

Anti-social behaviour in housing

About this factsheet

This factsheet provides information on how to resolve disputes with neighbours and what to do in case of noise nuisance or harassment. It also looks at local authority powers to deal with anti-social behaviour and when to involve police.

The information given in this factsheet is applicable in England. Different rules may apply in Wales, Northern Ireland and Scotland. Readers in these nations should contact their respective national Age UK organisation for information specific to where they live – see section 13 for details.

For details of how to order other Age UK factsheets and information materials go to section 13.

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1 Recent developments

The government has announced plans to introduce a new mandatory power for possession to speed up the eviction process for persistent anti-social behaviour. The deadline for response to the consultation is in October 2011. For more details see Communities and Local Government website.

2 The Introduction

There is no precise definition of anti-social behaviour in housing. The *Crime and Disorder Act 1998* defines it as acting 'in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as themselves'. It usually relates to behaviour that is persistent, not one off. It may include:

- loud noise from neighbours
- harassment such as verbal abuse or threats
- vandalism, property damage and graffiti
- fly-posting, dumping rubbish and abandoned cars
- animal nuisance
- an overgrown garden or encroachment of roots, which is interfering with your enjoyment of your home.

If you experience problems with neighbours, keep an up-to-date record of events, recording the day, date, time and nature of the incident causing you distress. This will help you to get some perspective on how often it happens and help the local authority, police and courts to see an established pattern of nuisance over a period of time if you need to take formal action later. Be aware that you must declare neighbour disputes when selling a property.

Depending on the circumstance, you can try various approaches to tackle anti-social behaviour, including directly approaching your neighbour, mediation or asking your landlord for help. If you are suffering serious harassment or abuse, or facing violence or threats of violence, you may need to call the police immediately.

3 Neighbour disputes –informal approach

If the behaviour of your neighbours starts to cause you a problem, try to think it through before you take action. Do people realise they are causing a nuisance? A gathering of young people may be innocent but look intimidating because they are boisterous and in a group; nuisance neighbours may not realise they are causing problems; unkempt properties and gardens could mean someone is unable to take care of it through illness. Problems may be due to difficulties in communication or differences in lifestyle. Try and speak to your neighbour and explain what the problem is.

Alternatively, you could write a letter of complaint to your neighbour about the problem suggesting that they try to resolve it. If you are a council or housing association tenant you could also raise it as an issue at the residents' group meeting. Contact your housing officer to find out when the group meets.

Try to be a good neighbour yourself and avoid action that might cause a nuisance to others, for example:

- do not carry out loud work (including repairs) at night
- talk to your neighbours if you intend to have a party
- do not play your television, radio, hi-fi or musical instruments loudly, especially at night; consider using headphones. If you are experiencing hearing loss find out about hearing aids and equipment from an organisation such as the Royal National Institute for Deaf People (RNID, see section 12)
- keep your dogs and other pets under control
- dispose of your rubbish properly.

4 Mediation

Mediation is a way of coming to an agreement without going to court, although it can also take place if there has been court action. An independent mediator will listen to the views of both you and your neighbour to try to help you reach an agreement or compromise.

Contact the National Mediation Helpline to find out what mediation service is available in your area or search the directory on the ARDnow website. If you are a local authority or housing association tenant, you can contact your housing officer for help with mediation. If you are experiencing nuisance in sheltered or retirement housing, AgeUK Advice Service may be able to help. See section 12 for details of these organisations.

5 What your local authority and other social landlords can do

Local authorities (councils) and other social landlords (Housing Action Trusts – HATs – and Registered Social Landlords – RSLs) have a number of powers to deal with nuisance tenants and anti-social behaviour. It is for them to decide how best to use them, and what action to take according to the circumstances in each case.

The *Anti-Social Behaviour Act 2003* builds on existing legislation to clarify and reinforce powers that were already available (the *Housing Act 1996*, the *Crime and Disorder Act 1998* and the *Police Reform Act 2002*). The Act requires all social landlords to publish policies and procedures for dealing with anti-social behaviour and to make a summary of them available free of charge to anyone who requests it.

When the perpetrator (the person responsible for the crime) is a tenant of a social landlord, you can approach your housing officer and/or the housing officer of the perpetrator to resolve the problem. They should investigate the alleged antisocial behaviour before deciding on the appropriate action. This will involve contacting the person that you have complained about. When the alleged perpetrator is vulnerable (because, for example, of a mental health problem) your housing officer may need to involve other agencies such as social services.

