

# Antisocial behaviour

List of reports published between 1 April 1993 and 31 March 2007.

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## Key to findings

- MI** = Maladministration and injustice  
**M** = Maladministration, but no injustice  
**NM** = No maladministration found  
**LS** = Local settlement report (until 31 March 2003)  
**D-LS** = Discontinuation report (local settlement) (until 31 March 1998)  
**FR** = Further (second) report issued

## 2006/2007

Authority	Ref no	Date/Finding
<b>1. Sandwell MBC</b>	<b>05B11901</b>	<b>18 May 06 MI</b>
failure to take action on complaints of antisocial behaviour by neighbours – failure to follow procedures – no evidence of investigation – complainant provided police evidence - failure of housing dept to involve antisocial behaviour team – mishandling of housing benefit claims: also <b>Housing benefit</b>		
<b>2. Bristol City C</b>	<b>05B11750</b>	<b>30 October 06 MI</b>
antisocial behaviour of youths at park entrance – failure to follow council's procedures – delay in referral to ASB team – failure to investigate and take consequent action: also <b>Leisure and culture</b>		
<b>3. Milton Keynes C</b>	<b>05A02280</b>	<b>8 January 07 MI</b>
man with cystic fibrosis had heart-and-lung transplant - antisocial behaviour of new upstairs neighbour – failure to deal with nuisance – other neighbour complained – man moved to stay with parents to get away – two years delay in moving to new home: also <b>Housing allocations</b>		

## 2005/2006

Authority	Ref no	Date/Finding
<b>1. Peterborough City C</b>	<b>04B02615</b>	<b>28 July 05 MI</b>
owner-occupiers - antisocial behaviour by council tenants - delay in investigating complaints - withdrawal of NOSP & discontinuance of possession action - neighbours purchased home under right to buy - conviction for criminal harassment - failure to establish nature and extent of nuisance		
<b>2. Tower Hamlets LB</b>	<b>04C14687</b>	<b>30 September 05 MI</b>
failure to investigate and take action in response to complaints of noise and harassment from council tenant neighbour – noise abatement notice served – witnessed breach of notice – promise of court action not fulfilled		
<b>3. Southwark LB</b>	<b>04B05253</b>	<b>24 October 05 MI</b>
tenant of downstairs maisonette complained about noise and other nuisance from upstairs flat – no action taken – complaint from neighbour upstairs about alleged racial abuse wrongly assumed to be against complainant (it was another neighbour) – delay in taking action by antisocial behaviour unit		

## 2004/2005

Authority	Ref no	Date/Finding
1. Cambridge City C	02B13214-5	29 April 04 MI
mix of council and private properties - nuisance from council tenant - dog fouling - antisocial behaviour - harassment & intimidation - drug dealing - delay in dealing with nuisance and breach of tenancy conditions		
2. Hammersmith & Fulham LB	03A02856	17 May 04 MI
African Muslim woman with children - racial harassment - failure to follow policy & procedure - failure to take action against known perpetrators - failure to support		
3. North Somerset C	03B09151	20 September 04 MI
formal action taken against neighbours for noise nuisance before man bought home in 1997 - complaints made about noise, barking dogs, refuse in garden, dumping of untaxed cars & furniture - assignment of tenancy - some improvement in neighbour's behaviour but not all agreements kept - notices served - legal proceedings ongoing - procedure for neighbour nuisance dates from 1983		
4. Tower Hamlets LB	03C05618, 07187-8	20 October 04 MI
racial harassment - failure to investigate complaints - failure to follow procedures - failure to take preventive action or support family - poor records - flat in poor condition - delay in doing repairs - delay in rehousing for overcrowding: also <b>Housing repairs &amp; Housing allocations</b>		
5. Canterbury City C	03A07607	29 November 04 MI
neighbour running car repair & sales business - scrap, tyres, rubbish - noise & fumes - enforcement action thwarted by legal proceedings - delay in pursuing co-ordinated strategy		
6. Islington LB	02A03003 & 03117-8	1 December 04 MI
woman with mental health problems, council tenant, receiving benefits - harassment by neighbour - complainant not interviewed - attacked by neighbour - neighbour convicted of criminal damage - council took no action - management transfer agreed but confusion over areas - confusing adjustments to benefit entitlement - rent & council tax arrears accrued - NOSP's issued against her - new property had damp & mushroom growth - failure to deal with underlying problem - pursued by bailiffs - total disregard of policy - advice & advocacy support not given to her when being harassed: also <b>Housing repairs, Housing allocations, Managing tenancies &amp; Housing benefit</b>		

