

KIRKLEES NUISANCE, HARASSMENT AND ANTI-SOCIAL BEHAVIOUR INFORMATION PACK

Thank you for bringing to our attention the issues/incidents that are causing you alarm, distress and/or harassment at this time. Please now take the time to read the information in this pack before contacting us again in regard to this matter.

There are several different ways of dealing with your problem and we have listed some of them below, in order that you can decide which is the best option for you, so that we may proceed further with this matter.

1. Speak to the person causing this problem

The person causing the problem may respond better to a polite word from you rather than a visit from a Partnership, Police or Local Authority official. If you would like to discuss this, or need help to plan the best way to do this then please contact me on the above telephone number.

2. Write to the person causing the problem

Again, the person causing the problem may respond better to a polite letter from you rather than an official one from the Partnership, the Police or the Local Authority.

- We have enclosed a **sample letter**
- See **Annex 1**, suggesting how best this might be written.

3. Use 'Mediation Yorkshire'

If you feel that you cannot approach your neighbour you may wish to consider 'Mediation in Kirklees'. This is an independent organisation which offers a free and confidential service to resolve neighbour problems. Trained mediators will listen to both parties involved and will try to find a permanent solution that is acceptable to both parties.

- For further information about '**Mediation Yorkshire**' which includes their Free Phone Telephone No: **0800 052 2324**
- or go to **www.kirkleesadvice.org.uk**
- or E mail: **info@mediationyorkshire.co.uk**.

4. Contact Victim Support

People react to nuisance, harassment and anti-social behaviour in many ways. Although most victims don't suffer long term harm, both adults and children can be very seriously affected. Victim Support is the independent national charity which helps people cope with crime. Victim Support also offers a Witness Service for victims and their families.

- We have enclosed a **leaflet** about **Victim Support** which includes their Telephone No: **0845 30 30 900**
- or go to **victimsupport.org.uk** for further information.

5. Consult a Solicitor

You could use a solicitor to write on your behalf to the person causing the problem or to give you legal advice. Although you will incur a cost for this service it is advisable for many cases of neighbour disputes, where no other individual or families are affected by the issue of concern.

6. Take your own legal action

You can take legal action in the Courts. We would advise that you take Independent legal advice before considering this course of action.

7. Action by Local Councillors

The role of the local elected member (Councillor) is to lead and champion the interests of the local community and represent the interests of the electoral ward and its constituents

- To contact your local councillor please telephone **01484 221801**

8. Action by Housing Services

• Kirklees Neighbourhood Housing

If you live in a Kirklees Council House, or if the problems come from a Kirklees Council Tenant, action may be taken under the terms of the tenancy agreement and your local Housing office will be able to give you advice on this.

- Their address can be found in the phone book or by ringing Kirklees Council's main switchboard on **01484 221000**
- or see **Annex 2** for your Area Housing Office contact number.

• Housing Associations

If you live in a Housing Association property, or if the problems come from a Housing Association Tenant, action may be taken under the terms of the tenancy agreement. The Housing Association will be able to give you advice on this.

- Their address can be found in the phone book or by ringing **118 500**

• Private Rented Landlords

If you live in rented accommodation, or if the problems come from a rented property, action may be taken under the terms of the tenancy agreement.

- Please phone your landlord or Kirklees Housing Tenancy Relations Service on **01484 221400**

9. Action by Environmental Services:

a. Abandoned Cars

Abandoning a vehicle is a criminal offence and is a hazard to road users and pedestrians as they attract vandals. By working with the police it will now take no longer than 4 working days to remove an abandoned vehicle.

- **To report an abandoned vehicle: 01484 414700**
- or email ***ab.vehs@kirklees.gov.uk***

b. Bonfires

Where smoke from a bonfire is creating a recurrent persistent nuisance, interfering substantially with your well being, comfort or enjoyment of your property it is a statutory nuisance under the Environmental Protection Act (EPA) 1990.

It is illegal to burn waste that is not from that property, for example from a workplace or neighbour. Environmental Services can investigate the complaint and in certain circumstances issue a notice. In extreme circumstances action can also be taken in the Magistrates Court.

