

This means we can deal with complaints from, or about, home owners and private tenants as well as council tenants. We can also deal with community related problems.

What type of problems can the council help with?

- Abuse, harassment, intimidating behaviour and crime
- Hate crime – including racial abuse and harassment
- Noisy and nuisance neighbours
- Light nuisance e.g. security lights
- Misuse of communal and common areas
- Bonfires
- Dogs barking and fouling
- Drug use and drug dealing
- Anti-social ball games
- Intimidating youths
- Street drinking and rowdy behaviour
- Vehicle problems, such as parking disputes and the use of mini-motos on public land
- Vandalism
- Graffiti.

What can you do?

If you believe you are being affected by nuisance or anti-social behaviour, we would encourage you to try and resolve the issue with the person responsible first – they may not realise the effect their behaviour is having.

If you have tried this, or feel you are unable to speak to the person directly, you should contact the Nuisance and Anti-Social Behaviour Team on **01293 438438**

What can the council do to help?

The Nuisance and Anti-Social Behaviour Team place emphasis on prevention and early intervention. We aim to intervene in neighbour disputes and community problems as early as possible to work towards an early and successful resolution that works for everyone.

We provide a tailored response and use our discretion to choose the most appropriate actions to help resolve the problem.

Making a complaint

If you complain to us about nuisance, harassment or anti-social behaviour we will:

- Log your details
- Assign a caseworker to investigate
- Make an appointment, in most cases to visit you at home or the Town Hall if you prefer
- Listen to your concerns
- Discuss how you would like to see the matter resolved
- Offer you and the person causing the problem support and advice
- Contact you regularly to keep you informed and check on progress.

Most cases are resolved quickly and successfully by speaking to both parties about the problem.

When cases can't be solved in this way, and the anti-social behaviour is extreme and having a significant impact on the lives of people in the community, legal action may be taken. This is however a last resort.

If we are unable to resolve a problem, we will explain why we can't take things further.

How can you help us deal with the problem?

If you are a victim of harassment, nuisance or anti-social behaviour you may be feeling stressed, unhappy and frightened. We understand this, but we are likely to need your help to resolve the problem.

You can keep us informed of any further incidents that occur and in some cases we may need you to keep a diary of incidents.

Other helpful contacts

Police

Police emergency: 999

Police non-emergency: 101

West Sussex County Council

Call: 01243 777100

Website: www.westsussex.gov.uk

Adult services (Social Care)

Call: 01293 895100

Email: socialcare@westsussex.gov.uk

Children Services - Children's Access Point (CAP).

Call: 01403 229900

Email: cap@westsussex.gcsx.gov.uk

West Sussex Mediation Service

The Mediation Service is an independent service which is free to everyone who lives in Crawley. Mediation is a way of helping people to resolve their disagreements with the assistance of an independent third party – the mediator.

Alphacom House

8A Oakhill Road

Horsham

West Sussex RH13 5SB

Call: 01403 258900 or 01403 257800

Website: www.wsms.org.uk

Email: info@wsms.org.uk

Victim Support

National charity giving free and confidential help to victims of crime, witnesses, their family, friends and anyone else affected.

Woodfield Road

Crawley

West Sussex RH10 8ER

Call: 0845 30 30 900 or 01293 613010

Website: www.victimsupport.org

Worth services

Independent domestic violence advisor service to support people affected by domestic abuse in West Sussex.

Worth Services

Urgent Treatment Centre

West Green Drive

Crawley

West Sussex RH11 7DH

Call: 01293 600300 ext. 3510

Website: www.worthservices.org

Citizens Advice Bureau

Free, independent, confidential and impartial advice to everyone on their rights and responsibilities

The Orchard

1-2 Gleneagles Court,

Brighton Road

Southgate

Crawley

West Sussex RH10 6AD

Call: 08444 111 444

Website: www.citizensadvice.org.uk

Local Advice Line number 0844 4771171.

Website: www.centralsussexcab.org.uk

Shelter

Housing and homelessness charity provides free, confidential advice to people with all kinds of housing problems.

Shelter Housing Aid Centre

First Floor Barton House

Broadfield Barton

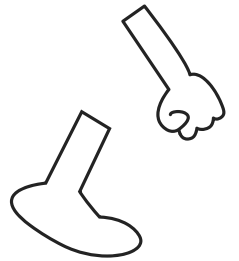
Crawley

West Sussex RH11 9BA

Call: 0344 515 1749

Housing Helpline number 0808 800 4444

Website: www.shelter.org.uk



Crawley Borough Council, Town Hall, The Boulevard,
Crawley, West Sussex RH10 1UZ

Telephone 01293 438000

Fax 01293 511803

Email comments@crawley.gov.uk

www.crawley.gov.uk