

## Women's Pioneer Housing

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| Related corporate policies | Tenancy Management Policy<br>ASB Policy |

### 1. Introduction

- 1.1 All Women's Pioneer residents should be able to enjoy their home and the area they live in peacefully. Our Anti-social Behaviour (ASB) policy deals with serious issues but there are times when neighbour disputes arise due to differing lifestyles or noise from everyday activities.

### 2. Purpose

- 2.1 This policy aims to encourage and support all WPH residents to be good neighbours.

### 3. Background

- 3.1 Most WPH homes are flats in heritage buildings so finding ways to live amicably with neighbours is a key part of being a WPH resident.
- 3.2 Noise can be a particular issue. It is part of everyday life in a densely populated environment. In addition, the quality of sound insulation has changed over the years. In older properties or properties built using certain building methods, noise will carry more than in new build properties which have to meet more stringent regulations.
- 3.3 Consequently many of our residents have to live with some everyday noise. Legally, all residents are entitled to go about their life creating normal amounts of noise without having to worry about how it affects their neighbours. Where the level and frequency of noise make an unreasonable invasion on residents' right to peace and quiet we will take action under our anti-social behaviour policy.

### 4. Prevention

- 4.1 All WPH residents will be asked to sign up to a "Good Neighbour Agreement" at sign up.
- 4.2 In addition to highlighting the clauses in the tenancy agreement prohibiting ASB this will provide guidance to residents about how to avoid neighbour disputes. It will give examples of ways to be a good neighbour e.g. suggesting that residents should:

- Warn neighbours if they are going to do something particularly noisy.
- Keep the noise from radios, stereos and televisions at a reasonable level.
- Wherever possible place noisy systems against walls that are not shared with neighbours.
- Try to do housework or DIY at reasonable times of the day.
- Try to be quiet when returning home late at night.
- Put household rubbish in the bins provided.
- Park vehicles responsibly and not block access for emergency services.
- Try to keep gardens neat and tidy.
- Be a responsible pet owner.
- Consider how children's playing habits might affect your neighbours.

4.3 We will also run articles in Pioneer Press highlighting issues on this subject.

## **5. Neighbour disputes**

5.1 We will advise residents to speak directly to their neighbour about the issue before we become involved to try and resolve the situation. Residents in some WPH properties have agreed "house rules" to try to limit the potential for disputes.

5.2 If discussion between neighbours does not resolve the situation WPH can offer mediation. This is voluntary but can often be a positive way of agreeing solutions.

5.3 Where the dispute relates to noise, WPH may also investigate the level of noise transmission. If there is a breach of the tenancy agreement e.g. if floor covering is inadequate we will take action. We may also seek advice from the local authority environmental health department.

5.4 We ask all resident however to recognise that the transference of ordinary everyday noise such as the sound of footsteps, general talking, toilets flushing, children playing, babies crying or kitchen appliances is inevitable in many of our older properties. These do not constitute unreasonable noise.

5.5 In some cases neighbour disputes may escalate into anti-social behaviour, in which case the ASB policy and Procedure will be followed and residents will be advised of this.

## **6. Equality and diversity**

6.1 WPH will ensure that this policy is applied fairly and consistently. We will not directly or indirectly discriminate against any person or group of people in line with our Equality and Diversity Policy. We will act sensitively towards the diverse needs of individuals and communities and will take positive action or make reasonable adjustments where appropriate.