

Date received:	24 <sup>th</sup> June 2023
Date responded:	21 <sup>st</sup> July 2023
Subject:	Social Housing Tenants: Noise Complaints and Anti-Social Behaviour

Question:

How many noise complaints have you had from tenants over the last 2 years regarding fellow neighbours, and what was the outcome of these complaints?

How many tenants have broken their tenancy agreement due to antisocial behaviour in the last 2 years and have any of these people been either removed from their homes, been fined or had court appearances due to this.

Response:

The Council has a formal complaints procedure and process for members of the public to make complaints about any Council related issue. This is available to all through our website. No complaints about noise, from Local authority housing tenants, have been received through this reporting channel. More information about the complaints process can be found here <http://www.douglas.im/index.php/info/item/100-complaints>.

In relation to noise enquiries/reports that come to the Housing team. The Council does not keep statistical information about these noise related enquiries in a format that is easily searchable, noise reports/enquiries are managed on a case by case basis and once the issue is resolved, the information is stored on individual files. Therefore, to accurately provide data would require the manual searching of over 2,000 physical property files which would take a significant amount of time. Part 8(3) of the Freedom of Information Act 2015 states that a public authority is not required to undertake substantial compilation or collation of information that it holds.

There is a process that the Council Officers follow in relation to the noise reports by tenants, the basic process is :-

- The first stage involves informing the tenant about the complaint and potential breach of their tenancy agreement through a letter and where possible, phone contact.
- The Council encourages complainants/victims to document their version of events using Anti-social Behaviour Incident/diary Logs as evidence.
- If the anti-social behaviour affects others outside of 11pm to 8am, complainants/victims are advised to report it to the Police.
- Both the complainant/victim and the alleged perpetrator are given the opportunity to attend a meeting to discuss the allegations and find a resolution.
- If the issue is resolved through the above actions, no further steps are required.
- If the issues persist, further action is taken, such as referrals to health or welfare professionals, mediation, or issuing an Acceptable Behaviour Contract jointly with the Police.
- If the anti-social behaviour continues, the case is referred to an advocate who may issue a Section 11 (Notice to remedy) with sufficient evidence, preferably from an independent witness like the Police or a Housing Officer.

- If additional evidence of anti-social behaviour is obtained, a Notice to Quit is issued, and advocates proceed to court to obtain a possession order based on the breach of the tenancy terms.

The Council follow the Guidance for Housing Authorities on the Management of Arrears and Prevention of Evictions in Public Sector Housing. This is a Government Policy.

The Council has not had to end the tenancy of a tenant in relation to noise disturbances over the last 2 years. There have been no court proceedings in relation to noise disturbances over the last 2 years.