

# Being a good neighbour

**Franklands Village Housing Association believes that everyone has the right to live in the way they want. However an important part of living in a community is showing your neighbours respect and consideration and in some incidences compromising your lifestyles to avoid causing other people nuisance or spoiling their quality of life.**

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An effective way of becoming a good neighbour is to get to know who your neighbours are. If you feel you can, introduce yourself to them. This can open a good line of communication which can be mutually beneficial. For example if you are going away you could ask them to keep an eye on your home and offer to do the same for your neighbour when they go away.

If you trust your neighbour, you may give them a key while you are on holiday so they can come in and draw the curtains for you, collect your post and perhaps even turn lights on and off. This will make your house look lived in and will help to make it less of a target for burglars.

Other ways in which you could be a good neighbour are:

- Offer to push your neighbours post through the door if it has not been put through properly by the postman.
- Arrange for someone from the local police station to make a visit if you are concerned about the welfare of an elderly or vulnerable neighbour.
- If you see someone acting suspiciously in your neighbourhood contact the local police.
- If you witness a crime or know any information that may help the police then call Crimestoppers confidentially on 0800 555 111
- Inform your neighbours if you are going to conduct any DIY, so that they are aware of possible temporary noise nuisance.
- Inform your neighbours if you are going to have a party so that they are aware of possible noise nuisance.
- Laying carpet if you live in an upstairs flat as this will help to reduce the noise of footsteps for your neighbours below.
- Try not to use vacuum cleaners, washing machines or other domestic appliances or play loud music, loud computer games and/or loud television -especially before 7.30am and after 11.00pm (in accordance with your tenancy agreement)
- Don't leave dogs alone, to bark for long periods of time.



## Gardens

Another important aspect of being a good neighbour is to ensure that, if applicable, your garden is kept clean and tidy and free of rubbish. Some of Franklands Village Housing Association's properties have communal gardens which are the responsibility of both residents and the Association. The Association will ensure that the garden is properly maintained, however the residents must ensure that it is kept free of dog faeces and rubbish.

- For those who have individual gardens, both front and back, you are fully responsible for the maintenance and upkeep of the area:
- No rubbish or bulk items are to be left in the garden, including dog faeces.
- Plants and vegetation must not to be overgrown – they must not infringe on buildings, including those of neighbouring properties.
- No vehicles are to be kept in the garden area unless there is the appropriate hard standing and an official dropped kerb giving access.

The Housing Officer and Property Officer will inspect all gardens periodically. If you fail to keep your garden to an acceptable standard, we are entitled to decide exactly what has to be done to bring your garden up to standard and to recharge you for any work arranged by PHA. We will talk to you before a decision is made. If you do not co-operate with us then we may consider this as a breach of the terms of your tenancy agreement and take legal action against you.

If you have any questions on your garden please contact your Housing Officer.

## Parking Considerations & Abandoned Cars

Parking may be limited in some areas and at some residential schemes and there may be insufficient parking for a second car and/or visitors. Parking can cause disputes between neighbours. Unless you have your own allocated parking space or driveway, you will have to accept that you might not be able to park outside your property.

Please note that spaces are for parking taxed and insured vehicles only and not for carrying out repairs. If we have to remove any unauthorised vehicle belonging to you, you will have to pay the cost of the removal.

It is not standard practice to allow caravans or trailers in car parking areas, if in doubt contact your Housing Officer.

Please show consideration to your neighbours when parking your car and remember that inconsiderate parking could block access for emergency vehicles.

## **Anti-Social Behaviour (ASB)**

From time to time you may experience something in your neighbourhood that will annoy you, whether it is the neighbour's dog barking or children playing football in the street. But is it really anti social behaviour?

### **What is ASB?**

A definition of ASB is:

***“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 himself.”***

The following are deemed as forms of ASB; however the list is not exhaustive:

- Verbal abuse
- Graffiti
- Vandalism
- Fly-tipping
- Drug and alcohol related behaviour
- Nuisance vehicles
- Noise
- Harassment – is where somebody deliberately intimidates and/or inflicts fear, violence, aggression on another person because of prejudicial views about specific characteristics of an individual or group e.g. race, disability.
- Nuisance – behaviour which disrupts the daily lives of others.
- Neighbour Disputes – ongoing disagreements between individuals.

It is important to remember that you are responsible for not only your behaviour but also for the behaviour of all others who reside in and/or visit your property.

## **Franklands Village Housing Association's approach to tackling ASB**

We will tackle ASB by:

- **Prevention** - Initiatives will be used to try and stop the problem from arising in the first place and from continuing and escalating, should a problem develop.
- **Intervention** - We will aim to intervene and offer support and advice, if preventative measures have been unsuccessful. This option gives residents another chance, before enforcement measures are considered.
- **Enforcement** - Will be used when necessary and when other options have been unsuccessful.

For more information or details please contact your Housing Officer.

## **Reporting ASB**

It is important to remember that what might be a nuisance to one person may not be to another. There are many different types of neighbour problems which often require differing approaches. If you have a problem with a neighbour, your first action should be to approach them and try to come to an amicable

agreement. They may not realise that their actions are causing you a problem. If you can resolve the matter in a friendly way without involving the Association, you should do so.

If this is not an option or was not successful then you must contact your Housing Officer immediately who will advise you of the next step. However, if you witness threatening or aggressive behaviour and/or witness criminal behaviour, you must immediately phone for the Police.