What is anti-social behaviour?

Anti-social behaviour can have a significant impact on our lives. It is important to report any concerns that you have about anti-social behaviour in your community. Our aim is to try to resolve the issue or reduce the problem.

Anti-social behaviour is generally described as nuisance behaviour that causes harassment, alarm or distress. There are many types of behaviours considered anti-social, a few examples are:

- Begging
- Fly tipping
- Graffiti
- Harassment
- Neighbour nuisance

Safer Merton’s Anti-Social Behaviour Unit (ASBU) understands that it can be difficult or frustrating for you to talk about what is happening. All calls are treated in confidence and we will do what we can to resolve the issue.

The ASBU and its partner agencies, including police, fire service and housing associations, work together to address persistent problems that affect Merton’s residents, workers or visitors.

How to contact us:
Telephone: 0208 274 4907
Email: ASBUUnit@merton.gov.uk

Not all nuisance is anti-social

The Anti Social Behaviour Unit cannot deal with all matters that you may consider a nuisance or distressing. Examples of these include:

- Noise from children playing
- Personal differences/family disputes
- Disagreements about parking
- Civil disputes such as boundary issues
- People gathering socially
- One-off incidents about noise disturbance
- Living or domestic noises, includes:
  - Banging doors
  - Conversation heard through walls or floors
  - Neighbours walking around their home
  - Noises travelling through ceilings or walls due to poor insulation or laminate flooring
  - Normal domestic activity such as vacuuming or using washing machines
  - Normal vehicle noise

The ASB Unit, other agencies or council departments, may be able to advice on the best course of action.

Also, help to address these issues may be possible with mediation. To find out more contact Merton and Sutton Mediation Service
Telephone: 020 8545 3499

Advice on neighbour disputes

If you find yourself in disagreement with your neighbour with an on-going problem:

- Keep a log of incidents, with times, dates and what is happening. An incident diary can be downloaded from the Safer Merton website
- Speak to the person responsible for the nuisance (but do not put yourself at risk). This is best done when you are calm, as tempers lost can make matters worse
- Talk to your neighbour and see if the issues can be sorted out before they get out of hand. They may not be aware what they are doing is a problem for others

Being a good neighbour includes:

- Not playing music too loud (notify your neighbours before having a party)
- Restricting noisy activities like DIY to reasonable daytime hours
- Being considerate of other residents when coming home late night or early morning
- Supervising your children’s activities to ensure they remain safe and they do not become a nuisance to others
- Being a responsible dog owner: pick up after your dog and do not allow your dog to bark continually so it becomes a noise nuisance for neighbours
- Dealing with your rubbish responsibly
What else can you do?

- **Contact your local Councillor** who can investigate your issue for you – contact numbers for your local councillors are on Merton’s website or telephone Merton on 020 8274 4901

- **Attend your local Community Forums:** You can get your voice heard and challenge local public services

- **If you have a residents association in your area – contact them or consider getting one started**

- **Join the Merton Neighbourhood Watch scheme**
  Telephone: 020 8649 3213
  Email: mertonnhw@met.police.uk

- **Look at the Safer Merton Website** for information and advice, or contact us
  Telephone: 020 8545 4146
  Email: safer.merton@merton.gov.uk

- **If you are a Housing Association tenant you should contact your Housing Officer**

Other useful contacts

- **London Borough of Merton**
  Telephone 020 8274 4901
  Email: JustAsk@merton.gov.uk

- **Abandoned Vehicles**
  Telephone: 0208 545 3189
  esenquiries@merton.gov.uk

- **Environmental Health**
  Telephone: 020 8545 3025
  Email: esenquiries@merton.gov.uk

- **Graffiti and Waste Services**
  Helpline: 020 8274 4902
  Email: esenquiries@merton.gov.uk

- **London Fire Brigade (LFB)**
  In an EMERGENCY dial 999
  General enquiries: 020 8555 1200
  Email: info@london-fire.gov.uk

- **Merton Police**
  Telephone: 101 (non-emergency number)
  In an EMERGENCY dial 999
  Website: www.met.police.uk

- **Merton Crime Prevention Officer**
  Telephone Number: 020 8649 3245

- **Domestic Violence Merton**
  For Information telephone 020 8685 1637
  Web: www.merton.gov.uk/domesticviolence

- **Victim Support Merton**
  Telephone Supportline 020 8685 1637
  Email: supportline@victimsupport.org.uk

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**Anti-Social Behaviour: How to report it**

Advice on dealing with neighbour disputes, noise issues and nuisance behaviour

[www.merton.gov.uk](http://www.merton.gov.uk)