

19/06/2026

Dear Neighbour,

Over the past few months, a number of residents have contacted us regarding concerns around noise, anti-social behaviour and other issues in and around Pentland House.

Firstly, thank you to everyone who has taken the time to raise concerns with us. Whilst we may not always be able to resolve every issue immediately, we are committed to investigating concerns and taking appropriate action wherever possible. We appreciate people taking the time to let us know when something is happening.

Following recent discussions with some neighbours, we understand that not everyone is aware of the best way to report concerns, who to contact, or what happens after a report is made. We have therefore put together the information below as a simple guide.

Please see the below flowcharts which explain how concerns can be reported and what happens once a report is received.

How to Report a Concern



Pentland House Team (24/7)

020 3034 3232

On-site team available 24 hours a day, 365 days a year.



Bercleys 24/7 Line

020 8800 2333

Available 24 hours a day, 365 days a year.



Neighbour Email

ph-neighbours@bercleys.com



Management Team

Suchi Rose - 07561 684230

Ian Brown - 07341 479199

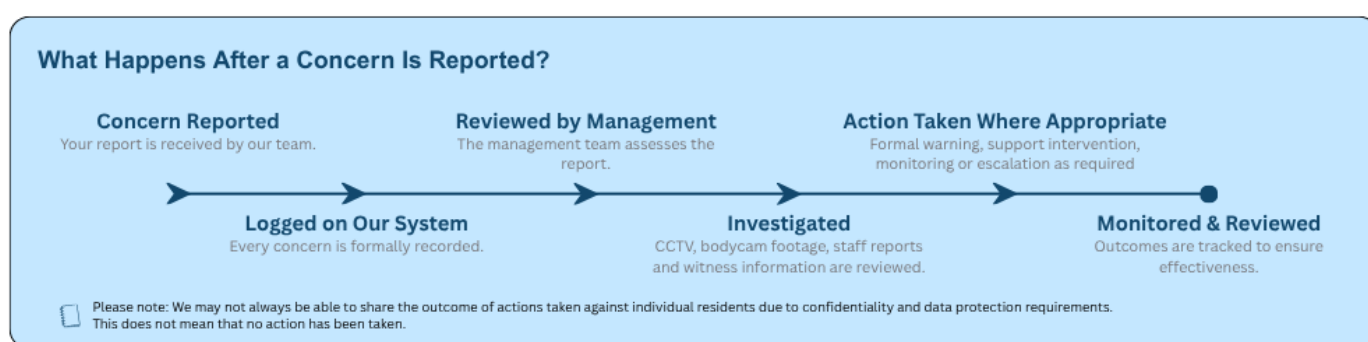
We would always encourage concerns to be reported as close to the time of the incident as possible where it is safe and practical to do so. This helps us investigate effectively, review the available evidence and identify the individuals involved where necessary.

Pentland House is staffed 24 hours a day, 365 days a year. The on-site team carry out regular patrols, respond to incidents, monitor communal areas and challenge behaviour that breaches site rules. They are also responsible for recording incidents and passing information to management for review.

All incidents reported by neighbours, residents or staff are logged on our System called TAPMS). This allows management to review incidents, identify repeat concerns, monitor patterns of behaviour and ensure appropriate action is taken where required.

Every report received is reviewed by our management team. Depending on the nature of the concern, this may involve reviewing CCTV footage, body-worn camera footage, incident reports, staff observations and any other relevant information available to us.

Where behaviour breaches site rules or causes anti-social behaviour concerns, formal action may be taken. Depending on the circumstances, this can include warning letters, increased monitoring, referrals to support services, or escalation through the relevant housing processes. Repeated or serious incidents may ultimately lead to a resident being removed from the accommodation in line with the applicable procedures and local authority requirements



We are also aware that noise, particularly late-night noise and music, has been a recurring concern raised by neighbours. In response, we have strengthened our monitoring of communal areas, increased management oversight of noise-related incidents and reinforced expectations with both staff and residents regarding acceptable behaviour, particularly during evening and night-time hours.

We have also increased our focus on the use of the garden and communal spaces, with staff instructed to challenge excessive noise and music at the earliest opportunity and take appropriate action where site rules are breached. Reports of noise are being monitored closely by management to identify repeat concerns and ensure that incidents are addressed consistently.

Alongside this, we are introducing additional resident support and engagement sessions which will include topics such as being a good neighbour, living respectfully within the local community and understanding the impact that noise and anti-social behaviour can have on others.

We appreciate that some neighbours would like updates following reports they have made. Whilst we will always try to be as transparent as possible, there are limits on what information we can share regarding individual residents due to data protection, confidentiality and safeguarding responsibilities.

This means that in many cases we may not be able to tell you exactly what action has been taken against a specific individual. However, this should not be taken as an indication that no action has been taken.

If you would like an update regarding a concern you have raised, please contact us and we will share as much information as we are reasonably able to.

Following recent discussions with neighbours and partner agencies, a further review meeting is planned for around 20 July 2026 to review progress and consider any additional actions that may be required.

We recognise the impact that noise and anti-social behaviour can have on neighbours and local families, and we remain committed to working positively with the local community to minimise disruption wherever possible.

Thank you for your continued engagement and for helping us identify areas where we can improve.

Kind regards,

Suchi Rose

Operations Manager

Ian Brown

Chief Operating Officer