## 2003/2004

Authority	Ref no	Date/Finding
1. Manchester City C	02A17152	29 March MI
nuisance from tenant on introductory tenancy – failure to take effective action – tenancy became secure by default – failure to take prompt action		

## 2002/2003

Authority	Ref no	Date/Finding
1. Pendle BC	01C01936	29 April 02 MI
failure to take action over antisocial behaviour of woman & family living near complainant - council tried to rehouse family because of overcrowded conditions, failed to take positive action on complaints - failure to investigate complaint referred by LGO to council		
2. Tower Hamlets LB	00A18666	3 July 02 LS
<b>Housing allocations: Local settlement report</b> - racial harassment - failure to investigate complaints - failure to give priority in accordance with policy		

3. **Manchester City C** **02C01779** **23 January 03 LS**  
**Local settlement report** – introductory tenant causing nuisance – failure to take action before tenancy confirmed

4. **York City C** **02B03300** **5 March 03 MI**  
failure to act on complaints of loud music & slamming doors by council tenant neighbour – several years – failure to follow up – failure to install monitoring equipment – appropriateness of housing officers investigating statutory nuisances

5. **Bolsover DC** **02C08118** **31 March 03 MI**  
noise from neighbour's parties – failure to follow up initial visits in response to complaints

## 2001/2002

Authority	Ref no	Date/Finding
1. <b>Waltham Forest LB</b>	<b>00A06476</b>	<b>30 August 01 MI</b>
racial harassment of Asian woman with mental health problems - failure to comply with policy - delay in referring to harassment panel & in implementing panel's decisions - failure to give translations into woman's first language		
2. <b>North West Leics DC</b>	<b>99B05125</b>	<b>17 September 01 MI</b>
noise from neighbour's dog - threats and intimidation - failure to act to formalise transfer request - complainant terminated tenancy: also <b>Housing allocations</b>		
3. <b>Charnwood BC</b>	<b>99B00363</b>	<b>23 October 01 MI</b>
racial harassment of Asian (Hindu) family - failure to recognise racial motivation in the investigation		

## 2000/2001

Authority	Ref no	Date/Finding
1. <b>Chichester DC</b>	<b>99B02476</b>	<b>26 June 00 MI</b>
harassment, abuse & antisocial behaviour from council tenant - failure to investigate fully		
2. <b>Bracknell Forest BC</b>	<b>99B00252</b>	<b>27 June 00 MI</b>
noise & antisocial behaviour by neighbour - delay in transferring neighbour		
3. <b>Northampton BC</b>	<b>99B02375</b>	<b>18 July 00 MI</b>
<b>Housing allocations:</b> racial harassment (Asian) - failure to investigate later complaints - delay in transfer		
4. <b>Leeds City C</b>	<b>99C05299</b>	<b>17 January 01 LS</b>
<b>Local settlement report-</b> failure to take effective action in response to many complaints of noise - repeated disturbance over 14 months - failure to keep records, comply with procedures, or report promptly to antisocial behaviour team		

## 1999/2000

Authority	Ref no	Date/Finding
1. <b>Hackney LB</b>	<b>97A04522</b>	<b>27 April 99 MI</b>
noise (loud music & shouting) by tenant of flat below complainant - multiple faults		
2. <b>New Forest DC</b>	<b>97B04595</b>	<b>11 May 99 MI</b>
harassment by neighbour - sale of garden to neighbour re right to buy - failure to investigate		