When the problem involves complaints of statutory nuisance (see section 5.8) you should report it to the local authority's environmental health office regardless of whether the perpetrator is an owner-occupier or a tenant.

Action: If you are a victim or a witness of anti-social behaviour you can contact your local anti-social behaviour team, neighbourhood policing team or local police station for assistance; details should be available from your local council or from the website: www.direct.gov.uk.

The *Housing Act 2004* has introduced some extra measures to complement those contained in the *Anti-Social Behaviour Act 2003*.

5.1 Security of tenure

The *Housing Act 1996* created a new form of tenure – introductory tenancy – which allows local authorities and Housing Action Trusts to terminate the tenancies of those who do not behave responsibly within the first 12 months without having to prove grounds for possession.

The *Anti-Social Behaviour Act 2003* introduced ‘demoted tenancies’, which can be brought in at any time during a tenancy. Social landlords have to apply to court for a demotion order. The court will grant the order if a tenant, or another resident of, or visitor to a tenant’s home, has used the premises for illegal purposes or behaved in a way that is capable of causing nuisance or annoyance to any other person. Demoted secure tenants have similar security to introductory tenants and demoted assured tenants become assured shorthold tenants. For more information about rights of tenants see Age UK’s Factsheet 68 *Tenants’ rights – security of tenure*.

The *Housing Act 2004* made it possible for local authorities to extend introductory tenancies by a further six months to tackle anti-social behaviour.

The *Housing and Regeneration Act 2008* introduced family intervention tenancies. From 1 January 2009 councils and registered social landlords are able to give these tenancies to tenants who have been evicted or are at risk of eviction because of their antisocial behaviour. The purpose of the tenancy is to provide behavioural support services to tenants and their families to change the pattern of antisocial behaviour. People with family intervention tenancy have only basic protection from eviction. For more information see Communities and Local Government website (see section 12).

5.2 Local authority housing allocation

The Housing Act 1996 gives local authorities a power to exclude applicants from the allocation scheme on the grounds of their anti-social behaviour.

5.3 Housing injunctions

An injunction is a court order that prohibits a person from doing something, or compels them to do something as appropriate.

All landlords can seek injunctions to prevent breaches of a tenancy agreement. The *Housing Act 1996* also allows the court to attach a power of arrest to such injunctions, where there is violence or a threat of violence. It introduced a power that allows local authorities to apply for injunctions to prevent anti-social behaviour, both by and to their tenants or against people carrying out legitimate business for the council (eg a caretaker), where violence has occurred or is threatened. The courts may attach a power of arrest to such injunctions.

The *Anti-Social Behaviour Act 2003* gives other social landlords the same powers to protect their tenants as local authorities. It enables them to apply to the court for a housing injunction to prevent behaviour capable of causing nuisance and annoyance that indirectly or directly affects their housing management functions. This makes it easier to exclude people from areas where they have caused trouble and protect wider categories of people.

The *Anti-Social Behaviour Act 2003* allows a power of arrest to be available even where there has been no violence or threat of violence if there is a significant risk of harm occurring, for example psychological or emotional harm.

5.4 Anti-social behaviour orders

These were initially introduced for use by local authorities and police under the *Crime and Disorder Act 1998* and extended for use by RSLs under the *Police Reform Act 2002*. The *Anti-Social Behaviour Act 2003* extends the use of these orders to county councils and HATs.

Either a social landlord or the police, in consultation with each other, can apply to a magistrates' court for an Anti-Social Behaviour Order (ASBO). Vulnerable witnesses can be offered protection and support which may include screens in court or video links.

These orders can be made against an individual or a group of individuals (perhaps a family) whose behaviour causes alarm, distress or harassment to someone not living in the same household. Their aim is to protect people from further anti-social acts. They will prohibit the named individuals from certain types of behaviour for a fixed period of time, a minimum of two years. If the order is broken this is a criminal offence and the perpetrator can be arrested.

The order is intended to deal with criminal or serious behaviour rather than minor disputes between neighbours.

Anti-Social Behaviour Orders can only be made against people over the age of 10. If a child under 10 is behaving in an anti-social manner then the council social services department can apply for a child safety order which will put the child under supervision, usually by a social worker, to prevent any repetition of the anti-social behaviour.

5.5 Acceptable Behaviour Contracts (ABC)

The availability of ASBOs has been supplemented by Acceptable Behaviour Contracts. These are individual written agreements in which someone agrees not to carry out identifiable behaviours that have been defined as being anti-social. If a contract is broken, the person may be served with an ASBO.

