



# Being A Good Neighbour

*We don't just provide houses we want to create a safe and happy community for all our tenants.*

*While we are clear we have a role to play in achieving this, we also recognise that all of you have a role to play in making your community a great place to live.*

*We feel that to be a good neighbour and to create a sense of belonging within our community, you have to play your part in this.*

## What does being a “good neighbour” mean?

Every tenant has the right to enjoy living in their home in peace and comfort. This means that you, and all other tenants, must show consideration, think of others and be a ‘good neighbour’.

Being a good neighbour means being reasonable and tolerant of different people’s views and lifestyles. Consider how your own behaviour affects others around you and treat everyone in a respectful manner.

Look out for your neighbours, particularly those who may be vulnerable and for any signs that anything may be wrong, and if you do see something wrong let us know.

## Your Tenancy

As a tenant you are expected to keep to the terms of your Tenancy Agreement. These conditions are intended to allow all tenants to enjoy the peaceful enjoyment of their home.

This means you are responsible to ensure that you are not acting in a way that is likely to annoy, disturb, cause alarm or distress to your neighbours.

You are also responsible for not only your behaviour but the behaviour of your children, visitors to your home and your pets.

## Noise is a common cause of complaints, to help with this you can:-

- Keep the noise from radios, stereos and televisions at a reasonable level;
- If you like loud music by using headphones this will allow you to hear the music at your desired level without annoying your neighbours;
- Keep the TV and music speakers away from a neighbour’s wall;
- Keep sound system speakers off the floor if you live in an upper flat;
- In flatted properties, by fitting carpets rather than laminated flooring or leaving bare floorboards can help reduce the noise level;
- Where possible, avoid using domestic appliances e.g. washing machines, vacuum cleaners late at night or early in the morning, particularly when living in flatted accommodation;

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- Let your neighbours know if you are having a “one-off” party or doing any noisy DIY work;
- Not act in an anti-social manner such as ...offensive drunkenness and shouting arguing with others in the common closes or within the estate;
- Avoid slamming close doors;
- Ensure if you have a dog it does not bark excessively especially when you are not at home;
- If you are doing any DIY, do the noisiest jobs during the day. Avoid using power tools either early in the morning or late at night;
- If you have a house or car alarm, appoint a key holder who can be contacted if it goes off while you are away, and keep it maintained;
- Refrain from using car horns particularly early in the morning or late at night or revving up your car;
- When living in flatted accommodation, expect to hear some noise from other properties at times and be tolerant of this;

## Children

- Keep an eye on your children and ensure they show respect to their neighbours and do not cause a nuisance to them;
- Do not allow children to play, especially ball games, in car parks, drying areas and other areas close to other properties;
- Learn your children to have respect for other residents and be courteous.

## Visitors

- You and your visitors show consideration for your neighbours and not cause a nuisance or disturbance to them (either in your property or in your neighbourhood) this includes any intimidation or harassing others;
- Make sure friends visiting or leaving your home late at night come and go quietly;
- Do not harass or allow anyone living in or visiting your household, any neighbour, particularly on the basis of race, ethnicity, colour, national origin, religion, gender, sexual orientation, marital status, physical or mental disability.

## Pets

- You must request written permission to keep a pet;
- Keep any pets under control at all times;
- Dogs should be kept under supervision and on a leash at all times;
- If pets foul either inside communal closes or outside your home in communal areas, owners must clean up any dog mess immediately. Our landscape contractors will not cut any grassed area where dog foul has been left lying;
- Should you witness any dog owner failing to clean up after their dog you should report this with details of the owner and description of the dog;
- Dogs should be trained not to bark unnecessarily. Never leave your dog for prolonged periods.