3. **Liverpool City C** **97C00736** **12 May 99 NM**  
complainant reluctant to give evidence against perpetrators of harassment - unlikely to be able to use professional witnesses in the circumstances
4. **Liverpool City C** **98C02402** **8 June 99 MI**  
group of residents complaint about criminal activity in area - failure to support, but not enough evidence to take action - one serious incident not followed up - complaint about service not pursued
5. **Newham LB** **97A02870** **15 June 99 MI**  
**Housing allocations:** complainant with psychiatric illness & depression - transfer request after harassment & noise nuisance from neighbours - unsuitable new flat - delay in taking action to improve inadequate sound insulation
6. **Hackney LB** **98A00485** **24 June 99 MI**  
noise from neighbouring tenants - failure to consider case history - delay
7. **Northampton BC** **98B00680** **23 September 99 MI**  
Irish complainant - racial harassment from neighbours - Council's failure to explain limits on its powers - failure to respond to complaint
8. **Lambeth LB** **98A03343** **29 September 99 MI**  
noise from neighbour - statutory nuisance - successful prosecution - delay in referral to legal department for possession proceedings - delay in considering transfer application - water ingress: also **Housing allocations & Housing repairs**
9. **Plymouth City C** **99B00016** **6 October 99 MI**  
neighbour kept dogs contrary to tenancy agreement - insufficient steps taken - NOSP not followed up - delay - inadequate liaison
10. **Wakefield MDC** **98C04052** **17 November 99 MI**  
noise & disturbance by neighbour council tenant - failure to investigate complaints quickly
11. **Corby BC** **98B02390** **15 December 99 MI**  
home owners' complaints not dealt with - nuisance from council tenants - did not visit or interview neighbours - no mediation attempt
12. **Oldham MBC** **98C03853** **20 January 00 MI**  
nuisance from young people playing football near home - failure to take concerns seriously
13. **St Helens MBC** **99C00561** **9 February 00 LS**  
**Local settlement report** - unauthorised extension built by neighbour council tenant - nuisance & damage to property - delay in securing removal: also **Building control & Managing tenancies**
14. **Brent LB** **98A05275** **29 March 00 LS**  
**Local settlement report** - noise - threats - neighbour arrested & imprisoned - Council did not accept neighbour's request to terminate tenancy - agreed to rehouse complainant, but did not find out when neighbour out of prison - delays - procedure for tenants' temporary absence from home: also **Housing allocations**

## 1998/1999

Authority	Ref no	Date/Finding
1. <b>Waltham Forest LB</b>	<b>97A01181</b>	<b>18 May 98 MI</b>
harassment - anti-harassment policy not followed - transfer request: also <b>Housing allocations</b>		



noise nuisance from neighbour

6. **former Kingston upon City C 96C01119** **3 September 97 MI**  
& **Kingston upon Hull City C 96C01873**  
neighbour nuisance from council tenants - wrongful reliance on police evidence
7. **Haringey LB 96A01669** **9 September 97 MI**  
nuisance from neighbour council tenant - legal action taken - delay in taking court proceedings
8. **Hackney LB 96A01821-3 & 01876-8** **20 October 97 MI**  
sale of empty flats in block - failure to follow policy - noise nuisance from occupants of flats:  
also **Housing sales/leaseholds**
9. **Newham LB 96A01549** **27 October 97 D-LS**  
**Discontinuation report: local settlement** - racial harassment - transfer - appeal against  
officers' decision: also **Housing allocations**
10. **Warrington BC 96C04583** **15 January 98 M**  
neighbour nuisance - inadequate attempt to seek to obtain evidence
11. **Bristol City C 96B03996** **28 January 98 M**  
alleged harassment - counter-allegation of racial harassment against complainant - transfer
12. **Gravesham BC 96B04384** **11 February 98 MI**  
neighbour noise nuisance - inadequate procedures & records - complainant had to move  
unnecessarily
13. **former Hull City C 96C03946** **30 March 98 NM**  
& **Kingston-upon-Hull City C 96C03947**  
neighbour nuisance - alleged harassment from council tenants
14. **Tower Hamlets LB 96A4485-6** **30 March 98 MI**  
two women accused of racial harassment & noise nuisance - complaints not dealt with  
properly - taken to court without warning

## 1996/1997

Authority	Ref no	Date/Finding
1. <b>Haringey LB</b> <b>Housing repairs:</b> dampness - replacement door - sexual harassment by neighbour	<b>94A04315-6</b>	<b>15 April 96 MI</b>
2. <b>Liverpool City C</b> <b>Housing allocations:</b> transfer - harassment from children's home next door	<b>95C01741</b>	<b>29 May 96 MI</b>
3. <b>Hackney LB</b> squatter causing nuisance to complainant - failure to deal with unauthorised occupant's homelessness application - delay in eviction: also <b>Homelessness</b>	<b>94A04796</b>	<b>6 June 96 MI</b>
4. <b>Tower Hamlets LB</b> neighbour nuisance	<b>95A00372</b>	<b>18 June 96 MI</b>
5. <b>Lambeth LB</b> upstairs neighbour - corporate failure to deal with complaints	<b>95A00615</b>	<b>8 August 96 MI</b>
6. <b>Newham LB</b> neighbour nuisance from Arabic-speaking refugee neighbour	<b>94A03062</b>	<b>9 August 96 MI</b>

