

If you are a victim or witness of anti social behaviour contact us on:

- Phone: 0113 3782188
- Mon ,Tue & Thurs 09.00 am to 5pm
- Wed & Fri 9:00am – 4:00pm.
- Email: bitmo.enquiries@belleislelmo.co.uk
- Minicom users, please use 0113 2224410

Further advice is available at:

<http://www.leeds.gov.uk/Bitmo/Pages/Neighbour-problems-and-Anti-Social-Behaviour.aspx>

Out of Hours Noise Nuisance Response Service

- 0113 395 0143
- Out of Hours Noise Nuisance response service operates from 6pm to 3.30am, 7 days a week.
- The team only respond to noise calls that are in progress. If noise nuisance is a persistent problem, you must contact BITMO.
- 0113 3782188 during the day.

Translations and Other Formats

If you would like this document in another format or language, please contact Housing Leeds using the numbers on the back of this guide.

Other Useful Numbers

West Yorkshire Police

- In an emergency 999
- Non emergency 101

Deaf, hard of hearing or speech impaired people can use textphone 18001 101

West Yorkshire Fire and Rescue Service

- In an emergency 999

Victim Support

- 0300 303 1971

Dog Fouling, Fly Tipping, Abandoned Vehicles, Street Lighting

- 0113 222 4407

Graffiti , Rubbish Dumping, Stray Dogs

- 0113 222 4406



Anti-Social Behaviour

BITMO

Information Leaflet



What is anti-social behaviour?

- When someone does something that most people would say is unreasonable
- Something that causes harassment, alarm or distress
- Something that causes a nuisance or annoyance

You can experience anti-social behaviour in many different places:

- In your own home (because of the behaviour of your neighbours)
- On your street or in your local area
- In public, communal areas such as parks
- On public transport

How do I report noise nuisance or anti-social behaviour?

It is important that anti-social behaviour and nuisance are dealt with by the appropriate agency and not allowed to escalate.

If you rent your home from BITMO, Housing Leeds, housing association, private landlord or agency, please report the problem to them first.

If you own your home you can report directly to Leeds Anti-Social Behaviour Team.

By Telephone:

0113 222 4402 Monday – Friday 8am – 6pm

By Email:

LASBT@leeds.gov.uk

In person:

Visit BITMO housing office or One Stop Centre There are five basic questions we need you to answer when you report anti-social behaviour or noise nuisance:

Where?

Is the problem in your home, outside your home, or somewhere else? Be as specific about the location as you can.

When?

When and how often does the nuisance occur? Is it day or night? Provide dates and times for each incident.

Who?

Are the person or people involved known to you? Can you describe them?

Why?

Is there a reason why you are being targeted? Has a relationship broke down? Is this an issue affecting other people in the community?

What?

What is the nuisance behaviour? How serious or persistent is the problem?

How does BITMO's Housing & Estate Management Team tackle noise nuisance and anti social behaviour?

A Housing & Estate Management Officer will explain the investigation process to you. No action will be taken without your consent. The officer will keep you updated every 10 working days. The officer will investigate and aim to resolve the problems at the earliest opportunity.

The case officer will consider the use of:

- ASB Warnings and Non Legal Remedies
- Acceptable Behaviour Contracts
- Referrals to Mediation
- Housing cautions
- Family Intervention Tenancy
- Referral to LASBT (Leeds Anti-Social Behaviour Team) Further Action possibly leading to:
- Injunctions
- Possession Orders/Eviction
- Noise Abatement Notices/Seizure of Noise Equipment

With your support we have the tools available to help tackle anti social behaviour.

What customers say about our service?

"The support, timely updates and proactive attitude of the case officer was excellent"

"I am very pleased with the service I received. The problem has now ceased and it feels like I have my home back. Thank you"

"I now have peace and I'm happily settled in my home, I can't thank you enough"

"The case officer was extremely supportive throughout and showed great patience and understanding, taking time to explain the complexities of the process of this case"

Working Together we can make a difference: let's stop anti-social behaviour.