



Getting on With Neighbours

Everyone has the right to enjoy their home and the area in which they live peacefully.

If you treat your neighbours with respect and only behave towards them as you would like them to behave towards you, we can all have successful and supportive communities.

Getting on with neighbours

To be a good neighbour:

- Warn neighbours before carrying out noisy activities and only do noisy housework or DIY at reasonable times of the day
- Keep TV volume, music etc at a reasonable level at all times
- If you have laminate or wooden floors, try to limit the noise for those living around you. We recommend you use underlay before putting down laminate flooring
- When you return home late at night be as quiet as possible
- Put your household rubbish in the correct bin and make sure that the area around the bins is kept tidy
- Park your vehicle sensibly
- Be a responsible pet owner
- Make sure that you and your children think about how their playing habits might affect those around them
- If you live in a flat, do not store items in shared areas and keep them clear, clean and tidy

Anti social behaviour and neighbour disputes

Unfortunately problems or disputes can sometimes occur between neighbours. Often these are best tackled when they first occur. Your neighbour may not even know a problem exists so a few polite words explaining the problem to them at an early stage may be all that is needed.

If this doesn't improve matters, or you feel unable to talk to your neighbour, we may be able to help. If you are having problems or you have serious concerns you can get in touch with your housing officer in person, in writing, or over the phone.

Our housing staff will deal with your complaint in strict confidence. We expect to resolve most complaints within three weeks and will keep you informed of progress. We will:

- Record the details
- Discuss with you the possible outcome of your case
- Visit your neighbour to talk to them about the complaint and discuss the situation
- Consider what action is needed
- Advise you and your neighbour, in writing, of the action taken



Mediation

In some cases we recommend mediation as the best option for resolving a dispute. The role of the mediator, an independent third party, is to help both sides reach a solution to a problem that both are happy to accept.

Mediation is a free voluntary and confidential process that will only take place if both parties agree.

More serious anti-social behaviour

More serious complaints may require us to work with others, such as the police, to help resolve matters. Serious complaints might include:

- Persistent and excessive noise
- Repeated or worsening problems

If there is any physical violence or any threat of it, then you should call the police immediately.

Serious complaints may lead to court action. If so, we may need you as a witness. Please help us by keeping a diary of incidents related to your complaint and keeping in touch so that we can monitor matters as we try to resolve them.

Harassment

Our tenants should be able to live in their home without fear of bullying or harm. Harassing anyone because of their race, colour, religious belief, gender, age, sexual orientation, culture, ability, physical or mental disability or lifestyle is a breach of your tenancy agreement and in some cases it can be a criminal offence. This includes graffiti, damage to property, abuse and threats.

If you are suffering harassment you should report it to your housing officer. All harassment will be dealt with seriously and confidentially.

If you are being harassed by someone who is not a Melville tenant, your local authority anti-social behaviour team can help.

Domestic abuse

If you are the victim of domestic abuse you can contact your housing officer for advice. You can also seek help from specialist organisations such as Women's Aid.

Eviction

As a last resort, in cases of serious anti-social behaviour, we may need to seek an eviction order. We will also seek to evict anyone convicted of supplying illegal drugs from one of our homes, or its vicinity.

If you are evicted for either of these reasons you will not be offered alternative housing.