



# HILLINGDON

LONDON

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## **BEING A GOOD NEIGHBOUR**

### **Rights**

Everyone has the right to enjoy life in their own way whether in the home or estate environment. This is, providing they act within the law and do not interfere with other people's rights to enjoy their home. A 'good neighbour' will respect the fact that individuals, households and groups are all different. They will respect the fact that lifestyles and behaviour will differ for a range of reasons such as age, disability, family composition, cultural and religious backgrounds. The key to being a good neighbour is recognising these differences and exercising a degree of tolerance and mutual respect.

### **Your responsibilities**

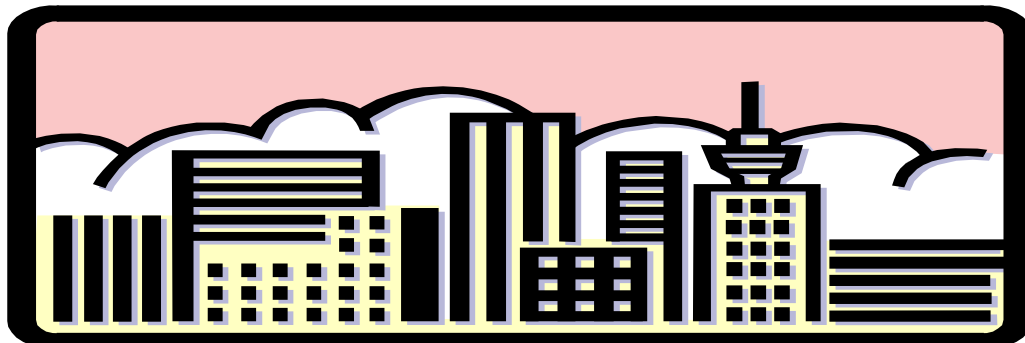
As a tenant you are responsible for:

Your behaviour

The behaviour of any person who lives with you

The behaviour of any person who visits you

The control of any pets that you may have



### **Things to remember**

\*Keep the volume of Music and televisions at a reasonable level. This is especially important at night when other residents may be trying to sleep.

\*Undertake any noisy DIY work during the daytime. Let your neighbours know particularly if the work is going on for some time.

\*Have consideration for your neighbours if you work `unsociable hours` and have to leave or arrive home at times, which could easily disturb others.

\*Let your neighbours know if you are having a party and remember to keep any noise at a reasonable level. Ensure your guests do not disturb your neighbours arriving and leaving the party.

\*Avoid shouting, raised voices and door slamming, in some properties such noise will `travel` and cause significant distress to others.

\*Take responsibility of your children, be clear about what they are doing and the possible effect this may be having on other residents. This includes times when they are in the garden as well as on the estate.

\*When parking do not park on pavements, footpaths, grass verges or other grassed areas. Ensure you do not obstruct access roads or driveways and respect any designated parking areas for people with disabilities. Make sure any car park barriers/gates are locked after entering and leaving.

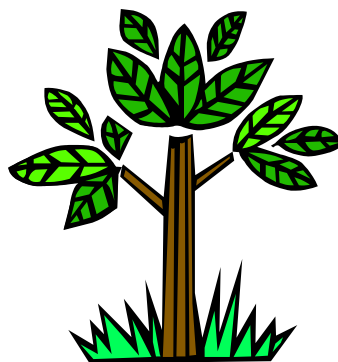
\*If you have an elderly or vulnerable neighbour and you do not see them as usual please check to see if all is well with them.

### **And, if you live in a house:**

\*Keep your garden tidy and do not use it for the storage of unwanted items.

\*Any garden cuttings can be disposed of via the Green Waste doorstep collection service. Do not burn your garden or other refuse. Smoke can cause harm and distress to people with certain medical conditions.

\* Only put your household rubbish out on the day or night before the due collection day.



\*If you own a cat or dog keep it under control at all times so that it does not frighten or cause a nuisance to your neighbours. The proper care and control of dog's means that they are not left inside or outside unattended for long periods. This can result in noise nuisance from whining or barking. Always clean up you dogs waste immediately and dispose of this in a sealed bag into a bin..

**And,if you live in a flat or maisonette remember:**

- The communal areas are for everyone. Such areas are an extension of your home and should be treated with the same respect. If anyone is abusing these areas, please inform your local Community Housing Officer.
- Do not leave rubbish on the landings, stairwells or outside your front door. Please put all rubbish in the bins that are provided. Report fly tipping by known individuals to your local Community Housing Officer.
- Do not allow any `non resident` into the block if you do not know who they are. Genuine residents will have a key and genuine visitors will be calling for a specific person.
- Make sure security doors are closed properly. Do not leave security doors wedged open. Any defects to the security doors should be reported to the Repairs Service to safeguard your home.
- Noise travels a great deal more in flats and maisonettes. Please ensure that any floor covering is properly laid with the necessary insulating material. Rugs can also play an important part in limiting noise transmission between floors.

The best course of action in cases where 'good neighbour' principles have not been adopted is for you to speak to your neighbours about what is upsetting you. Sometimes individuals genuinely do not realise the effect that their lifestyle or behaviour is having on others.



**Our Responsibilities**

The London Borough of Hillingdon will investigate any complaints made by or against our tenants. This will include breaches of tenancy conditions and where tenants have failed to adopt `good neighbour` principles. We will take action that is appropriate to the seriousness of the breach of conduct. [In certain cases we may involve other agencies or advise you of steps which you can take yourself.](#) We aim to deal with complaints effectively and firmly in a fair and reasonable manner.

### **Joint responsibilities**

No one can be forced into being a `good neighbour`. However by acting as a tolerant and considerate neighbour we can make a real and positive difference to the quality of life in both local neighbourhoods and wider communities.

