

Neighbourhood

This booklet includes information on:

Anti-Social Behaviour

Noise Nuisance

Domestic Abuse

Recycling and Waste

Parking

Anti-Social Behaviour

Tackling Anti-Social Behaviour – ASB

We are committed to dealing with Anti-Social Behaviour as we know the impact this can have on you. ASB can range from verbal abuse, threats, acts of assault, damage to property and environmental nuisance such as dog fouling and graffiti.

If you are experiencing problems of ASB, regardless of how major or minor you feel they may be, please report them. We aim to work with other agencies and partners to help us resolve your case.

How to report ASB

If you wish to report ASB, please call us on **0300 131 7300**, during office hours.

Please note: ASB will not be logged as a formal complaint but will be dealt with as its own case. However, you can make a formal complaint if you are not happy with the way your ASB case has been handled.

You can contact your local police station at any time to report any ASB on 101. Please dial 999 for all emergencies.

What can I expect from ISHA?

In order to help you, we need plenty of detail about the problem, especially if the problem continues. We will use this in a number of ways and might want to use it in any legal action we take. The simplest way we can collect evidence is by asking you to keep a diary or log of what happens. To make it easier, we have produced some forms to help you record your diary of events. The ASB record form and Noise Nuisance form are available from our website www.isha.co.uk in the section “Dealing with Anti-Social Behaviour.”

You can also go to our website and view our page on dealing with ASB at https://www.isha.co.uk/your_home/asb.html which sets out our commitment to you to support you if you are the victim of anti-social behaviour.

Whilst investigating your case we will keep in contact with you as and when necessary, and at least once a month unless otherwise agreed.

We also offer independent mediation services if both parties agree. Tenants and leaseholders can take legal action themselves. You may wish to seek advice from a solicitor or advice centre if deciding to pursue this course of action.

Victim Support www.victimsupport.org.uk
Victim Support Line – 0808 16 89 111



Noise Nuisance

The most frequent ASB complaints we receive are about noisy neighbours. We know it can be frustrating and can cause tension between neighbours but sometimes people making the noise have no idea they are causing a disturbance.

Remember no home is totally soundproofed and you may find there is always some noise in your local neighbourhood. This could be from traffic in the local area, children playing, washing machines and noise from television or music systems.

We ask all our tenants and leaseholders to be good neighbours and be tolerant of each other and mindful of the impact they have on others. There are certain things you can do and these include:

- Have carpets and curtains as they absorb noise. Wooden flooring can be noisy. In certain schemes you cannot install laminate flooring whilst in others you need our permission. Please check your tenancy agreement before you start any works.
- Arrange speakers away from the partition wall and if you are putting them on the floor, make sure they are on a stand or something that insulates the sound.
- Make sure noisy household appliances such as washing machines and vacuum cleaners are used at reasonable times.

What should I do if I am being disturbed by noise from my neighbours?

If you think the noise is unreasonable, you should approach your neighbour and explain politely that you are troubled by the noise. This is because often people do not realise the impact their noise is having on others. If it's appropriate you could invite them into your home, so they can hear the noise for themselves.

If speaking to your neighbour has not worked and the noise continues then you can contact us.

What initial action will ISHA take?

We will ask you to complete an incident diary for a few weeks. This is available on our website. This helps us understand how often you are disturbed by the noise, how long it goes on for and if there is a regular pattern.

We may refer you to mediation. Mediation can sometimes help resolve these problems. We use professional mediators who can help explore possible solutions to disputes.

In some cases, ISHA may not be able to deal with your complaint of noise nuisance and where this is the case we will tell you. This may be at the time you tell us about it or it may be after we have investigated it and found it is not unreasonable or where parties are unwilling to accommodate each other. You may then have to consider

other options open to you and we would advise you to seek independent legal advice.

Statutory Noise Nuisance

Local Authorities have powers to deal with noise and may have teams that deal with statutory noise. Statutory noise nuisance is not always easy to define and some of the things the local authority looks at are sound levels, the length of time the noise continues for and its frequency. Where a noise is deemed unreasonable, they can serve an abatement notice. This could lead to further legal action if the noise continues.

