

Anti-social behaviour on Cowley estate - Lambeth

People are affected in different ways by anti-social behaviour (ASB). For some, it might be the stress caused by noisy or nuisance neighbours. For others, having to walk past people drinking in the street can create anxiety.

Anti-social behaviour can include:

- creating graffiti
- littering
- fly-tipping
- abandoning cars
- being intimidated by individuals or groups
- hate crimes
- street drinkers
- clashes of lifestyle
- minor neighbourhood disputes.
- dog fouling
- graffiti

We want you to feel safe in your home and neighbourhood, so if you are suffering from anti-social behaviour, please tell us about it so that we can help.

For details of how to report a noise nuisance read our noise complaints guide.

In an emergency, such as when someone is injured, being threatened or in danger, always call 999 immediately.

Call the office to report any concerns with anti-social behaviour or noise
Bernadine McGovern - 07860 400 137 / 02079260697

BMcGovern@lambeth.gov.uk

Dorothy Ofosu-Mensah – 07940214916 / 02079268646

Dofosu-Mensah@lambeth.gov.uk

Out of hours please contact 0207 926 5000

Our response times

High priority cases

We aim to respond to these cases within five working days. They include:

- clearly defined vulnerability
- hate crime incidents
- reports of rough sleepers.

Medium priority cases

We aim to respond to these cases within seven working days. They include:

- street drinkers.

Low priority cases

We aim to respond to these cases within 10 working days. They include:

- clashes of lifestyle
- minor neighbourhood disputes.

If you have reported the same issue on three separate occasions within the past six months to either us, the Police or your housing provider, and feel no action has been taken, you can [request Community Trigger review](#).

What you need to know

Noise that we can investigate

We respond to complaints about noise from:

- loud music or parties
- alarms from buildings or cars

- repairs
- barking dogs
- home improvement and DIY.

Construction and building noise

Construction and building work is only allowed at set times. You can report noise from construction or building work if it happens during a time when it is not allowed.

- Monday-Friday, 8.00am-6.00pm
- Saturday, 8.00am-1.00pm

It is not allowed on Sunday or bank holidays.

Firework noise

We only investigate firework noise from homes outside of the allowed times listed below. If it happens outside of these times, you can report it as nuisance noise.

Street firework noise should be reported to the police.

Fireworks are permitted:

- 7.00am-11.00pm on any day
- 7.00am to midnight on 5 November, Bonfire Night
- 7.00am-1.00am following the first day of Chinese New Year
- 7.00am-1.00am on the day following Diwali
- 7.00am-1.00am on the day following 31 December, New Year's Eve.
- **How to report noise**
- The best way to report noise is online, as you can give us more information than in a telephone call.
- Complaints made via telephone during office hours will be responded to within 30 minutes. Make sure you leave your telephone number and email address.
- Complaints made via online form will be responded to within 5 working days.

- If you report a noise problem that is no longer happening, or if you report it outside of our office hours, we will record your complaint. We will use these reports when investigating repeated complaints.
- Our office hours are: report on line
<https://lambeth.idoxds.com/dsfx/xp/addresssearch/load?xps=DSFX1610378810794>
- Monday-Friday, office hours