

Mrs Jones lives in a terraced street. In June her neighbours started playing loud music, late at night several times a week, preventing her from sleeping. She asked them to lower the volume, but they ignored her. A week later, Mrs Jones phoned the local authority to report the noise. The local authority said someone from the noise nuisance team would contact her for further information. Mrs Jones was not contacted by the local authority and the problem continued.

In July, Mrs Jones confronted her neighbours again. The next day, she returned home to find household rubbish dumped in her front garden. She didn't know what to do so she cleared the litter up but did not report it. The noise continued at night and Mrs Jones again phoned the local authority. A local authority officer visited her at home and installed noise measuring equipment. The local authority officer concluded that the noise was not a statutory nuisance and told Mrs Jones that there was little they could do.

The noise continued. On several occasions the neighbours threw rubbish into the front garden and one evening they threw stones at her living room window while she was watching TV with her family. Mrs Jones felt intimidated and so she phoned the police. A police officer came to the house, but nothing was happening at the time, so no further action was taken.

The following week, the neighbours shouted abuse at Mrs Jones as she was walking towards her front door. The noise continued late into the night and she began to feel increasingly intimidated by the neighbours. She didn't know who to report these problems to because the local authority and police had not been able to help previously. She had heard about the community trigger and decided to use it.

Her case met the threshold because she had reported three incidents in the previous six months. The local authority, police and her neighbour's landlord reviewed the case and did a risk assessment. The landlord had not previously been involved and was not aware there was a problem. The three agencies devised an action plan:

- the landlord would talk to his tenants about the noise and behaviour, and put in place an acceptable behaviour contract;
- the local authority again installed noise monitoring equipment;
- a neighbourhood police officer would visit Mrs Jones to offer reassurance, and officers would patrol the street more regularly; and,
- the agencies agreed to review the case in two weeks' time, or sooner if necessary.

The housing provider visited Mrs Jones to discuss the action plan. As a result of the community trigger the landlord was able to influence the tenants' behaviour. The tenants agreed to abide by the acceptable behaviour contract and the anti-social behaviour stopped. Mrs Jones was advised to contact the housing provider if she has problems in future.