



WHITE HORSE HOUSING

Helping you deal with problems with your Neighbours



“We promote equality of opportunity in every aspect of our business in line with our objectives.”



NEIGHBOUR PROBLEMS

White Horse Housing Association wants their residents to live in peace and security. **You have the right to enjoy living in your home and neighbourhood free from intimidation and anti-social behaviour.** We will investigate any complaints made by or against our tenants and take appropriate action.

Sharing Information

WHHA could share information with councils and police about criminal and anti-social behaviour. Where crimes are committed by tenants, their children or visitors, this could result not only in prosecution but also in loss of the home.

Mediation

In some cases mediation between neighbours may be appropriate and this is a service the Association will consider paying for where the situation is serious and both parties are willing to try this as a solution.

Domestic Violence

The Association takes domestic violence very seriously. If you are suffering domestic violence yourself or you suspect a neighbour may be suffering you can speak to your Housing Manager in confidence who will help you get the advice and support you need.



DEALING WITH PROBLEMS YOURSELF

What upsets you may not upset someone else and vice versa.

WHA's policy is that you approach the person in a **calm and reasoned manner and explain how the problem is affecting you.**

Should this fail to resolve the matter, you should contact the Association. The Housing Manager can discuss the matter with you and go through possible remedies. These may involve visiting or writing to the perpetrator.

If you have a genuine reason for not wanting to speak to the person yourself, for example if you fear violence, you should contact the Association or the Police, if appropriate.

Often this is the end of the matter. However, should serious noise or nuisance continue, we may decide to take further action. If this is the case, we are likely to contact you for further evidence.

You could also be asked to keep a log of incidents—although this is repetitive it is important, as we would need accurate information to prove there is an ongoing and serious problem in order to take further action.

If the complaint involves a criminal offence that has been committed e.g. criminal damage, this matter should be reported to the Police. We may not be able to carry out a repair caused by criminal damage without a crime reference number from the Police .

OTHER POINTS TO CONSIDER

Please remember that if the complaint does not breach the terms and conditions of the tenancy we will not be able to assist you, but may be able to offer some advice.

- Being neighbourly depends on mutual tolerance, realistic expectations, and people being considerate towards each other. WHHA, as a landlord, cannot force people to get on with each other.
- It is very expensive to take legal action, and all tenants share this expenditure as part of their rent.

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White Horse Housing Association is a Registered Society under the 'Co-operative and Community Benefit Societies Act 2014' (24672R) and is an exempt charity under the Charities Act 2011.
Affiliated to the National Housing Federation

This leaflet is part of the Resident Handbook and can be viewed or downloaded from www.whitehorsehousing.co.uk

