



Being a Good Neighbour

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

Tenants are responsible for:-

- their behaviour
- the behaviour of anyone who lives with them
- the behaviour of anyone who visits them
- the behaviour of any pets belonging to them, the people living with them or their visitors

Our Tenancy Agreements says the tenants must not:-

- use or threaten to use menacing or abusive or violent behaviour towards any adjoining occupier or any employee or contractor of the Association or any other person in the locality.
- do or threaten to do anything which causes or is likely to cause a nuisance, annoyance or disturbance to any adjoining occupier or an employee or contractor of the Association or any other person in the locality.
- use or threaten to use the premises or anywhere else on the development or the block or in the locality for any criminal or illegal activity such as bringing, sorting or selling illegal drugs, storing or distributing racist material or pornography, or storing or selling stolen goods;
- inflict or threaten violence against anyone who lives in the premises, or harass or use mental, emotional or sexual abuse to make anyone who lives there leave the premises;
- commit nor allow members of his or her household or visitors to commit any harassment, or threat of harassment, on the grounds of race, colour, religion, sex, sexual orientation or disability that may interfere with the peace and comfort of, or cause offence to other persons in the neighbourhood or to any tenant, employee or contractor of the Association;

- play, nor to allow to be played, any radio, television, record or tape recording or musical instrument so loudly that it causes a nuisance or annoyance to other persons in the neighbourhood or can be heard outside the premises between the hours of 11pm

Examples of behaviour which may cause nuisance, annoyance or disturbance include:-

loud music, arguing and door slamming; dog barking and fouling; operation of noisy machinery; offensive drunkenness; selling drugs or drug abuse; rubbish dumping; obstructing communal areas; playing ball games; inconsiderate parking; motor vehicle repairs; gathering in groups; keeping numerous pets, untidy gardens.

Being neighbourly depends on mutual tolerance, realistic expectations, and people being considerate towards each other.

The Association will be happy to assist you with:-

- setting up a neighbourhood watch scheme in your area
- organising social activities for your neighbourhood like street parties on special occasions
- bringing enhancements to the area identified by residents
- mediation with neighbours where relationships have broken down
- organising resident feedback groups to i.e. coffee mornings, or afternoon tea or evening meetings to discuss the Association's service with tenants

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 Abuse

The Association takes domestic abuse very seriously. If you are suffering domestic abuse 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 or call/text us on our:-

**Priority Domestic Abuse
Support Line Tel: 07984 366493**

or

Email: belinda.eastland@whitehorsehousing.co.uk



Dealing with problems yourself

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

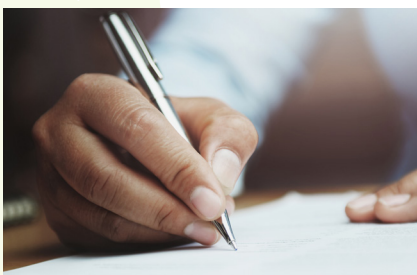
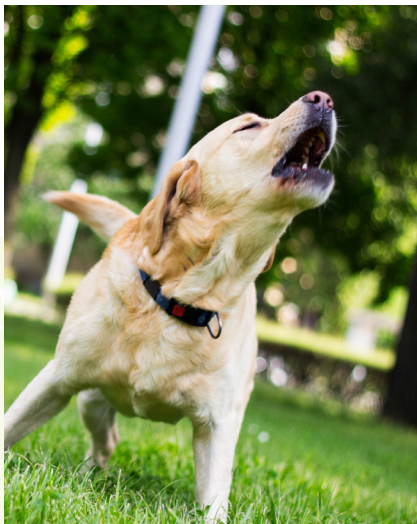
WHHA's policy is that you approach the person in a calm and reasoned manner and explain how the problem is affecting you.

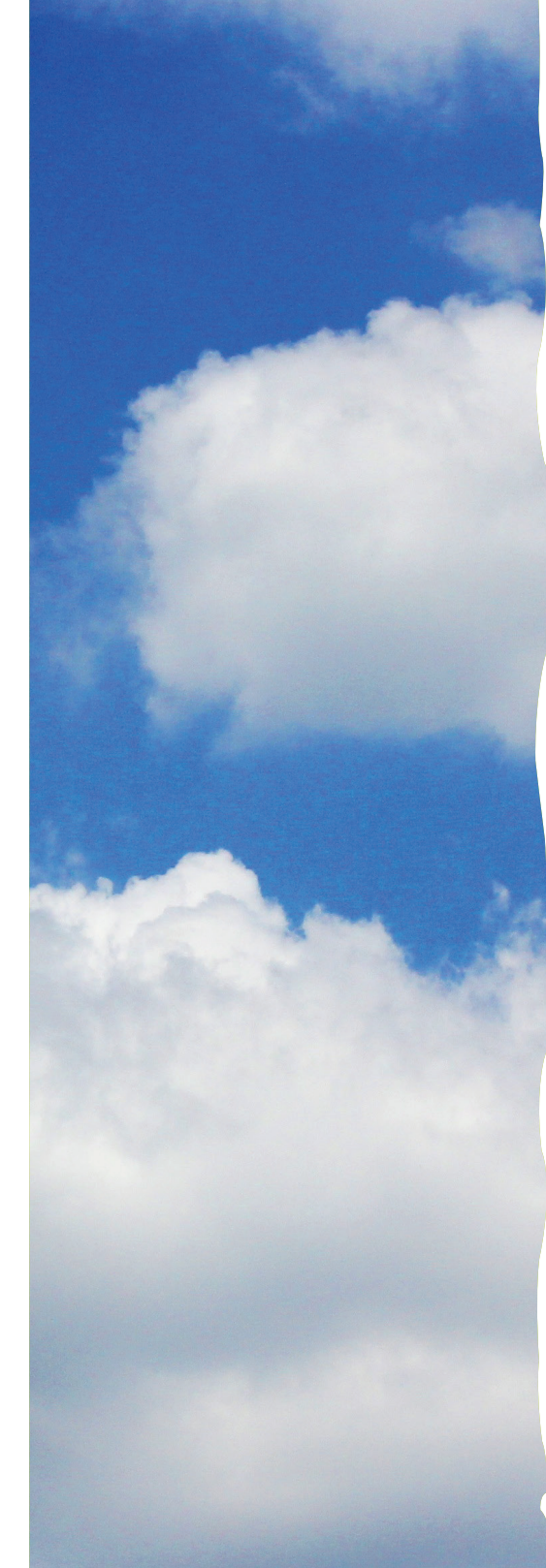
Should this fail to resolve the matter, you should contact the Association. The Housing Manager can discuss the matter with you and go through possible remedies. These may involve visiting or writing to the perpetrator.

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.





Criminal Offence

If the issue 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 behaviour 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.

Contact Us

White Horse Housing Association Ltd

Tel: 01380 850916

Email: info@whitehorsehousing.co.uk

www.whitehorsehousing.co.uk

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