

Let's talk about...

# Being A Good Neighbour

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**Being a good neighbour involves more than just meeting the rules set out in your Tenancy Agreement.**

### **What can you do to be a good neighbour?**

- Ensure you do not cause a nuisance
- Keep an eye on elderly or vulnerable neighbours
- Get involved with community groups or residents' associations in your neighbourhood
- Get involved in Estate Walkabouts and Community Contracts
- Keep an eye on Chester & District Housing Trust (CDHT) properties and call us if they are abandoned, broken into or vandalised
- Inform us if you are aware of any problems with neighbouring properties e.g. poor condition, overgrown garden etc
- Inform us if there is any fly-tipping or graffiti in the area around your home



### **What standards of service can you expect from the Trust?**

#### **We will:**

- Ask Chester City Council's "Graffiti Busters" to remove any offensive or racist graffiti within one working day of being notified
- Remove fly-tipping or rubbish on Trust land within five calendar days of a report being received
- Undertake an estate walkabout in rural areas once a year and on other estates three times every year to check the condition of the estate and bring any defects to the attention of the relevant service provider
- Provide you with a Community Contract for your neighbourhood annually
- Carry out a tenancy audit of all of our properties once every three years to ensure condition of property is satisfactory, update household details and identify support needs

CDHT recognises that disputes between neighbours can often make life difficult. We always encourage neighbours to try and sort out the problem first as involving us without initially discussing the problem can often cause more upset. However, we will step in to mediate where neighbours have fallen out.



## More ways to be a good neighbour

Your Tenancy Agreement includes rules that encourage people to be good neighbours. You must also remember that as a tenant you are responsible for the actions of members of your household and visitors to your home, including pets.

- Please act with consideration and try not to do anything to cause anxiety or annoyance
- Please ensure you are not making an excessive noise, particularly at night, which may annoy neighbours. Shouting, arguing, loud noise from televisions and music equipment are all common complaints
- Please note that noise can be a particular nuisance in flats, lack of carpets and laminate flooring exaggerates noise, carpet muffles it
- Please avoid slamming internal doors
- No-one wants to stop children playing but please be aware that their games can sometimes cause annoyance to neighbours
- Please ensure your garden or communal area is kept clean and tidy
- Dispose of your rubbish correctly. Do not put bin bags out until the morning of collection and contact Chester City Council to arrange disposal of large items, - do not just dump them
- Avoid slamming car doors, revving engines, loud music from your vehicle and don't block car parking spaces or park on grassed areas
- You can keep pets in your home, with permission from CDHT but they must be properly cared for and not allowed to frighten or annoy neighbours or create

health hazards. Animals classed as dangerous in law must not be kept in any CDHT property.

## What should you do if you are constantly being disturbed?

- Have a polite word with your neighbour to explain the problem and make them aware of the situation
- Involving us without first discussing the problem can often make the situation more difficult
- Sometimes you and your neighbours may have completely different lifestyles, in which case both of you may have to compromise
- In extreme cases, a tenant may fear making a direct approach and should then contact us first
- You are advised to keep a diary of any events that do happen

## Other sources of help

Chester City Council's Environmental Health Department has powers to deal with noise nuisance, monitor noise levels, take action and can sometimes serve a Noise Abatement Notice.



## What if things do not improve?

- Discuss the situation with your Community Housing Officer (CHO) who will gather information and advise you on ways to try and improve the situation
- If appropriate, we will refer both parties to mediation
- Keep logging incidents as they happen as your CHO will need to build up a case
- Your CHO will only approach the person you are complaining about with your consent, but you need to be aware that without contact it may be very difficult to resolve the problem

## Serious Complaints

We take strong and early action on very serious complaints about Trust residents.

These could include, for example, hate crimes on the grounds of race, religion, sexual orientation and will not be tolerated by the Trust. A victim-centred approach will be adopted when dealing with any reports of this nature. We are committed to the elimination of harassment of this type and monitor all reports to try and identify trends.

The Trust will take legal action against tenants who we can prove are involved in these activities or who create persistent noise or nuisance. If the person committing the offence is not our tenant, we will help you get advice about legal action you can take yourself and support you in that action.

## Legal action

- If all the facts demonstrate that a tenant is persistently causing serious nuisance, it will be referred by your CHO to the Tenancy Action Team (TAT) who will take action to enforce the terms of their Tenancy Agreement
  - If necessary, they will take court action to seek an injunction, ASBO or possession order
  - This action could result in the offender being evicted, if the court considers this to be reasonable
- (See “Let’s talk about ... Anti-social Behaviour” leaflet for more detail on the actions we can take.)



If you want to know more,  
please contact us:

**Online:** 

Web: [www.cdht.org](http://www.cdht.org)  
Email: [info@cdht.org](mailto:info@cdht.org)

**By phone:** 

Freephone: 0808 100 7701  
Monday to Thursday  
8.00am - 6.00pm  
Friday 8.00am - 5.00pm  
Fax: 01244 305690  
Minicom: 01244 305500  
Text: 07800 000 177



**By visiting us at:**

**Registered Office**  
Centurion House  
77 Northgate Street  
Chester, CH1 2HQ  
Monday to Friday  
9.00am - 4.45pm

**Neighbourhood Office,  
Lache**  
89a Cliveden Road  
Lache, CH4 8DT  
Mon, Tues, Thurs & Fri  
9.00am - 12.00pm

**Neighbourhood Office,  
Blacon**  
17-18 The Parade,  
Blacon, CH1 5HW  
Monday to Friday  
1.30pm - 4.30pm

## Resident Involvement

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!** Interested?

Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

**Also Available in:**

الترجمة متاحة    可获得翻译版本。    dysponujemy tłumaczeniem dokumentu    備有譯本

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