5.6 Eviction

The *Housing Act 1996* contains powers that make it easier for landlords to take possession proceedings against anti-social tenants. The grounds for possession apply if 'The tenant or person residing in or visiting the dwelling house:

- has been guilty of conduct causing or likely to cause a nuisance or annoyance to a person residing, visiting or otherwise engaging in a lawful activity in the locality or
- has been convicted of:

- i) using the dwelling house or allowing it to be used for immoral or illegal purposes or
- ii) an arrestable offence committed in, or in the locality of, the dwelling house'.

The *Anti-Social Behaviour Act 2003* requires courts to consider the impact of anti-social behaviour on victims, witnesses and the wider community in all nuisance-related housing possession cases when considering whether it is reasonable to make an order for possession.

Evictions are usually considered in most serious cases and as a last resort. Other measures listed above such as mediation, demotions, injunctions and ASBOs should be tried first. The Human Rights Act 1998 can be used as a defence where it can be viewed that a social landlord is taking possession proceedings unnecessarily. But in cases of serious harassment it is still likely that the court will grant a possession order. Landlords must be careful not to unlawfully discriminate against perpetrators who, according to the Equality Act 2010 have a 'protected characteristics', such as, for example age, disability, race, sexual orientation or belief.

5.7 Other measures (introduced by the *Housing Act 2004*)

The *Housing Act 2004*:

- gives social landlords of secure tenants the right to refuse mutual exchange applications if some types of successful court action for anti-social behaviour have been taken against them or such action is pending
- enables social landlords of secure tenants to seek an order suspending the Right to Buy for a specified period on the grounds of anti-social behaviour
- suspends the landlord's obligation to complete a Right to Buy sale where some types of court action relating to anti-social behaviour are pending.

5.8 Noise and statutory nuisance

Under the *Environmental Protection Act 1990* (amended by the *Noise and Statutory Nuisance Act 1993*) your local council has legal powers to take action against health hazards that are 'prejudicial to health and a nuisance'. This is known as a statutory nuisance and includes noise, pollution, accumulation of rubbish and/or uncontrolled animals. It will usually be the environmental health department of your local council that will deal with these problems.

If you complain about noise or other nuisance, the council has a duty to investigate your complaint. If it is a problem of noise, an officer may visit to measure the level of noise. There is no legal level at which a noise becomes a 'statutory nuisance'. You can also complain about one-off noise problems, for example parties, while they are occurring. Some councils have 24-hour teams dealing with noise problems.

After its investigation a council may send out a letter of warning. It also has the power to serve an abatement notice, which is a legal notice that requires the person responsible to stop the behaviour causing the nuisance. If the perpetrator does not obey the notice this is a criminal offence and they can be prosecuted.

Local authorities have powers to gain entry to premises to enable them to abate a noise nuisance. They might use this power to stop misfiring burglar alarms, or gain access to or remove a vehicle, machinery or equipment that is causing a statutory nuisance by creating too much noise.

Noise Act 1996 (as amended by the Anti-Social Behaviour Act 2003)

The *Noise Act 1996* gave local authorities powers to deal with noise that exceeds a certain permitted level and occurs between 11pm and 7am. It required local authorities to adopt this power and take on extra duties as a result. The *Anti-Social Behaviour Act 2003* has amended the *Noise Act 1996* so that local authorities no longer need to adopt it in its entirety to issue fixed penalty notices for night-time noise offences.

5.9 Moving to alternative accommodation

You may prefer to move to alternative accommodation rather than trying to resolve the problem, particularly if you are at risk of violence or are afraid of retaliation. If you are considering this course of action, be aware that you may lose some rights, depending on the type of tenancy you have and the type of tenancy you may be moving into. For more information about tenants' rights see Age UK's Factsheet 68 *Tenants' rights – security of tenure*.

If you are a local authority or a housing association tenant you may be able to get a transfer to another property or exchange your home with another tenant. If you become homeless because, for example the harassment is so severe that it is not reasonable for you to remain in the property, you may be able to make homeless application to the council.

Note: Do not surrender accommodation or give the landlord a notice to quit without getting advice as you could be found intentionally homeless by the council.

For more information, see Age UK's Factsheet 8 *Council and housing association housing*.

5.10 Complaints about the council

Local authority complaints procedure

If you are unhappy about the way the local authority has handled your case you can make a formal complaint. Ask your local authority for its complaints procedure. Alternatively, you can talk to your councillor.

