



A family has moved into the house next door and is being a nuisance, yelling late at night over a loud television and leaving bin bags strewn over the front of the house. I don't want to antagonise them in case they become threatening. What can I do?

Anti social behaviour (ASB) can have a big impact on someone's quality of life, so we can understand how frustrating this situation must be.

You could try to resolve problems by speaking with your neighbour, if it's safe to do so. Explain the effect their behaviour is having and ask them to stop. If the problem continues, keep a record of incidents, which will come in handy if you decide to take the matter further.

If your neighbour has a landlord, you can ask your neighbour's landlord to speak to them on your behalf. If your neighbour lives in social housing, their landlord should have a policy for dealing with antisocial behaviour.

If you've tried everything but the problem persists, ask for an "Anti Social Behaviour Case Review". You can do this by reporting the issue to the council, the police or a social housing provider. It means these agencies have to work together to find a solution, if the ASB meets the threshold. These agencies have powers to deal with ASB, in ways such as:

- Civil injunctions
- Criminal behaviour orders
- Public space protection orders
- Community protection notices
- Dispersal powers
- Closure powers

More information on how ASB case reviews, including how to request a case review, the threshold for it being dealt with and the process for it being dealt with can be found on www.gov.uk/guidance/anti-social-behaviour-asb-case-review-also-known-as-the-community-trigger

If you are not online, or you need more help with this, please get in touch and we can give you more information.

If your neighbour becomes violent, you should call the police on 999.

Citizens Advice Mid Suffolk can provide advice on this issue and much more, including debt, finances, employment, benefits and family/relationships. You can contact them by phone on 01449 676060, visit in person at Milton House, 5 Milton Road South, Stowmarket IP14 1EZ or use the contact form at midsuffolkcab.org.uk/contact-us. Our opening hours are Monday-Thursday 9.30am – 3.30pm and Friday 9.30am – 12.30pm.