Report IT!

Aiming to get better results for our community from government agencies by making sure that relevant agencies are aware of our issues and that residents know how to report

Supported by Belfast City Council

LORAG SHAFTESBURY COMMUNITY RECREATION CENTRE

The Executive Office
www.executiveoffice-ni.gov.uk

T:BUC Changing for the better, together

CREATING COHESIVE COMMUNITY
Safety For All In Our Changing Community

WHERE DID THE REPORT IT! CAMPAIGN COME FROM?

The Report It! campaign came out of an open community meeting organised by the Lower Ormeau Residents Action Group (LORAG) in Spring 2026. At this meeting, local people raised the fear they felt about changes taking place in the area – the state of the streets, the need for more effective policing and the need for residents to be proactive about bringing improvements to the community.

LORAG has developed a wide range of community led activities to support local people from the cradle to the grave. But community groups can't do everything. We need statutory services to do their jobs for Lower Ormeau residents too.

WHAT WILL IT DO FOR RESIDENTS?

This campaign aims to get better results for our community from government agencies by making sure that these agencies are aware of our issues and that residents know how to report. We can each do our bit by reporting problems like dog fouling, blocked gullies, anti-social behaviour and housing repairs. If we don't report our issues, agencies can say they don't know about them. Statutory agencies serve large areas, and we need to report our problems to make sure that they hear the voices of our community.

Proper reporting creates a clear record, enables scrutiny and ensures accountability. If issues are not reported, failures can remain hidden and necessary action may never be taken.

HOW WILL MORE REPORTING IMPROVE THE QUALITY OF OUR LIVES?

We each have a part to play in looking out for each other and keeping our neighbourhood safe. Service providers are responsible for many aspects of our quality of life and safety – that's what they exist to do. Our responsibility as residents and neighbours is to make sure that they are aware and have a record of our concerns. They can only carry out their responsibilities if we take responsibility for informing them through the right channels. It cuts both ways.

ACCOUNTABILITY STARTS WITH REPORTING

- Encouraging reporting of incidents or concerns actively engages those with responsibility for safety and harmony in our community and holds them to account.
- Concerns must be reported and formally recorded with the appropriate authority. Without a documented report, those responsible cannot be investigated, held accountable, or required to take corrective action.
- Prevention: by reporting incidents of concern, the organisation with responsibility can identify issues and address them before they escalate.
- Reporting of incidents or concerns creates awareness about potential risks and issues.
- Reporting small issues is important. It can prevent bigger problems occurring.

HOW TO COMPLAIN

Accountability starts with reporting. All concerns should be raised through the correct channels so they can be investigated, acted upon, and used to hold those responsible to account. Follow this process.

1. Find out which agency is responsible for the issue. There is a list of agencies in this leaflet. Check that you are writing or speaking to the person who looks after this area.
2. State the problem. Explain what has gone wrong, how it has affected you and what outcome you are looking for. Keep it short and simple.
3. Provide whatever evidence you can, e.g. photographs of litter, dog fouling or dereliction.
4. Ensure that your issue is put on the record. Put your complaint in writing and keep copies of your emails or letters and their replies. If you are using the phone, make sure that you are put through to the person responsible for the Lower Ormeau area and ask them to record your problem. Take a note of your conversation, dating it and naming the department and contact person.
5. If the agency has a complaints procedure, ask for it and follow it to give them a chance to resolve your complaint. Ask for confirmation that the agency has received your complaint, and when you should expect a reply.
6. If you don't get a response to your report, contact your political representative or the relevant Ombudsman.

HERE'S A QUICK GUIDE TO HELP YOU TO REPORT TO THE RIGHT PLACE

ENVIRONMENTAL PROBLEMS – DOG FOULING, BINS, NEEDLES

Bin collection, street cleaning and litter	Belfast City Council - Tel: 028 9027 0230.
Recycling Centres	Contact via Belfast City Council - Tel: 0800 032 8100.
Bulky Household Waste and Special Collections	Belfast City Council - Tel: 028 9027 0230 to ask for large items to be lifted. This service is free.
Dog Fouling and Animal Welfare	Belfast City Council - Tel: 028 9027 0431.
Discarded needles and drug waste	These will be removed from public or council land by the Belfast City Council Community Safety Unit once they are reported. Tel: 028 9027 0469 (Monday - Friday, office hours) or 07850 499622 outside of office hours.

Blocked gullies, potholes, damaged road signs, broken traffic lights, tree pruning
Department for Infrastructure – southeast. The easiest way to raise an issue is to register it on their online reporting system. https://www.nidirect.gov.uk/information-and-services/travel-transport-and-roads/problems-roads-and-streets.

Mice – inside your house, rats - outside your house	Pest Control: Belfast City Council: Tel: 028 9027 0431.
Unsafe structures, building hazards	Building Control at Belfast City Council: Tel: 028 9027 0650.

