate Management Officer and Tenancy Enforcement several times with all appropriate warnings and guidance issued. The tenant agreed to sign a voluntary contract with TES, confirming there would be no further problems and also their understanding that their home would be at risk if there were.

Complainants have advised the situation to be much improved, and matters are being closely monitored currently.

### Case Study 3

A noise nuisance complaint was received from a private tenant who wanted to remain anonymous about a council tenant who lived in a flat. The complaint was that the council tenant was playing loud explicit music during the day and also into the evening on a frequent basis.

Prior to Tenancy Enforcement Section's (TES) involvement the Police attended and warned the council tenant to turn the music down, however the anti-social behaviour continued. The private tenant was asked to keep a diary of incidents and regular contact was maintained by the TES officer

via email and telephone calls at the victim's request. The council tenant was visited and issued with verbal and written warnings and a referral for support was put in place. Recording equipment was utilised and captured sufficient evidence which was supported by the private tenant's diaries.

From commencement of the case to serving the council tenant with a Notice of Seeking Possession and a Noise Abatement Notice (supported by the Environmental Health department) it took approximately four weeks. The situation was monitored for a significant period of time and there wasn't any further noise issue and the matter was resolved.

#### **Case Study 4**

Serious concerns surrounding the behaviour of a group of youths on a Housing Estate. The 2 main offenders identified were brothers. Issues included taunting, abusing and threatening other residents, throwing stones and items at properties, lighting fires and shining laser pens at residents and properties. Issues became so severe that a council vehicle was damaged and Fire Service refused to answer non-emergency calls.

TES worked alongside Police, YOS and Community Safety and the brothers were subject to Acceptable Behaviour Contracts, which they subsequently breached.

The Tenant of the property where the brothers' live did not take an active role in helping to modify their behaviour and reduce problems on the Estate. As a result of their on-going behaviour TES served a NOSP on the Tenant.

The brothers continued to cause problems on the Estate where they lived which resulted in Anti-social Behaviour Injunctions being obtained against them at Court.

As a result of their continuing behaviours an application has been made to the Court for Possession Proceedings against the Tenancy.