- **To report nuisance from bonfires: 01484 226436**
- or email ***ENV.Pollution&Noise@kirklees.gov.uk***

b. Dog Fouling

We collect 650 stray dogs each year and our dog wardens issue fixed penalty notices of £50 to people who do not clean up after their dogs. Dog owners who are taken to court can be fined up to £1000.

- **To report dog fouling, or a stray dog: 01484 226883**
- or email ***env.animalwelfare@kirklees.gov.uk***

c. Fireworks

The sale of fireworks to anyone under 18 is banned, and it is an offence to throw or set off a firework in the street. Police can enforce a fixed penalty notice of £80 to anyone in breach of these regulations. If a local authority officer judges noise from fireworks to be a statutory nuisance they can issue an abatement notice, or a fixed penalty notice if excessive noise is emitted from the premises (including gardens) between 11pm and 7am.

- **To report nuisance from fireworks: 01484 226436**
- or email ***ENV.Pollution&Noise@kirklees.gov.uk***
- For further details of the regulations relating to firework use and bonfires please see enclosed **leaflets**.

9. Action by Environmental Services (Cont...)

d. Fly Tipping

Anyone who is prosecuted and convicted for fly tipping, could be fined up to £20,000, and also receive up to a 6 months custodial sentence. They would also receive a criminal record.

The detection rate is increasing through our enforcement officers and we find that witnesses are very willing to help. Hidden cameras can also be used.

- **To report fly tipping: 01484 223156**
- or email **env.waste@kirklees.gov.uk**

d. Graffiti

Graffiti is an eyesore which is sometimes of a personal, racist or homophobic nature. We can remove graffiti, or arrange for the owner of the property to remove graffiti, within 24 hours if appropriate.

- **To report Graffiti contact Ross Street Care on 0800 731 8765**
- or email **highways.ross@kirklees.gov.uk**

e. Litter

Our environmental enforcement team can issue £50 fixed penalties to anyone who throws litter from cars, or pedestrians who drop litter. Littering can also result in a fine of up to £2500 and a criminal record.

We also work with local businesses whose customers create litter, for example some fast food outlets. We encourage the owners to enter into a voluntary agreement to tackle the litter problem. If this is unsuccessful, we take enforcement action.

- **To report littering: 01484 414700**
- or email **environmental.waste@kirklees.gov.uk**

f. Pollution and Noise

Environmental Services can investigate complaints of nuisance where activity at one property affects neighbours/people living close by.

Please be advised that the number to call outside of normal office hours will be an answer phone service as we may not be able to address this matter at the time of your call because of the need to monitor current and on going cases. Your call will be acknowledged on the following working day.

- **To report noise nuisance: 01484 226436**
- **To report noise from off-road motorcycles: 01484 226436**
- or email **ENV.Pollution&Noise@kirklees.gov.uk**

9. Action by Environmental Services (Cont...)

i. Pest Control

Environmental Services can investigate complaints where rodents, insects and other pests affect you or your property or the local drainage systems. Calls are generally acknowledged and addressed within 24 hours

- **To report Pest issues: 01484 226891**

j. Problem Gardens

Problem gardens that may cause environmental health issues such as littering, fly tipping, furniture, food waste will be acknowledged on the following working day and then visited, assessed and addressed by an Inspector

- **To report problem gardens: Tel 01484 414700**

k. Community Rangers

The Community Rangers will remove graffiti, fly tipping, overgrowing vegetation and other general but small environmental issues

- **To report issues for the attention of the Community Rangers
Tel: 0800 731 8765 (Ross Street Care)**

l. Working with Community Groups

Environment and Transportation Service will continue to provide free skips, bags and gloves for any community groups who wish to clear an area of public land.

- ***Any groups who are interested in doing this should telephone: 01484 223120***

10. Action by Highways Service:

a. Overhanging vegetation and weeds

Inform Highways if you have difficulty walking along pavements or driving along highways as a result of hedges or trees growing out into your path or line of sight.

