

Leaseholders and anti-social behaviour

Our Commitment

Sentinel Housing Association is committed to tackling anti-social behaviour and improving the lives of all tenants, leaseholders and residents in our neighbourhoods. We also have a full Policy and Procedure which sets out how we deal with and reduce anti-social behaviour in our neighbourhoods.

Who are leaseholders?

Leaseholders are residents who have bought a Sentinel Shared Ownership or Shared Equity property, or who have a lease on a flat which has been bought from the Association through the preserved Right-To-Buy scheme.

As a leaseholder what can I do about anti-social behaviour from tenants?

We treat anti-social behavior complaints seriously and will investigate all formal complaints from leaseholders, regardless of whether the perpetrator is one of our tenants or another leaseholder. Please see our leaflet 'How to make a complaint and collect evidence about anti-social behaviour' for more information.

Can I make a complaint about the nuisance my leaseholder neighbour is causing?

All leaseholders are bound by the terms of their lease which include 'obligations' similar to a tenancy agreement. In most leases, there is a clause which states that the leaseholder must not cause a nuisance to their neighbours or allow their visitors to do so. In principle, if a leaseholder breaches the terms of their lease a Court may grant forfeiture. However, in practice, the Courts see this as a last resort option and are extremely reluctant to do so. Therefore, in the first instance, Sentinel will look at other ways to stop the anti-social behaviour.

What will happen if I make a complaint?

You will be asked for your name, address and contact details. You can remain anonymous, but we may not be able to take the complaint further if we do not have enough information. We will never identify you to your neighbour.

You will be asked for a description of the incident, where and when it happened and who was involved. Please give as much detail as you can. You also be asked if you have reported the incident to agencies such as the Police and Environmental Health as we can manage anti-social behaviour more effectively if we work together.

Your details will then be passed on to the Leasehold Team who will contact you to talk through the complaint and explain the process. At this point, your complaint will not have been logged as a Anti-Social Behaviour complaint.

How will making a complaint affect me when I come to sell my property?

A member of the leasehold team will contact you to discuss your complaint. They will explain that if you choose to pursue a formal complaint, it will be logged by Sentinel and you will then be under a duty to disclose any neighbour disputes to purchasers' solicitors when you come to sell your property. At this stage, you may decide that you do not want to pursue a formal complaint and Sentinel will take no further action.

I understand that I will have to declare a complaint and I want to continue.

The Leasehold team will then contact the alleged perpetrator to discuss the allegations. This is often the first time that the perpetrator realises how their behaviour affects other residents and can stop the nuisance straight away.

If the nuisance continues, this case will then be passed to the Neighbourhood Co-ordinator as they are more experienced in dealing with anti-social behaviour. The Neighbourhood Co-ordinator will start action against the leaseholder which may include:

- Mediation
- Warning letters
- Solicitors warning letters
- Acceptable Behaviour Contacts
- Injunctions
- Anti-Social Behaviour Orders

Please see our Leaflet 'Remedies for anti-social behaviour' for more details.

Other leaflets on anti-social behaviour:

- How to make a complaint & collect evidence about anti-social behaviour
- Support for victims & witnesses of anti-social behaviour
- Remedies for anti-social behaviour
- Support for perpetrators of anti-social behaviour
- Anti-social behaviour & going to court
- Dealing with anti-social behaviour
- Domestic violence

If you would like
Leaseholders and anti-social behaviour
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