

Let's talk about...

BEING A GOOD NEIGHBOUR

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Chester
& District
Housing
Trust

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BEING A GOOD NEIGHBOUR

We all have to tolerate a certain amount of noise and disturbance in our neighbourhoods. However, problems can arise when the noise or disturbance reaches unacceptable levels and the result is often disputes between neighbours.

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/Neighbourhood Panels in your area
- Get involved in Estate Walkabouts
- Keep an eye on Chester & District Housing Trust (CDHT) properties and call us if you believe they are abandoned, broken into or vandalised
- Inform us if you are aware of any problems with 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:

- Keep all external communal areas owned by the Trust, clean, free from fly tipping and in a good state of repair, encouraging residents to care for the communal areas that are their responsibility
- Carry out 60 estate walkabouts across our management areas each year. We will invite residents and partner agencies to join us
- Offer a limited free handyperson service for new residents and a chargeable handyperson service for all residents
- Work in partnership with the local authority to resolve neighbourhood issues such as estate cleaning, maintenance, rubbish and community safety issues

The Trust recognises that disputes between neighbours can often make life difficult but if you feel able, we always encourage you to try and sort out the problem first as involving us without initially discussing the problem can often make the situation worse.

MORE WAYS TO BE A GOOD NEIGHBOUR

You must remember that as a tenant you are responsible for the actions of members of your household, visitors to your home and any pets:

- Please act with consideration and try not to do anything to cause anxiety or annoyance
- Please ensure you are not making excessive noise at any time, 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 issue in flats, lack of carpets and laminate flooring exaggerates noise while carpet helps muffle it
- Please avoid slamming internal doors and drawers
- 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 and contact the Local Authority 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
- With permission from the Trust you can keep pets in your home 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 Trust 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
- Sometimes you and your neighbours may have completely different lifestyles, in which case both of you may have to compromise
- In extreme cases, you may not be comfortable making a direct approach and should then contact us first
- You are advised to keep a diary of any events that do happen as this information is vital if there is a need for legal action at a later stage

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 independent 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

OTHER SOURCES OF HELP

The Local Authority Environmental Health Department has powers to deal with noise nuisance, monitor noise levels, take action and can sometimes serve a Noise Abatement Notice.

SERIOUS COMPLAINTS

We will work with the Police to support tenants who are identified as being victims of crime, whilst at the same time always accepting that any Trust led enforcement measures would have to wait until the Police had completed their enquiries. In cases of violence or threats of serious harm the Trust can take action when appropriate within 24 hours.

Hate crimes on the grounds of race, religion or sexual orientation will not be tolerated by the Trust and 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.

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 Anti-social Behaviour Team who will take action to enforce the terms of the Tenancy Agreement
- If necessary, they will take court action to seek an injunction or possession order
- This action could result in the offender being evicted, if the court considers this to be reasonable

IF YOU WANT TO KNOW MORE, PLEASE CONTACT US:

Online

Web: www.cdht.org
Email: info@cdht.org

By phone

Freephone: 0808 100 7701

Lines open

Monday to Thursday
8am—6pm
Friday 8am—5pm

Fax: 01244 305690

Minicom: 01244 305500

BY VISITING US AT:

Chester —

Registered Office

Centurion House
77 Northgate Street
Chester, CH1 2HQ.
Monday to Friday
9am—4.45pm

Lache —

Neighbourhood Office

89a Cliveden Road
Lache, CH4 8DT.
Mon, Tues, Thurs and Fri
9am—12pm

Blacon —

Neighbourhood Office

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

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