- ***To report nuisance from vegetation and weeds telephone:
0800 731 8765***
- or email ***highways.ross@kirklees.gov.uk***

10. Action by Highways Service (cont...):

b. Parking issues

If vehicles are legally parked, taxed and not causing obstructions then they are entitled to park there, even though it is outside your house. However, in circumstances where long term parking occurs from local businesses, hospitals, shops, universities and colleges, a Highways Officer can complete an assessment and introduce restrictions on parking where required.

Where vehicles are parked on the pavement it is an enforcement matter for the Police and Highways has no power to stop this practice occurring.

- **To report nuisance from parked cars telephone: 0800 731 8765**
- or email ***highways.ross@kirklees.gov.uk***

c. Ball games

The playing of ball games does not constitute an issue and the activity needs to be causing them or their neighbours a nuisance in some way. Proper identification of the perpetrators is required and a log needs to be kept. Identify damage that has occurred, record and photograph this where possible. Parents/guardians of youths who cause nuisance and are Council tenants may have action taken against them through the conditions of the Tenancy Agreement. Where nuisance is being caused by the children of non-Council tenants, the matter should be raised to local Police who may visit the area to speak to youngsters about neighbourhood concerns.

- **To report nuisance ball games from Council tenants contact the Council's main switchboard: 01484 221000**
- **To report nuisance ball games to Police, see Annex 3 for contacts of your local Neighbourhood Policing Team.**

11. Planning Services

This service is responsible for plan making, which guides future land-use development; deciding planning applications; and the conservation of the built heritage and natural environment. The Anti-Social Behaviour Act 2003 allows the local authority to prosecute properties where trees (Leylandi)/vegetation are causing a nuisance

- **To report nuisance from trees / vegetation telephone: 01484 221591**
- or email ***planning.contactcentre@kirklees.gov.uk***.

12. Crimestoppers

You can pass on information about crime, nuisance, harassment and anti-social behaviour anonymously. You will not be asked your name, nor to make a formal statement or give evidence in court.

Every month Crimestoppers receive an average of 6000 calls which leads to over 500 arrests and the recovery of property worth millions of pounds. Tell us what you know, not who you are. Call about crime anonymously.

- We have enclosed a **leaflet** about **Crimestoppers** which include their free telephone no: **0800 555 111**
- Or go to **www.crimestoppers-uk.org** for further information.

13. Dob in a Dealer

“Drug dealers ruin lives”

If you want to protect communities from the threat of drugs, help young people resist drugs and live healthy and crime free lives, disrupt drugs markets and increase the number of arrests of people who deal in drugs Just tell us what you know, not who you are. Call about drugs anonymously.

- We have enclosed a **leaflet** about **Dob in a Dealer** which include their free Telephone No: **0800 555 111**

14. West Yorkshire Police

The Police deal with certain types of neighbour problems such as those involving violence, or threatening behaviour. Please use one of the following numbers:

- For all **Emergencies 999**
- For **non emergencies** as they are taking place the Police may be contacted on **0845 606 0606**
- If you do not need assistance but require some **advice** the police may be contacted on **01484 436659**
- For further information on your local **Neighbourhood Policing Team** see **Annex 3** for the contact number of your local team, or go to **www.westyorkshire.police.uk/npt** for forthcoming meeting opportunities.

If you would like any of the above Services/Agencies to investigate your complaint you are invited to keep records and supply them to the appropriate service. They will then be in a position to take action that they think is appropriate. To this end it is advised that you keep records for a minimum of two weeks.

If you would like us to act on your behalf then we will also suggest that you keep diary record sheets, and encourage others affected by this nuisance to keep diary record sheets also, as it will further strengthen our case if legal action is required.

Please contact us once you have received this information pack, in order that we can discuss your complaint further, decide on your next course of action and advise on the completion of diary record sheets. We have included a questionnaire about the outcome of your complaint. It would be useful to us if you would complete this and return it when appropriate.

Finally, we will protect your anonymity and will not release your details to the perpetrator or their defence council, if you fear intimidation as a result of this complaint.

If we have not heard from you in 4 weeks time, then we will assume the problem has been resolved.