Where there is evidence of unreasonable noise ISHA will work with you and the Local Authority. This may include taking an injunction, or serving a notice, all of which could end with the person losing their home.



Domestic Abuse

What is Domestic Abuse?

Domestic abuse is an incident or a pattern of incidents of physical, sexual, psychological / emotional or financial abuse, or is being threatened, intimidated or stalked by a current or previous partner or close family member.

If you are suffering from domestic abuse you may be feeling frightened, isolated, ashamed and confused. If you have children it may be that they too are suffering, whether they witness abuse or not. Domestic abuse is never the victims fault and nothing excuses it.

What can you do if you are suffering from domestic abuse?

Under our tenancy agreement, a tenant can be evicted for causing domestic abuse to any person living in the household.

Every person has the right to be safe from abuse and fear. ISHA will not tolerate any residents who harass, attack or abuse other members of their household.

Domestic abuse is a crime, phone 999 in an emergency.

If it is not an emergency and you want to speak to us about how we can help, please contact us.

What can I expect from ISHA?

We will arrange to meet you within 24 hours (or as soon as you are able to meet us), in a safe environment, to give you advice on housing options, security measures, involving the police and what further help and support is available.

We will also work with other agencies who offer emotional and practical support such as victim services and advocacy support.

We can help with additional security if you wish to remain in your home. Finding a new home will not be easy and we can offer you impartial advice and support which could help you make a decision for you and your family.

For further information and the ISHA domestic abuse policy please visit our website.

Remember we are here to help, even if all you want to do is to talk.

Useful Telephone numbers

Women's Aid National – 24-hour free phone helpline. 0808 2000 247

Switchboard – A telephone helpline for lesbians, gay men and bisexual or transgender people considering issues around their sexuality and/or gender identity
0300 330 0630

ChildLine – The UK's free helpline for children and young people, providing a confidential telephone counselling service for any child with any problem, 24hours a day, every day helpline. 0800 1111

Refuge – Runs a network of safe houses providing emergency accommodation for women and children affected by domestic violence. Also runs the 24-hour National Domestic Violence helpline in partnership with Women's Aid. 0808 2000 247 (24-hour helpline)

Men's Advice Line –Offers advice and a confidential inquiry line for men who may be suffering from domestic violence. 0808 801 0327 (Mon to Fri 10am–1pm)



Recycling and Waste

Each household in the country produces about 1 tonne of rubbish a year. Keeping this rubbish in landfill is expensive. Recycling helps conserve important raw materials and reduces the amount of rubbish sent to landfill sites. It is therefore important that we all recycle as much as possible. Information on local recycling and refuse collection is available on your local authority website.

Where to put your household waste:

- If you live in a flat you must ensure that your household waste is put in a refuse bag, tied securely and disposed of in the bins provided. It is important that you use the bins as leaving rubbish bags on the floor can attract rodents or foxes. If you have children and you ask them to remove bags, please make sure they can reach the bins and open the lids. If the bin store light is not working, please report this to us as soon as possible.
- If you live in a street property, you will need to check with your local authority on how to dispose of your waste.
- Your local authority is responsible for weekly collection and disposal of household waste and recycling service.
- Most local authorities offer collection of bulk items from outside your home or estate, however some of them may charge for this service. Please contact them if you require this service.
- Most local authorities have bulk refuse and recycling centres where you can take bulk items for disposal and recycling free of charge. To find out where your local centre is please contact your local authority.
- Bulk refuse should not be left out on your estate unless you have previously arranged for it to be collected. Where customers do not arrange for the collection of bulk items, ISHA will remove these items and pass on the cost to customers in the form of service charges; this will lead to an increase in your service charges.
- Please do not put any household waste down the toilet.
- ISHA may take action against customers who we know persistently do not dispose of their refuse correctly.

What you cannot put in your bin:

- You will need to contact your local authority when disposing of hazardous waste such as paint, batteries, household chemicals and asbestos.

