



Section 6 - Consideration for your Neighbours

The Association expects its residents to show consideration towards people living in their locality.

This section gives some examples of where problems might occur and how they can be dealt with.

Noise and Nuisance

Noise and nuisance can take many forms for example playing loud music, undertaking car repairs and barking dogs.

Where complaints involving residents are made to the Association we will investigate the problem and attempt to find a solution. In a number of cases, these complaints are simply the result of a clash of lifestyles between the two parties and it may be very difficult to find an answer which is satisfactory to everybody concerned.

A certain amount of understanding and tolerance is required by neighbours. You must also remember that what is enjoyment to you may be annoyance to others. The action of one party may be contrary to the tenancy agreement and

legal proceedings may have to be considered.

It must be emphasised that reaching a successful solution in a neighbour dispute can be a long and difficult process.

Please note, you as a resident of the Association are responsible for the actions of everyone living in or visiting your home.

If you are being repeatedly disturbed by your neighbours; you may wish to try and resolve the situation by simply talking to them.

Should the nuisance continue, please contact your Housing Officer for advice.

Other Ways to Complain

- Call the Police if a neighbour is causing a disturbance
- Speak to the Environmental Health Officer at your local council. They have powers they can use to deal with certain disturbances.

A full copy of the Association's policy on dealing with neighbour disputes and anti social behaviour is available on request.



Harassment

If you feel you are being harassed because of your ethnic origin, religion, disability, gender, age or for any other reason; you should contact the Association without delay.

All complaints will be dealt with in accordance with our Harassment Policy detailed in Section 10.

HARASSMENT WILL NOT BE TOLERATED UNDER ANY CIRCUMSTANCES AND LEGAL ACTION WILL BE TAKEN AGAINST A PERPETRATOR IF NECESSARY

Pets

The Association recognises that pet ownership can bring many health and social benefits, particularly to older people. However, controls must be in place to prevent irresponsible pet ownership which can cause suffering to animals and nuisance to neighbours.

Written consent must be obtained from the Association before keeping a cat, dog or any other animal on or about the property. Permission will usually be granted for small domestic animals and birds. The number and type of pet that may be kept are: -

1. Flats, houses and bungalows with communal gardens - a maximum of two small birds; a small aquarium; two same sex rabbits, hamsters, mice, gerbils, rats or guinea pigs.
2. Houses and bungalows with individual enclosed gardens - small domestic animals and birds as listed above, up to two cats, up to two dogs, aviary birds and pigeons or doves (aviary and pigeon/dove lofts will require permission from RHA and may require planning permission)

Permission will be given for a disabled resident to keep an assistance dog, such as guide dogs for the blind, hearing dogs for the deaf or dogs for the disabled.

Pets must be kept under control at all times and not allowed to cause a nuisance or danger to others, damage the property or foul in public places. Residents will be held responsible for the control and behaviour of their pets and any pets that visit their home.

If you have permission to keep a dog or cat and then allow it to cause a nuisance, the Association may take action against you. Should you experience problems with other people's pets, please let us know.



Communal Areas

The Association is responsible for the cleaning of most communal areas but we ask for your co-operation in keeping them tidy.

The cost of cleaning communal areas is included in your Service Charge.

Rubbish

When disposing of rubbish, please ensure that it is properly wrapped.

If you share a bin area with your neighbours, help to keep it tidy and ensure the bins are not overfilled.

Any large items e.g. furniture, may be taken away by your local council. You should contact them direct.

Gardens

If your home has a private garden, not maintained by the Association, it is your responsibility to keep it tidy and free from rubbish.

Gardening carried out by the Association is paid for via your Service Charge.

The Association endeavours to give good value for money by employing landscape contractors to carry out

specific work at regular intervals.

Details of the schedule of work are available on request.

In order to keep costs to a minimum, the Association does not ask the contractor to weed, gather leaves or prune bushes planted by residents.

Please note, you should not plant areas of communal gardens as this may result in grass cutters having difficulty carrying out their jobs.

Car Parking

On some schemes, a number of car parking spaces are provided for the use of residents and their visitors.

THESE ARE NOT ALLOCATED ON AN INDIVIDUAL BASIS AND YOU SHOULD AT ALL TIMES TAKE INTO CONSIDERATION OTHER LIKELY USERS

Designated disabled persons accommodation will have allocated car parking and this should at all times be respected.