SAMPLE LETTER TO SEND TO YOUR NEIGHBOUR

(Put your name and address here)

(Write the name of the person causing the problem and their address here)

Date

Dear Sir or Madam (Whichever is appropriate)

Noise from your property

I am writing to let you know that the noise from your property is causing me a problem. In fact, it bothers me so much that I feel that I must contact you about it.

The noise I am complaining about comes from **(here write what is causing the problem. For example: 'Your stereo being too loud', 'your all-night parties every weekend'.)**

The noise is causing me a problem in that **(here write about the effect the noise is having on you. For example: 'I cannot sleep at nights because of it, and then cannot concentrate at work the next day', 'I cannot enjoy being at home anymore'.)**

I feel that I have to write to you at this time so that hopefully we can resolve this matter and it does not have to go any further.

Please do what you can to help. I would appreciate your cooperation.

Yours Faithfully,

(Sign your letter here and remember to keep a copy of the letter)

ANNEX 2

KNH Local Area Housing Offices

Almondbury & Holme Valley

Moldgreen, Aspley, Waterloo, Almondbury South, Birdsedge, Cinderhills, Cumberworth, Emley, Flockton, Holme Bridge, Honley, Lepton, New Mill Shelley, Skelmanthorpe, Upper Denby, Brockholes, Clayton West, Denby Dale, Farnley Tyas, Stocksmoor, Thurstonland, Grange Moor, Holmfirth, Kirkburton, Netherthong, Scissett, Shepley & Thongsbridge

Address: 8 Northgate, Almondbury, Huddersfield, HD5 8RX

Telephone: 01484 223878

Email: almondbury@knh.org.uk

Batley & Birstall

Birkenshaw, Fieldhead, Batley Carr, Healey, Howden Clough, Wilton, Staincliffe, Mount Pleasant, Carlinghow, Soothill, Hanging Heaton, Woodsome, Chinewood, Cross Bank, Nova Court, Kings Court, Purlwell & Thorncliffe

Address: Town Hall, Market Place, Batley, WF17 2DE

Telephone: 01924 326047

Email: batley@knh.org.uk

Colne Valley & Crosland Moor

Cowersley, Golcar, Linthwaite, Longwood, Marsden, Meltham, Milnsbridge & Slaithwaite

Telephone service only

Telephone: 01484 222100

Email: colnevalley@knh.org.uk

Spenn Valley

Liversedge, Heckmondwike, Cleckheaton, Scholes, Roberttown, Norristhorpe & Gomersal, Aquilla, Brooklyn Grange, Church Grange, Harepark Estate, Oxford Grange, Shirley, Windybank Estate, Barrington, Carlton, Foldings, Laverhills Estate, Peasland, Hilltop Estate, Firthcliffe, Fairmoorway, Dale Lane, Stubley, Fairfield & Turnsteads

Address: Town Hall, Bradford Road, Cleckheaton, BD19 3RH

Telephone: 01274 335050

Email: cleckheaton@knh.org.uk

Huddersfield North

Dalton, Kirkheaton, Rawthorpe, Standiforth, Highroyd, Long Lane, Rawthorpe Village, Bradley, Riddings & Deighton

Address: Chestnut Centre, 2a Chestnut Street, Deighton, Huddersfield, HD2 1HJ

Telephone: 01484 226935

Email: huddersfield@knh.org.uk

Dewsbury East

Canterbury, Chickenley, Earlsheaton & Shawcross

Address: 179 Chickenley Lane, Chickenley, Dewsbury, WF12 8QS

Telephone: 01924 324950

Email: dewsburyeast@knh.org.uk

Dewsbury West

Ashworth Estate, Becketts, Heckmondwike Road, Moorcroft, Scholes, Hepworth, St Johns, Westtown Estate, Batley Carr, Eastborough, Moor Side, Pilgrim, Schools Estate & Westborough

Address: Dewsbury Town Hall, Old Wakefield Road, Dewsbury, WF12 8DG

Telephone: 01924 324527

Email: dewsburywest@knh.org.uk

Huddersfield Service Centre

Birchcliffe, Buxton House, Leeds Road, Lower Paddock, Netheroyd Hill, Quarmby, Salendine Nook, Springwood, Birkby, Fartown, Lindley, Marsh, Edgerton, Oaks, Royds Hall & Southgate Flats

