



**HEREFORDSHIRE  
COUNCIL**

Housing Services Division  
Garrick House, Widemarsh Street, Hereford HR4 9EU

Procedure for Complaining about Neighbour Nuisance

- 1. Name(s): .....
- 2. Address: .....
- Tel. No: .....

- 3. Are you: (please tick)
  - Council Tenant
  - Private Tenant
  - Other-Occupier
  - Other (please specify)  .....

Please show times you can be seen between 8.00am and 4.00pm. Monday to Friday (It may be possible to arrange an appointment outside of these times).

- 4. Name and Address of Council property from which nuisance/annoyance originate:
 

.....

.....

- 5. Date when nuisance/annoyance first occurred: .....

- 6. Who is the source of nuisance: (please tick)
  - The Tenant
  - Spouse/partner of tenant
  - Member of family
  - Visitor
  - Other (please specify)  .....

- 7. Does the complaint relate to one or more of the following: (please tick)
  - Condition of the Property
  - Condition of the Garden
  - Level of Noise
  - Use of Premises for Trade
  - Pets being kept on Premises
  - Other (please specify)  .....

1. How often has the problem occurred? (Please give dates and times of specific incidents).

.....  
.....

9. Where appropriate, have Police been notified of the nuisance/annoyance?

Yes  No

If Yes to the above question, please specify dates and approximate times:

.....  
.....

10. To pursue this complaint, it may be necessary to take this case to Court. Would you be prepared to give evidence, if required?

Yes  No

NOTE: If NO to the above we may not be able to deal effectively with the alleged source of the nuisance/annoyance, if it persists.

11. Are there other residents who are prepared to register the same complaint?

Yes  No

Have they, to your knowledge, contacted the Council?

Yes  No

12. What action have you taken so far?

.....  
.....  
and when?  
.....  
.....

13. Have the circumstances improved since your approach?

.....  
.....

14. Is this the first complaint you have registered against this tenant?

Yes  No

If No to the above, when was previous complaint registered?

.....

I hereby declare that to the best of my knowledge, all information detailed in this form is a true and accurate account.

Signed: ..... Date: .....

Signed: ..... Date: .....

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15. Housing Option Team notified  
Date .....

16. Have visits been made to person making complaint?  
Yes  No   
If YES, date(s)  
.....  
.....

17. Have visits been made to alleged source of nuisance/annoyance?  
Yes  No   
If YES, date(s)  
.....  
.....

18. Will further visits be required? Yes  No

19. Have any letters been sent? Yes  No   
If YES, date(s)  
.....  
.....

20. Have the Environmental health been involved?  
Yes  No   
If YES which Officer?.....

21. Has the Legal Section been involved?  
Yes  No   
If YES, date(s)  
.....  
Report:.....  
.....  
.....

22. Would this case be suitable for the Mediation Service?  
Yes  No