<b>7. Haringey LB</b> neighbour noise nuisance	<b>95A04098</b>	<b>30 August 96 MI</b>
<b>8. Stratford DC</b> neighbour nuisance	<b>95B01161</b>	<b>19 September 96 MI</b>
<b>9. Wansdyke DC</b> neighbour nuisance	<b>95B03338</b>	<b>30 September 96 MI</b>
<b>10. Sefton MBC</b> complaints about racial harassment - premature termination of tenancy	<b>95C03840</b>	<b>21 October 96 MI</b>
<b>11. Waltham Forest LB</b> neighbour noise nuisance	<b>95A02621</b>	<b>17 December 96 MI</b>
<b>12. Ealing LB</b> <b>Housing allocations:</b> transfer request - violent harassment - assessment of priority - no consideration of exemption from rent arrears policy	<b>94A04097</b>	<b>28 January 97 MI</b>
<b>13. Mid Suffolk DC</b> response to complaints - repurchase of house	<b>95B01174</b>	<b>5 March 97 MI</b>
<b>14. Southwark LB</b> schizophrenic neighbour used alcohol & drugs	<b>94A04473</b>	<b>6 March 97 MI</b>
<b>15. Waltham Forest LB</b> complaints about racial harassment	<b>95A02064</b>	<b>10 March 97 MI</b>
<b>16. Croydon LB</b> neighbour nuisance - children of council tenants	<b>94A02747 &amp; 96A00334</b>	<b>19 March 97 MI</b>
<b>17. Waltham Forest LB</b> failure to deal properly with allegation that complainants had racially harassed their neighbour	<b>95A03168</b>	<b>19 March 97 MI</b>

## 1995/1996

Authority	Ref no	Date/Finding
<b>1. Tower Hamlets LB</b> failure to take decisive action against neighbour nuisance - no overall view taken - inadequate liaison - no decision taken on transfer, sound insulation or other solution	<b>93A04274</b>	<b>22 May 95 MI</b>
<b>2. West Lancashire DC</b> failure to take action against tenants causing nuisance - decisions to take no action were not well-founded	<b>93C03732</b>	<b>13 July 95 MI</b>
<b>3. Croydon LB</b> NOSP issued against neighbour - failed to specify proper grounds - delay in obtaining authorisation to start possession proceedings	<b>93A00401</b>	<b>20 July 95 MI</b>
<b>4. Bristol City C</b> many complaints about smoke infiltration from flat below - failure to investigate complaints properly	<b>93B02159</b>	<b>26 July 95 MI</b>
<b>5. Newark &amp; Sherwood DC</b> delay in taking steps to prevent neighbour noise nuisance - legal action failed on a technicality - delay in restarting action	<b>94C01913</b>	<b>7 September 95 MI</b>

- 6. Tower Hamlets LB**                      **94A00819**    **28 September 95 MI**  
noise from neighbour for years - administrative failure to resolve problem - inadequate liaison between departments
- 7. Haringey LB**                                      **94A02260**    **7 December 95 MI**  
failure to deal properly with complaints about neighbour noise nuisance - statutory nuisance witnessed five times - failure to take action to repossess or, if as she claimed she was victim of harassment, to transfer neighbour
- 8. Merton LB**                                      **93A02861**    **22 January 96 MI**  
blind complainant - failure to respond to complaints of nuisance - obstructive parking - delay - inadequate preparation for Court hearing - inadequate consideration of eviction
- 9. Tameside MBC**                                      **94C00468**    **31 January 96 NM**  
alleged failure to take effective action against antisocial neighbour - not upheld
- 10. Islington LB**                                      **94A02897**    **18 March 96 MI**  
delay in decision to issue summons for possession against neighbour - during delay the original notice expired - no consideration of possible action under Environmental Protection Act - counter-allegations of racial harassment - failure to inform of outcome into investigations
- 11. Tower Hamlets LB**                                      **95A00249**    **29 March 96 MI**  
delay in taking action against noisy leaseholder neighbours or explaining why it would not