NOISE

Noise from a house or premises	Contact Noise Control, Belfast City Council Tel: 028 9037 3006: Monday –Thursday 8.30am – 5pm. Friday 8.30am – 4.30pm. Saturday and Sunday 8pm – 4am. You can follow up your call with an email to: Noise@belfastcity.gov.uk.
Noise and disturbance coming from the street or a road	**Contact PSNI:** Emergency Tel: 999; non-emergency Tel: 101; Local neighbourhood constables: Julie Tel: 07393 144032 and Phil Tel: 07786 853 011; sergeant: Tara: Tel: 07500 112823.

Noise or disturbance from a House in Multiple Occupation (HMO)
Belfast City Council has regulations in place for all HMOs. Contact the HMO office in Belfast City Council: Tel: 028 9027 0414.

Unregulated Airbnbs	Contact the planning enforcement – unregulated Airbnb team at Belfast City Council. Tel: 028 9050 0510.

If you have difficulty inreporting any kind of antisocial behaviour (for south Belfast), contact Belfast City Council anti-social behaviour officer: Keith Addy - Tel: 07876 686660 - email: AddyK@BelfastCity.gov.uk.
During normal office hours, you can also email: communitysafety@belfastcity.gov.uk or Tel: 028 9027 0469.

COMMUNITY SAFETY AND POLICING

Incidents of anti-social behaviour **Contact safer neighbourhood officers (SNOs) at Belfast City Council:**
Ten SNO officers target areas with high levels of anti-social behaviour across Belfast. They work: Tuesday 8am to 6pm; Wednesday and Thursday: 8am to 10pm on; Friday: 8am to 11pm; Saturday: 11am to 11pm. Contact: Tel: 028 9027 0469.

Anti-social behaviour in Housing Executive property	Contact the community safety team Tel: 0344 892 0900.
Neighbourhood Disputes	Community Restorative Justice Ireland. Contact Ann Marie at South and East. Tel: 028 9045 6889 E: amck@crjireland.org.
Complaints about student noise or behaviour	Ulster University: Tel: 028 9536 5324. Queen's University Belfast: Tel: 028 9097 5219.
Concerns about a person lying on the street	Contact Welcome Street Outreach Tel: 07894 931047 (7am - 2am) or: 07851 246814 (8am - 3am).
Police Service	**PSNI South Belfast Crime Stoppers:** Tel: 0800 555 111. Helpline Tel: 101, Emergency Tel: 999. **Neighbourhood Policing Team:** contact if you need advice or support in relation to an incident you have already reported. Contact the local neighbourhood constables on numbers above.

HOUSING

Report a repair for a Housing Executive property

Ask for the Lower Ormeau patch manager at
Northern Ireland Housing Executive - Tel: 0344 892 0901

Report a repair or an issue in Housing Association property

- Clanmil Housing - Tel: 028 9087 6000 - E: housing @clanmil.org.uk
- Choice Housing - Tel: 0300 111 2211 - E: enquiries@choice-housing.org
- Radius Housing Association - Tel: 0330 123 0888 - E: info@radiushousing.org
- Apex - Tel: 028 7130 4800 - E: info@apex.org.uk
- St Mathew's Housing Association - Tel: 028 9045 1070
- ARK Housing - Tel: 028 9075 2310 - E: repairs@arkhousing.co.uk
  Out of Hours Emergency Repair - Tel: 0330 123 3337

Advice on a problem with a private landlord

Contact Housing Rights Helpline: Tel: 028 9024 5640
Monday to Friday 9.30am - 4.30pm

COMPLAINING ABOUT A SERVICE

Complaints about the PSNI Service

Contact the Police Ombudsman Tel: 028 9082 8600. Monday to Friday 9am - 4pm

- Use the online form at https://www.policeombudsman.org/how-to-make-a-complaint.

Patient Client Council: concerns about health and social care.

Freephone: Tel: 0800 917 0222. Monday to Friday 9am - 4pm.

Consumer Council for NI

If you have an issue with an energy, transport, water or post provider, make a complaint to the provider first. If you don't get a response, or are unhappy with the outcome, contact the Consumer Council who will investigate the issue:

- Tel: 0800 121 6022. Monday to Friday 9am - 5pm
  Or use the online form: https://www.consumercouncil.org.uk/complaints/submit-complaint.

NI Public Services Ombudsman (NIPSO)

You have the right to complain if you are unhappy with the service provided by a public body. First follow their complaints procedure. If you are still unhappy at the end of the process, you can make a complaint to NIPSO:

- Tel: 028 9023 3821 or Freephone 0800 343 424 - E: nipso@nipso.org.uk
  Or use their online complaints form https://www.nipso.org.uk/make-complaint/online-complaints-form#no-back.

Report IT!

The Report It! booklet was compiled by LORAG Creating Community Cohesion project.
For further information contact us on: 028 9031 2377 or email: info@lorag.org.