- If you need to dispose of syringes, swabs and other medical waste you must make arrangements with the local authority. Most local authorities provide this service free of charge.

Recycling Service

Recycling is a simple way of doing something positive for the environment and your community, helping to reduce pollution and save resources whilst also helping the local authority to run more effectively by saving the money it would cost to send these materials to landfill.

What kind of items can I recycle?

Your local authority will provide you with details of what can be recycled and other recycling centres.

- Your recycling bins are usually located inside your bin chamber or in a designated area on your estate.
- If you think the recycling collection has been missed by the local authority; please contact your local authority to arrange collection.

Hackney Council

www.hackney.gov.uk Tel: 020 8356 5000

Islington Council

www.islington.gov.uk Tel: 020 7527 2000

Camden Council

www.camden.gov.uk Tel: 020 7974 4444

Waltham Forest Council

www.walthamforest.gov.uk Tel: 020 8496 3000

Haringey Council

www.haringey.gov.uk Tel: 020 8489 0000



Parking

Parking is becoming more restricted and spaces are very sought after. For this reason, we cannot guarantee that there are parking spaces on our estates. For example, some of our newer schemes are car free and this means that you may not be able to apply for resident parking from ISHA or the local authority.

How do I get a parking space?

Only those residents living on an estate, where parking is controlled by ISHA & Lien Viet and are in possession of a vehicle, can apply for a permit. However, a parking space is not guaranteed to every resident. There are limited spaces available on a first come first served basis, with higher priority for disabled residents with a blue badge. Residents who are unable to get a space can put themselves down on the waiting list; however, there is no guarantee a space will become available.

Only 1 permit will be issued per household.

If you move, it is your responsibility to inform us as you will no longer be entitled to a permit to park there. If you continue to park when you have moved, you will be liable to a Penalty Charge Notice (PCN).

Some new developments are car free zones. This means that you will not be able to apply for a permit from the local authority or ISHA.

What do I need to do to apply for a space when one is available?

Where ISHA has car parking spaces, parking permits can be bought from ISHA. The cost of these are £100 per annum.

In order to get a parking permit, you will need to apply to ISHA, if accepted you will be required to supply the following documentation: -

1. A copy of your vehicle registration document (V5) registered to your ISHA address. The ISHA address must be your principal home.
2. If you are registered disabled, you must give a copy of your Disabled Blue Badge.
3. A copy of your Mobility Policy if registered disabled and using a Mobility car.
4. Signed Terms and Conditions.
5. You must not be in any rent arrears – if you are in rent arrears you will need to set up an agreement with the Customer Accounts Officer and you will be required to adhere to this agreement. If the agreement is broken you could be at risk of losing your car parking space.

What if I have a disability?

If you or a family member in your household has a disability, ISHA will not charge you for a car parking bay as long as you have a blue badge from your local authority for the disability.

Visitors parking

Visitor permits can be bought from ISHA at £25 per booklet. The permits come in books of 10 tickets. Each ticket is valid for three hours. A maximum of 3 visitor permits can be displayed at any one time for a maximum of a 9 hour stay. Visitors can only park in visitor parking bays.

Each household with allocated visitor bays on site are only able to purchase 5 books a year. The car parking year runs from 1 August to 31 July.

PLEASE NOTE: Some sites have specific arrangements, please see our website for more details.



For further information or any queries please contact ISHA on 0300 131 7300 or visit our website www.isha.co.uk If you would like this booklet translated or in a different format please contact us directly.

Albanian

Për informacion të mëtejshëm ose për çdo pyetje ju lutemi kontaktoni ISHA në **0300 131 7300** ose vizitoni faqen tone të internetit www.isha.co.uk Nëse këtë broshurë e doni të përkthyer ose në një format tjetër ju lutemi na kontaktoni direkt.

