

## Report a nuisance

### Step 1

Go to your My Southampton account, or set one up if you do not already have one.

### Step 2

Select “Report a nuisance”. This takes you to the online form which you can use to tell us everything we need to know to progress the complaint. Your details will be there already. We will ask you for the address you are complaining about and some description of the problem, such as how often it happens.

### Step 3

You will receive a confirmation email. If officers are on duty and you’re reporting a nuisance that is happening now, they will aim to visit you within two hours to assess the nuisance. We hope it will be sooner than this but at peak times we may have a few customers needing us to visit them. There are occasions when we may decide that the visit cannot proceed. If this is the case, we will notify you by email.

### Step 4

Before the visit, an officer will phone you to check the arrangements for the visit with you. If you no longer require a visit, for example if the nuisance stops and seems unlikely to re-start, then please cancel the visit using your “My Southampton” Account. This will help us visit other people more quickly.

### Step 5

If a visit is required, we normally come to your home to make the assessment of the nuisance. We will take notes and probably ask you some questions. We will then discuss with you what we think of the nuisance and what the next steps will be. This may include taking enforcement action of some sort. In some cases we may do something about the nuisance straight away, but we will probably ask for assistance from our colleagues before doing so. Officers may need to gather more information before deciding what to do next.