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## Communal areas

- Help to maintain an attractive place to live and keep common shared areas clean and tidy and free of litter, graffiti, fly tipping and nuisance vehicles;
- Make sure security doors are closed properly, particularly in flats with controlled entry systems and lock all rear close doors at all times;
- Only give access via security doors to your own visitors don't allow anyone access to common closes if you don't know who they are;
- Do not leave rubbish, household items, bikes etc on landings/ communal areas within your close as this can be a fire and/or health hazard;
- If you have internal stairs and landings take your turn in keeping them clean between the fortnightly visits made by the Co-operative's contractors;
- Agree with your neighbours any areas of shared backcourt and it's usage;
- When drying washing in communal areas, always remove your washing when it is dry to allow other residents the opportunity to use the area;
- Don't store flammable items such as petrol, paraffin in or around your home or within any internal or outdoor store;
- No smoking is permitted within the closes and no cigarette ends should be left lying around the outside of the close entrance(s);
- Be considerate to your neighbours when using the communal spaces as the communal rear courts are for everyone's enjoyment and use;
- Keep your house in a good state of cleanliness to avoid any unpleasant smells emitting into the common close area.

## Car parking

- Park your car responsibly and considerately using the parking bays provided and do not block access for emergency services or delivery vehicles;
- Be courteous and don't double park or block anyone in;
- Avoid at all times parking on the pavement as this can obstruct wheelchair users, mobility scooters and prams;
- Don't leave un-road worthy or untaxed cars in car parks.

## Gardens

- If you have your own garden, it is your responsibility to maintain and keep it tidy;
- Should you have a driveway it is your responsibility to keep it clean and tidy and weed free;
- Should you have adopted a communal area as your garden you must maintain it.

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## To keep your neighbourhood clean and safe you should:-

- Put rubbish into securely tied bags and place in the communal bins provided;
- In wheelie bin areas, bins should be placed at the kerbside for collection and when collection has been made, bins should be returned to bin areas as soon as possible;
- If your bins are not communal you must ensure they are put out regularly for collection;
- Put your rubbish into the bins provided and arrange either for your old furniture or appliances to be uplifted by North Lanarkshire Council as quickly as possible (check charge applied) or take them to your local recycling centre at **Netherton Waste Disposal and Recycling Centre, Netherhall Road, Netherton Industrial Estate, Netherton, Wishaw, ML2 0JG**.

## Are you having a problem with your neighbour?

If you are having a problem with a neighbour, try to sort it out between you as soon as possible.

Remember, your neighbour may not realise they are causing a problem, and often a friendly word can be enough. The best thing to do is to calmly discuss the situation or problem, and if necessary, be willing to compromise.

If this does not work, **contact your Housing Officer**.

We will record your complaint and try to sort it out by talking to you and your neighbour. You may have to help by keeping a record of when disturbances happen and trying to get a witness.

We may also ask others to help, such as the North Lanarkshire Council's, Anti-Social Response Team, or suggest mediation using an independent body. Serious cases of anti-social behaviour are a breach of your Tenancy Agreement.

## The Co-operative is committed to:-

- Making sure that everyone enjoys the right to security of tenure in their own home, regardless of race, ethnicity, colour, national origin, religion, gender, sexual orientation, marital status, physical or mental disability;
- Making sure that your rights to the peaceful enjoyment of your home is protected;
- Creating an environment, which makes the area you live a safe and attractive place to live;
- Taking strong and effective action to tackle any problems of an anti-social nature, including any necessary legal action or remedies. Responding professionally and sensitively to complaints made.

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## Breaches of conduct

Everyone can play their part in making their home and the surrounding area a better place to live, by considering the impact their lifestyle may have on their neighbours and the environment. Being a good neighbour is about common sense, having consideration for other people and respect for different lifestyles, cultures and personalities.

We believe that nuisance behaviour is unacceptable and will not be tolerated. We will use all powers available to deal with the problem effectively, firmly, but in a fair and sensitive manner.

Please remember, it is a breach of your tenancy agreement if you, a member of your household, or your visitors cause a nuisance or annoyance to neighbours.

The Co-operative's aim is to resolve neighbour disputes amicably. However, where this fails, we will consider legal action to restrict unreasonable behaviour, or as a last resort seek to gain possession of your home.

*Feel part of your community..... come along to join in any of our community events taking place in the centre, get involved, and offer support to those organising the events.*

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