Arabic

لمزيد من المعلومات أو أية استفسارات يرجى الاتصال بـ أي نس أتش أي على www.isha.co.uk أو زيارتنا على الموقع على الشبكة 0300 131 7300 إذا رغبت في كتيب مترجم أو اردت النص بصيغة أخرى يرجى الإتصال بنا مباشرة.

Bengali

আরও তথ্যের জন্য কিংবা আপনার কোন প্রশ্ন থাকলে অনুগ্রহ করে **0300 131 7300** নম্বরে ISHA-এর সাথে যোগাযোগ করুন অথবা আমাদের ওয়েবসাইট www.isha.co.uk দেখুন আপনি যদি এই পুস্তিকাটি অন্য ভাষায় অনুবাদ কিংবা ভিন্ন ফরমেটে পেতে চান সেক্ষেত্রে অনুগ্রহ করে আমাদের সাথে সরাসরি যোগাযোগ করুন।

French

Pour tout renseignement ou problème supplémentaire, veuillez contacter ISHA au **0300 131 7300** ou visiter notre site www.isha.co.uk Si vous souhaitez avoir la traduction de cette brochure ou l'obtenir dans un format différent veuillez bien nous contacter directement.

Gujarati

વધુ માહિતી અથવા કોઈ પૂછપરછ માટે કૃપા કરીને ISHAનો **0300 131 7300** પર સંપર્ક કરો અથવા અમારી વેબસાઈટ www.isha.co.uk જુઓ. જો તમને આ પુસ્તિકા ભાષાંતર કરાવેલી અથવા બીજા કોઈ સ્વરૂપમાં જોઈતી હોય, તો કૃપા કરીને અમારો સીધો સંપર્ક કરો.

Hindi

AiDk jwnkwrl Xw iksl svwl ky iIE kfpXw eéSw (ISHA) ko **0300 131 7300** pr tyilPon kryN Xw hmwrI vybsweét www.isha.co.uk dyKyN[Xid Awp es puiÆqkw kw Anuvwd Xw esy iksl AñX ÆEv]p myN lynw cwhqy hYN qo kfpXw sIDw hmsy supké kryN].

Polish

W przypadku pytań, lub w celu uzyskania dalszych informacji, prosimy o kontakt z ISHA pod numerem **0300 131 7300** lub na stronie www.isha.co.uk Prosimy o bezpośredni kontakt z nami, jeżeli potrzebne jest tłumaczenie tej broszury lub udostępnienie jej w innym formacie.

Somali

Macluumaad dheeraad ah ama wax weydiinba fadlan kala xiriir ISHA oo laga helo **0300 131 7300** ama booqo webseytkayaga ah www.isha.co.uk Haddii aad jeclaan laheyd buug-yarahan oo turjuman ama qaab kale ah fadlan toos noola soo xiriir.

Spanish

Para más información o cualquier consulta puede ponerse en contacto con ISHA llamando al **0300 131 7300** o visite nuestra página web www.isha.co.uk Si desea este folleto traducido o en un formato diferente, por favor, póngase en contacto con nosotros directamente.

Turkish

Daha fazla bilgi isterseniz ya da sorularınız varsa lütfen biz ISHA'yı **0300 131 7300** numaradan arayınıza ya da websitemiz www.isha.co.uk 'u ziyaret ediniz Bu kitapçığın başka bir formata çevrilmesini istiyorsanız lütfen bizi doğrudan arayınız.

Urdu

www.isha.co.uk: کچھ سے ملاحظہ سٹڈ ویب سائٹ پر رابطہ کیجئے ISHA لئے کے سوالات کے معلومات کے لئے اگر آپ کو اس تاج سے کا ترجمہ کی یا ایک مختلف صورت میں جاننے تو برائے مہربانی ہم سے برائے راست رابطہ کریں۔

Vietnamese

Để biết thêm thông tin hoặc nếu bạn có bất kỳ thắc mắc nào, xin vui lòng liên hệ với Isha theo số **0300 131 7300** hoặc truy cập vào website của chúng tôi tại www.isha.co.uk Nếu bạn muốn cuốn sách mỏng này được dịch hoặc có một định dạng khác.