

Being Neighbourly

Everyone is entitled to enjoy their home in peace and these are some of the things that you can do to help maintain good relations with your neighbours.

- Be considerate when you are carrying out work which will make noise at your property, particularly if it is in the evenings or at weekends. Tell your neighbours before you are going to start any work and tell them how long you think it is going to take.
- Noise can sometimes carry through walls, floors and doors and your neighbours may be disturbed especially if this happens at night. Consider where you position your TV, audio equipment or noisy electrical appliances. Try and avoid using walls which are shared with your neighbours. If you are watching TV, listening to the radio or playing music late at night you may consider using headphones to limit any noise for your neighbours.
- Please consider the effect of walking on uncarpeted floors. If you want to install a wood floor finish, we will expect you to ensure that you prevent noise transferring to any neighbours by using proper sound insulation - we can advise you further about how to do this.
- Tell your neighbours if you are going to have an evening party. You might want to invite them along as well. Be considerate to your neighbours when your event is taking place especially late at night.
- Ask your visitors to keep noise to a minimum, especially if they are leaving late at night. Say goodbye indoors and don't let the doors bang.
- If you are a dog owner, look after your pet at all times. Don't let them run loose around the estate and don't forget to clean up any mess immediately. When left alone, check with neighbours upon return to see if barking has occurred that may have caused them inconvenience.
- Put your household rubbish in the designated bin area and don't leave it out for animals to pull apart.
- Try to be fair towards your neighbours and their lifestyles - cooking smells, children playing, or one off event are part of everyday life in a community.

Despite the best of intentions, disputes sometimes arise between neighbours. Usually it is best for you to approach your neighbour directly; especially if it is the first time that you have had a problem. Involving Hanover immediately can often inflame the situation and may make it less likely that any problems can be resolved amicably.

Neighbour Problems - What you can do to try and resolve the problem

- Take action sooner rather than later – don't wait until the problem has been going on for some time before trying to do something about it.

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- Try to think how you would like to be approached if someone had a problem with something that you were doing.
 - Choose an appropriate time to talk to your neighbour. Ask if it is convenient to go round and talk to them. A private, one to one conversation is often best - avoid meal times or early or late in the day.
 - If you feel that you cannot approach your neighbour directly, consider writing a letter.
 - Explain exactly what it is that concerns you. It will be helpful if you can describe the problem clearly, perhaps detailing times, dates etc. Explain how the problem affects you rather than just complaining about it. Try to 'share' your concerns and try to reach an agreed solution together.
 - It may be that your neighbour isn't aware of the problems they are causing. They may be quite upset to think that they have caused you distress and may be keen to resolve the problem.
 - Listen to your neighbour's response and don't jump to conclusions. Your neighbour may have problems or concerns that you do not know about. They might need some time to think about what you have said.
 - Try to reach an agreement that you can all be happy with.
 - Avoid telling everyone else on the estate what is going on. If the matter is kept private between the affected parties it might be resolved quicker.
 - Above all; remain calm. Do not shout or lose your temper as this will only make the situation worse.

If speaking to your neighbour doesn't solve the problem, talk to your friends or relatives and see if they can suggest a way to help. If all else fails then do contact your Estate Manager, or the Housing Manager for your estate.