## 1994/1995

Authority	Ref no	Date/Finding
<b>1. Plymouth City C</b>	<b>92B03011</b>	<b>13 May 94 MI</b>
failure to explain importance of keeping diary - failure to review reliance on mediation - inadequate liaison; investigation of complaint; records: information		
<b>2. Hackney LB</b>	<b>93A00775</b>	<b>19 May 94 MI</b>
repeated flooding from tenant above - delay in taking legal action		
<b>3. Southwark LB</b>	<b>91A03261</b>	<b>26 May 94 MI</b>
frequent flooding caused by upstairs neighbour - failure to deal with repairs insurance claim: also <b>Housing repairs</b>		
<b>4. Brent LB</b>	<b>91A04098</b>	<b>29 June 94 MI</b>
elderly couple - upstairs neighbour played loud music and banged on floor - inaction		
<b>5. Brent LB</b>	<b>91A01228</b>	<b>29 June 94 MI</b>
noise nuisance and harassment from downstairs neighbour - death threats - delay - failure to take legal action		
<b>6. Brent LB</b>	<b>91A03046</b>	<b>29 June 94 MI</b>
noise nuisance and harassment - upstairs neighbour - medical evidence not assessed - delay		
<b>7. Brent LB</b>	<b>91A04115</b>	<b>29 June 94 MI</b>
violent attack on woman by members of family living in the same block - failure to take effective action - also poor sound insulation		
<b>8. Brent LB</b>	<b>91A02976</b>	<b>29 June 94 MI</b>
harassment by neighbour - Council unfairly took other woman's version of events, casting the complainant as racist aggressor, without giving opportunity to repudiate allegations - lack of impartiality		



Authority	Ref no	Date/Finding
1. <b>Leicester City C</b> noise nuisance from council tenant neighbour - delay in taking action to evict	<b>92B00281</b>	<b>11 May 93 MI</b>
2. <b>Hackney LB</b> failure to respond to complaints of racial harassment	<b>91A02724</b>	<b>24 May 93 MI</b>
3. <b>Kirklees MDC</b> failure to investigate allegations of noise nuisance	<b>92C00609</b>	<b>25 May 93 M</b>
4. <b>Colchester BC</b> noise & nuisance from neighbours - alleged failure to take action	<b>91B03520</b>	<b>18 June 93 NM</b>
5. <b>Bristol City C</b> <b>Discontinuation report: local settlement</b> - failure to investigate complaints of racial harassment by neighbours	<b>91B02696</b>	<b>30 June 93 D-LS</b>
6. <b>Harrogate BC</b> noise and abuse from tenant in flat above - delay	<b>92C00950</b>	<b>22 July 93 MI</b>
7. <b>Dudley MBC</b> failure to ensure that information about noise from neighbour was not passed on to that neighbour - letter written to neighbour - physical assault ensued	<b>92B02286</b>	<b>10 September 93 MI</b>
8. <b>Camden LB</b> nuisance from mentally disturbed neighbour - flat flooded eight times	<b>91A02574</b>	<b>25 October 93 MI</b>
9. <b>Camden LB</b> nuisance from mentally disturbed neighbour - disrepair caused by neighbour - rubbish accumulated in flat - nuisance from smells, flies & maggots - delay	<b>90A02651</b>	<b>25 October 93 MI</b>
10. <b>Camden LB</b> complaints about behaviour of vulnerable tenant with mental health problems	<b>91A03126</b>	<b>25 October 93 NM</b>
11. <b>Manchester City C</b> noise from council tenant neighbour - failure to recognise that complaint about possible statutory nuisance - allocation - transfer: also <b>Housing allocations</b>	<b>92C01389</b>	<b>29 November 93 MI</b>
12. <b>Hammersmith &amp; Fulham LB</b> investigation of complaints of harassment by neighbours - misleading information about chances of transfer: also <b>Housing allocations</b>	<b>92A00161</b>	<b>30 November 93 MI</b>
13. <b>Dudley MBC</b> complaints about noise from neighbouring tenant - not recorded - informal action went on too long - inadequate liaison	<b>92B02787</b>	<b>30 November 93 MI</b>
14. <b>Newham LB</b> failures in the handling of complaints of racial harassment made against the complainants	<b>91A03924</b>	<b>6 December 93 MI</b>
15. <b>Liverpool City C</b> <b>Housing repairs:</b> failure to honour promise to tenant that empty properties would be repaired & relet - complaints of harassment by youths congregating in empty properties	<b>91C01217</b>	<b>9 December 93 MI</b>
16. <b>Hull City C</b> noise from council tenant - inadequate advice & liaison between departments	<b>92C03723</b>	<b>9 December 93 MI</b>
17. <b>Hackney LB</b>	<b>92A03346</b>	<b>16 December 93 M</b>