Address: 12 Byram Street, Huddersfield, HD1 1DB

Telephone: 01484 226953

Email: huddersfield@knh.org.uk

Newsome & Crosland Moor

Ashenhurst, Lower Houses, Fanny Moor, Primrose Hill, Berry Brow, Newsome, Taylor Hill, Almondbury North, Lockwood, Nethererton, Walpole, Crosland Moor, Moorside Estate, Rashcliffe & Thornton Lodge

Address: St. John Avenue, Newsome, Huddersfield, HD4 6JP

Telephone: 01484 223760

Email: newsome@knh.org.uk

Ravensthorpe

Crossley, Finching, Greenside, Lockwood, Littlemoor, Mirfield Central, Northstead, Spen Valley Road, Wilson, Nettleton, Foxroyd, Kitson, London Park Estate, Taylor Hall, Lee Estate, Fir Cottage, Lower Hopton, Scout Hill & Upper Hopton

Address: Queen Street, Ravensthorpe, Huddersfield, WF13 3BT

Telephone: 01924 325130

Email: ravensthorpe@knh.org.uk

Thornhill

Blackers, Centenary, Navigation, Foxroyd, Lees Moor, Ouzelwell, Partridge Valley, Walker Street, Caulms, Edge View, Headfield, Mountain, Overthorpe, Slaithwaite & Whitley

Address: 8 Thornton Road, Thornhill Lees, Dewsbury, WF12 9HR

Telephone: 01924 325150

Email: thornhill@knh.org.uk

ANNEX 3

NEIGHBOURHOOD POLICING TEAMS

HUDDERSFIELD SOUTH

Areas covered: The electoral wards for Almondbury, Crossland Moor and Netherton, Dalton, Newsome and Huddersfield Town Centre

Team Supervisor

Inspector Adrian Waugh

Telephone Numbers

Dalton	01484 436724
Almondbury	01484 436724
Crossland Moor	01484 436672
Newsome & Lowerhouses	01484 436672
Town Centre	01484 436672

Email:

ea.southnpt@westyorkshire.pnn.police.uk

HUDDERSFIELD NORTH

Areas covered: The electoral wards for Ashbrow, Greenhead and Lindley

Team Supervisor

Inspector Mohammed Rauf

Telephone Numbers

Lindley, Marsh & Paddock	01484 436698
Birkby	01484 436729
Ashbrow	01484 234220

Email:

ea.northnpt@westyorkshire.pnn.police.uk

SPEN VALLEY

Areas covered; Electoral Wards of Cleckheaton, Heckmondwike and Liversedge and Gomersal

Team Supervisor

Inspector Dave Whitfield

Telephone Number

01924 295357

Email:

ea.svnpt@westyorkshire.pnn.police.uk

BATLEY, BIRSTALL AND BIRKENSRAW

Areas covered: Electoral Wards of Batley East, Batley West and Birstall and Birkenshaw

Team Supervisor
Inspector Neil Money

Telephone Number
01924 295301

Email:
ea.bbbnpt@westyorkshire.pnn.police.uk

DEWSBURY AND MIRFIELD

Areas covered: Electoral wards of Dewsbury East, Dewsbury South, Dewsbury West and Mirfield

Team Supervisor
Inspector Jennifer Thompson

Telephone Number
01924 431033

Email:
ea.dewsmirnpt@westyorkshire.pnn.police.uk

DENBY DALE AND KIRKBURTON

Areas covered: Electoral wards of Denby Dale and Kirkburton

Supervisor
Inspector Nicholas Harvey

Telephone Numbers
01484 436898

Email:
Ea.kirkbutonnpt@westyorkshire.pnn.police.uk

VALLEYS

Areas covered: Electoral wards of Colne Valley, Golcar, Holme Valley North and Holme Valley South

Supervisor
Inspector Mark Trueman

Telephone Numbers

Colne Valley	01484 436896
Holme Valley North and South	01484 436855
Golcar	01484 436726

Email:
Ea.valleysnpt@westyorkshire.pnn.police.uk