Ombudsman

If you are still not happy with the way the council dealt with your complaint you can complain to the Local Government Ombudsman (see section 12). On the completion of its investigation, the Ombudsman will make recommendation of a course of action that the landlord should take and/or may recommend that the tenant is compensated. You have to exhaust the council's own complaints procedure before the Ombudsman can take on your case.

Judicial review

If you think local authority has not acted lawfully by deciding not to take up your complaint about somebody who has acted in an anti-social manner, you can apply for a judicial review of the decision but the courts will only consider the merits of the authority's decisions in extreme cases. Take advice if you are considering this course of action.

Legal action

In some circumstances, you can seek damages and injunction against the landlord whose tenant was a perpetrator of anti-social behaviour. Take advice if you are considering this course of action.

Human rights Act 1998

Article 8 of the European Convention on Human Rights states that everyone has the right to respect for her/his private and family life and home. It is possible to bring a claim in courts against the public authority if you think your rights have been breached by that authority. The term of public authority includes council and also housing associations when they perform functions of a public nature. Take advice if you are considering this course of action.

6 What your landlord can do

If the person causing you problems is a private landlord's tenant or someone who lives with or visits them, contact the private landlord or the letting agent to let them know about the problem you are experiencing. Private landlords have the power to evict anti-social behaviour tenants if other steps do not stop the problems (see section 5.6). They can also seek injunctions to prevent breaches of a tenancy agreement (see section 5.3). They cannot apply to court for ASBOs but they can seek help from the local authority and the police to tackle the problem of anti social behaviour.

7 Police

In certain circumstances it may be appropriate to contact the police with nuisance problems. Some types of nuisance are criminal offences; for example, vandalism, a breach of the peace or threats and harassment (see section 9). The police may also respond to complaints about noisy parties if your council does not have a 24-hour noise response team. The police also now have powers (since the *Anti-Social Behaviour Act 2003*) to disperse groups in designated areas suffering persistent and serious anti-social behaviour and to close houses being used by drug dealers, for up to six months.

Community Support Officers

Community Support Officers are employed by the police support staff to complement the work of police officers by focusing mainly on lower level crime, disorder and anti-social behaviour. They are uniformed and spend most of their time on patrol in communities. You can approach them if you have any question or worries about anti-social behaviour. They have a range of powers to tackle anti-social behaviour, for example they can issue fixed penalty tickets, confiscate alcohol consumed in public places, and so on.

8 Neighbourhood wardens

You may be able to report a nuisance or harassment to a neighbourhood warden, if there is a Neighbourhood Warden Scheme where you live.

A warden provides a uniformed, semi-official presence in residential areas and has a duty to promote community safety, environmental improvements and housing management. They can assist you with investigating your complaint and, if necessary, refer the matter to the police. Not all local authorities have Neighbourhood Warden Schemes. Ask your council or local police whether there are such schemes in your area.

9 Harassment

The *Protection from Harassment Act 1997* prohibits a person from pursuing a course of conduct that amounts to harassment. Harassment is not defined in the Act, except that it includes causing the person alarm or distress. For example, it might include verbal abuse, threats or vandalism specifically directed against you, racial harassment or homophobic harassment. The perpetrator must have been harassing you over a course of time not just one incident. If you are being harassed, report each incident of harassment to the police as it occurs to build up the evidence.

If you believe those responsible are council or housing association tenants you contact the council or housing association. Their powers are described in section 4 above. If you are a council or housing association tenant, your landlord may be able to assist you in moving if this is what you want and it would solve the problem.

For more information about homophobic harassment and crime and how to report it see Age UK Guide, *Planning for later life as a lesbian, gay man or bisexual person*. If you live in London you can contact Galop (see section 12) for advice and support. They may also give initial advice to people living outside London.

Under the *Protection from Harassment Act 1997* you can also take your own civil action in cases of persistent harassment. You can apply to the court for an injunction against the person or people who is/are harassing you.

For information about harassment from a landlord see Age UK's Factsheet 68 *Tenants' rights – security of tenure*.

10 Private legal action

If the nuisance is a statutory nuisance (see section 5.7) and you wish to take action yourself you can do so through a magistrates' court under section 82 of the *Environmental Protection Act 1990*.

You can also take civil action if a nuisance 'substantially affects your health, comfort or convenience'. This would usually be heard in the county court. It may be possible to take action to get damages to compensate you for any damage to property or to your health or comfort and/or an injunction.

Court action can be complex and costly; take advice before you go ahead. If the case is dismissed you will normally incur your own costs and may incur the costs of the other party.

