

# Why your report is not being acted upon



Sometimes it is not possible for us to accept a report of anti-social behaviour or bring an existing case to a satisfactory conclusion. This fact sheet explains why this may be so.

Below are some common situations that we sometimes come across and why we generally do not act upon reports of anti-social behaviour under those circumstances.

## **Why we may not take any action over some reports of ASB**

### **Malicious reports or reports motivated purely by prejudice or discrimination**

Reports that are clearly no more than an expression of someone's prejudices or are based purely on malicious rumour will not be accepted. Examples of this are because of someone's ethnic or national origin, their sexuality, their age, their religion or their disability. If you report ASB about someone solely on any of these grounds you could be in serious breach of your tenancy and we may take action against you.

### **The report is an isolated incident**

Unless the incident is a clear breach of tenancy in itself (please refer to your tenancy agreement) we will not generally pursue complaints that are related to an incident that is unlikely to be repeated. An example of this is someone having a noisy party outside in the summer. What we shall do, however, is note what you say and give you brief advice on how we think you might be able to deal with the matter (we may suggest you go and have a friendly word with your neighbour, for example). The important thing to say here is that each incident will be dealt with on its own merits.

### **The report is because of a clash of lifestyles**

Crying children, cooking smells, children playing, people doing DIY – all these can cause annoyance to neighbours but we will not accept them as reports of ASB unless the activity is a breach of tenancy in itself. Our advice in these cases will be to talk to your neighbour or consider mediation (this requires agreement on all sides).

## **We do not have enough evidence from the reporter of ASB**

Completing diary sheets or gathering evidence in some other way can be tedious and time-consuming, but unless we have evidence, we cannot progress your case. If people refuse to help us, we may not be able to go any further with the case. Again, our advice in dealing with initial complaints may be to talk to your neighbour or consider mediation (this requires agreement on all sides).

## **Why we close cases**

We may sometimes have to close a case and take no further action. Before we close a case we will always write to you telling you what action we have taken and why we have decided to close your case. In some cases, the investigation can go no further, with no clear resolution in sight. This may be because of lack of evidence or witnesses to support an allegation, or because we may not be able to identify the offender(s). It is also very difficult to pursue a case when there is a report and the alleged offender denies committing any offence. In the absence of witnesses in these situations, it can be difficult to make a case against them. We may also close an ongoing case if there is insufficient evidence to take the case to court.

Finally, we will also close a case if we have not received any communication from a reporter and they are no longer returning diary sheets.

Whenever we feel it is time to close a case, we will consult you beforehand and explain our reasons. We will listen to any reasons you give us as to why we should not close your case.

We will confirm closure of your case in writing and will consult you (the reporter of ASB) before doing so.

## **How to report anti-social behaviour**

You should report cases of anti-social behaviour to your local area housing office. Contact details are provided below:

### **Anti-social behaviour hotline**

020 7527 7272 (24 hours)

### **Central Street Area Housing Office**

85 Central Street

London EC1V 8DT

Tel: 020 7527 6524

Fax: 020 7527 6207

Email: [csha@homesforislington.org.uk](mailto:csha@homesforislington.org.uk)

Minicom: 020 7527 6202

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### **Holland Walk Area Housing Office**

85-88 Holland Walk

London N19 3XS

Tel: 020 7527 7497

Fax: 020 7527 7407

Email: [holland.walk@homesforislington.org.uk](mailto:holland.walk@homesforislington.org.uk)

Minicom: 020 7527 7405

### **Lyon Street Area Housing Office**

1 Lyon Street

London N1 1DQ

Tel: 020 7527 6834

Fax: 020 7527 6814

Minicom: 020 7527 6830

Email: [lyon.street@homesforislington.org.uk](mailto:lyon.street@homesforislington.org.uk)

### **Upper Street Area Housing Office**

Northway House

257 Upper Street

London N1 1RU

Tel: 020 7527 5323

Fax: 020 7527 5301

Minicom: 020 7527 5440

Email: [upperstreetAHO@homesforislington.org.uk](mailto:upperstreetAHO@homesforislington.org.uk)