

Your Community/ Neighbourhood



Living with neighbours

Whilst you have a right to a peaceful home, we all live our lives differently and have different tolerance levels. Many things that are a part of day-to-day life can cause frustration for different reasons. We encourage all our customers to talk to their neighbours in the first instance to try and resolve such issues.

Things like children playing, babies crying, disputes on social media, a one-off party, DIY, or vacuuming (at a reasonable time) are not usually considered as ASB.

Anti-social behaviour (ASB)

Anti-social behaviour (ASB) can include:

- Noise nuisance, which may include loud music for example
- Hate-related incidents which is a form of harassment based on race, gender, disability status, religion, age, sexual orientation
- Vandalism and/or damage to property
- Violence

Serious incidents should always be reported to the police in the first instance.

We aim to use prevention and early intervention in our approach to help resolve issues between neighbours. If you are experiencing a problem with your neighbour, talking to them is often the simplest way to resolve things before asking us to get involved.

If you are experiencing anti-social behaviour, you can expect an appointment with your Neighbourhood Housing Officer within seven days, or one day for very serious issues.

You can also report anti-social behaviour on our main number **01386 420800**.

We will agree an action plan with you where appropriate, and we will work with you to help achieve resolution. This may include the involvement of other agencies and may also include the use of mediation. We will also agree with you how you would like to be kept informed about your case.

It is important to know that in most cases, all other interventions will have been attempted before legal action is considered.

Support

Rooftop Housing Group we have a team of dedicated Neighbourhood Housing Officers on hand to offer you advice and support about your tenancy and community. Their aim is to ensure that your tenancy with us is happy and successful.



Your Neighbourhood Housing Officer is your main point of contact for any help and support that you may want or need for your home and the surrounding area. This support covers day to day housing enquiries, advice on your tenancy and how to report problems.

You can find out who your Neighbourhood Housing Officer is and how to contact them on our website:

www.rooftopgroup.org/manage-your-home/your-community/neighbourhood-officers



How to contact us



You can email us at:
enquiries@rooftopgroup.org



Or call us on: **01386 420 800**



Or write to us at:
Rooftop Housing Association
70 High Street
Evesham
Worcestershire
WR11 4YD

Service requests, complaints, and the Housing Ombudsman

It is important to us that you are happy with the service we provide, but sometimes things do go wrong. When this happens, we want to ensure we put things right promptly and that we learn from your experiences.

Our approach is based on the
Housing Ombudsman's dispute
resolution principles

- Be fair
- Put things right
- Learn from outcomes

Any staff member can raise a complaint for you. Alternatively, you can email us at **enquiries@rooftopgroup.org**.

If you aren't happy with the outcome of a complaint, you can ask the Housing Ombudsman to intervene on your behalf.



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First Edition: July 2025