Action: A Citizens Advice Bureau may be able to advise you (see section 12). You can also take advice from a legal adviser: to locate one contact the Community Legal Service on 0845 345 4345 or at www.clsdirect.org.uk, but you will usually have to pay for this unless you qualify under the Legal Help scheme.

For more information see Age UK's Factsheet 43, *Getting legal advice*.

11 Other common problems and who to contact

This section is intended to provide general information – you should take further advice before starting any action.

Trees

If your neighbour's tree hangs over your property, you can ask the tree owner to trim it back. If this is not done, you have the right to trim the tree back to the boundary line but you must offer the trimmings back. Check with your council to see if the tree has a tree preservation order on it before you start cutting. If it does, you could be fined for cutting it. Trees in conservation areas are automatically protected.

Local authorities have powers to deal with trees on private property that are in a dangerous condition. If you are concerned about the condition of a tree you can contact your local authority (usually the environmental department), who will check the condition of the tree.

Hedges

You should not attempt to reduce the height of a neighbour's hedge without seeking advice. Try to resolve the problem with your neighbour by talking or mediation (see sections 3 and 4). Communities and Local Government (CLG) (see section 12 for details) has a leaflet *Over the garden hedge*, which gives advice on how to approach the neighbour about the hedge. If the informal approach does not work you can complain to the local authority but you must have tried to resolve the issue with your neighbour first. The council will charge you a fee for the service (up to £550).

You can obtain a leaflet *High hedges: complaining to the Council* from CLG; it explains what your council can do.

Hedgeline gives advice to victims of hedge nuisance who are members of its organisation, tel: 01455 890649 (only information about Hedgeline), website: www.hedgeline.org.

Parking space

If you live on a publicly maintained road, you do not have any rights to the section of road or pavement outside your property (unless there are local parking restrictions giving a right to a particular space). This means you do not have the right to park there yourself or prevent anyone else from doing so.

You do have a right of access to your driveway, so if someone else's car is parked in a way that blocks access to and from your property you can stop the owner parking there. Contact the parking section of your local authority. The local authority and police have powers to remove vehicles that are illegally parked, causing an obstruction on the highway or abandoned.

For information how to apply for a disabled parking bay near to your home see Age UK's Factsheet 73, *Driving and parking*.

Shared amenities

Responsibilities for maintenance and repairs of shared amenities (such as drains and pipes, drives, the roof of a block of flats) are usually outlined in a property's legal documents. If a shared amenity needs repairing try to find out who is responsible for it. The legal documents may not always provide clear answers. In this case, it might be best to settle in advance that the costs will be shared between the owners and agree the course of action.

You will probably need to get a surveyor's report on the part of the property needing repairs and estimates from a builder. Consult and get the consent of the other parties at each stage before costs are incurred.

Planning permission

If you are concerned about a change of use of property or proposed building work next to your property you can contact the planning team of the local authority to object to a planning application or check whether permission has been granted or whether its terms and conditions have been complied with.

Children

Noisy children in themselves are not a 'nuisance'. If you are disturbed by neighbours' children (for example you work nights and need to sleep during the day) the best solution is a conciliatory approach to your neighbour.

12 Useful organisations

Action on Elder Abuse

Information and emotional support in serious cases of harassment.

PO Box 60001, Streatham, SW16 9BY

Tel: 0808 808 8141 (free call)

Website: www.elderabuse.org.uk

ADRnow

ADRnow is an information website that gives an overview of alternative dispute resolution schemes in the UK. To find out if a mediation service is available in your area, search the ADR Directory on their website.

Website: www.adrnow.org.uk

Age UK Advice Service

Advice Service is part of Age UK; it provides specialist impartial advice to those who own, live in or manage retirement housing.

Contact the Age UK Advice Contact Centre, Information & Advice Services
Linhay House, Linhay Business Park, Ashburton, Devon, TQ13 7ZZ

Tel: 0800 169 65 65

Website: www.ageuk.org.uk

Citizens Advice Bureau

National network of free advice centres. Depending on available resources may offer benefits check and help filling forms.

Tel: 020 7833 2181 (for local contact details only – not telephone advice)

Website: www.adviceguide.org.uk

Communities and Local Government (CLG)

CLG has a leaflet, *Tackling anti-social behaviour*, which can be downloaded from their website or ordered from:

Communities and Local Government Publications, Cambertown House,
Godthorpe Industrial Estate, Rotherham S63 9BL.

Tel: 0303 444 0000

Website: www.communities.gov.uk

Department of Environment, Food and Rural Affairs (The) (Defra)

Publishes a booklet called Bothered by noise, which describes what you can do about noise problems.

Customer Contact Unit, Eastbury House, 30–34 Albert Embankment, London SE1 7TL

Tel: 08459 33 55 77

Textphone: 0845 300 1998

Website: www.defra.gov.uk

Galop

London's lesbian, gay, bisexual and transgender (LGBT) community safety charity; they offer advice and casework and have factsheets available on their website.

2G Leroy House, London N1 3QP

Tel: 020 7704 2040

Website: www.galop.org.uk

Home Office (The)

Their website has information on anti-social behaviour including how to report it and what government is doing about it.

Website: www.homeoffice.gov.uk/anti-social-behaviour

Ombudsman services

If you are not satisfied with the outcome of your complaint to your local authority or housing association you can take your complaint to one of the ombudsmen (see below).

The Housing Ombudsman Service

Investigates complaints made by tenants of registered social landlords such as housing associations who are members of the scheme.

81 Aldwych, London WC2B 4HN

Tel: 0300 111 3000

Website: www.housing-ombudsman.org.uk

Local Government Ombudsman

The Local Government Ombudsman investigates complaints of injustice arising from maladministration by local authorities.

PO Box 4771, Coventry CV4 0EH

Tel: 0300 061 0614

Website: www.lgo.org.uk

National Mediation Helpline

The National Mediation Helpline provides a low-cost way to resolve disputes; it will put you in touch with a qualified mediator who can provide a mediation service at a fixed cost.

Clerksroom, Equity House, Blackbrook Park Avenue, Taunton TA1 2PX

Tel: 0845 603 0809

Royal National Institute for Deaf People (RNID)

When contacting RNID always include your full postal address as often they can only send information through the post. You can also find a lot of relevant information on the website.

19-23 Featherstone Street, London EC1Y 8SL

Tel: 0880 808 0123

Textphone: 0808 808 9000

SMS: 07800 000 360

Website: www.rnid.org.uk

13 Further information from Age UK

Age UK Information Materials

Age UK publishes a large number of free Information Guides and Factsheets on a range of subjects including money and benefits, health, social care, consumer issues, end of life, legal, issues employment and equality issues.

Whether you need information for yourself, a relative or a client our information guides will help you find the answers you are looking for and useful organisations who may be able to help. You can order as many copies of guides as you need and organisations can place bulk orders.

Our factsheets provide detailed information if you are an adviser or you have a specific problem.

Age UK Advice

Visit the Age UK website, www.ageuk.org.uk, or call Age UK Advice free on 0800 169 65 65 if you would like:

- further information about our full range of information products
- to order copies of any of our information materials
- to request information in large print and audio
- expert advice if you cannot find the information you need in this factsheet
- contact details for your nearest local Age UK

Age UK

Age UK is the new force combining Age Concern and Help the Aged. We provide advice and information for people in later life through our publications, online or by calling Age UK Advice.

Age UK Advice: 0800 169 65 65

Website: www.ageuk.org.uk

In Wales, contact:

Age Cymru: 0800 169 65 65

Website: www.agecymru.org.uk

In Scotland, contact:

Age Scotland: 0845 125 9732

Website: www.agescotland.org.uk

In Northern Ireland, contact:

Age NI: 0808 808 7575

Website: www.ageni.org.uk

Support our work

Age UK is the largest provider of services to older people in the UK after the NHS. We make a difference to the lives of thousands of older people through local resources such as our befriending schemes, day centres and lunch clubs; by distributing free information materials; and taking calls at Age UK Advice on 0800 169 65 65.

If you would like to support our work by making a donation please call Supporter Services on 0800 169 80 80 (8.30 am–5.30 pm) or visit www.ageuk.org.uk/donate

Legal statement

Age UK is a registered charity (number 1128267) and company limited by guarantee (number 6825798). The registered address is 207–221 Pentonville Road, London, N1 9UZ. VAT number: 564559800. Age Concern England (charity number 261794) and Help the Aged (charity number 272786) and their trading and other associated companies merged on 1 April 2009.

Together they have formed Age UK, a single charity dedicated to improving the lives of people in later life. Age Concern and Help the Aged are brands of Age UK. The three national Age Concerns in Scotland, Northern Ireland and Wales have also merged with Help the Aged in these nations to form three registered charities: Age Scotland, Age Northern Ireland, Age Cymru.

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