Policy title	**Good Neighbourhood Management Policy**
Summary	This policy details MSV's approach to Good Neighbourhood Management; setting out how MSV nurture good neighbour relations, whilst supporting knowledge, understanding and compromise between customers.
Scope	This policy applies to the Neighbourhood teams, Later Living teams and MSV's General Needs, Leasehold and Later Living customers. The policy also applies to directly managed supported living customers.
Author & Job Role	Ross Tomlinson, Head of Neighbourhoods
Business Area	Customers
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Consultation	Leadership Team – Neighbourhoods & Later Living Executive Management Team Involved Customer Group

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1. Introduction/Policy Purpose

1.1 In October 2022, the Housing Ombudsman published the *Spotlight on Noise Complaints – Time to be Heard* report in which it recommended that landlords handle non-statutory noise reports in a different way. Specifically, it was recommended that landlords develop a Good Neighbourhood Management policy, with the aim to manage expectations and be clear and transparent in how landlords handle reports of this nature.

1.2 This policy details MSV's approach to Good Neighbourhood Management; setting out how MSV nurture good relations and support knowledge, understanding and compromise between customers in relation to incidents of deliberate anti-social behaviour and incidents which are not.

1.3 MSV is a diverse housing group, with a strong local focus. As a community based housing provider, one of our key aims is to work in partnership with our tenants and residents, community members, and key stakeholders, to invest in places where residents from all backgrounds feel safe, can aspire and live well.

1.4 MSV is committed to supporting customers to feel safe and supported in their homes, ensuring that customers are afforded peaceable enjoyment of their home. We recognise that a crucial element in feeling happy and safe at home is good neighbour relations.

1.5 Happy and safe neighbourhoods encourage unity and community which in turn, has a positive impact on the reduction of crime and anti-social behaviour.

1.6 MSV is committed as a landlord to working with communities to achieve this. Equally, the MSV Way sets out our commitment to ensuring transparency at all times, to help customers understand our processes. MSV recognises that being open and transparent in responding to the expectations of our customers improves landlord-customer relations and promotes accountability and trust.

1.7 The purpose of this policy is to:

- Provide customers with knowledge on what is deliberate Anti-Social Behaviour.
- Support customers with mechanisms to manage non-deliberate incidents.
- Empower customers to resolve these incidents amicably and promptly.
- Be open and transparent around Good Neighbourhood Management.

1.8 This Policy has been developed with consideration to:

- MSV Tenancy Agreements
- MSV Lease Agreements

- Anti-Social Behaviour, Crime and Policing Act (2014)
- ASB Act (2003)
- Crime and Disorder Act (1998 and 2002)

- Dangerous Dogs Act (1991)
- Data Protection Act (2000)
- Environmental Protection Act (1990)
- Equality Act (2010)
- General Data Protection Regulation (2018)
- Housing Acts (1985, 1988, 1996, 2004)
- Human Rights Act (1998)
- Mental Capacity Act (2005)
- Neighbourhood and Community Standard (1.3.1)
- Neighbourhood Strategy
- Noise Act (1996)
- Protection from Harassment Act (1997)
- Safeguarding Vulnerable Groups Act (2006)

2. Scope

2.1 This policy details how MSV will achieve the aims of the Good Neighbourhood Management Policy.

2.2 The Policy sets out how MSV will support customers who report incidents which are not categorised as anti-social behaviour and/or constitute a breach of tenancy.

2.3 Where MSV categorises an incident under this Policy, we will refer to involved parties according to the neutral terms 'reporter' and 'subject' internally; we will distinguish reports managed under this Policy from reports managed under the Anti-Social Behaviour Policy by communicating clearly to any involved parties that the report is being managed under this Policy.

3. Definitions

3.1 The following list of behaviours and actions fall under the Good Neighbourhood Management Policy (this list is non-exhaustive):

- Babies crying
- BBQ
- Boundary disputes
- Cats in gardens / fouling
- Children playing (ball games, bikes, other games, trampolines etc…)
- Cooking or unpleasant smells
- DIY activities at reasonable times
- Dog fouling
- Doors and windows closing
- Fences
- General living noise (flushing toilets, talking, washing machine etc…)
- Isolated incidents of loud music
- Littering

- Occasional noise made by a tenant or their household member who has protected characteristics, e.g. a Mental Health condition, Learning Disability or Physical Disability
- One-off celebrations
- Parking disputes
- People looking and/or staring at each other
- Pet noise
- Placement of bins
- Smoking
- Social media disputes (where not deemed as harassment)
- Untidy gardens
- Vehicle engines starting / running
- Waste and recycling
- Working from Home

4. Roles & Responsibilities

4.1 Regional Neighbourhood Managers, Later Living Managers and ASB Manager are responsible for implementing the policy.

4.2 Regional Neighbourhood Managers, Later Living Managers and ASB Manager are responsible for delivering the policy and ensuring that key performance indicators are monitored and achieved.

4.3 Neighbourhood, Later Living and ASB Team Leaders are responsible for day-to-day operational assessment and guidance in relation to the Policy.

4.4 Head of Neighbourhoods is responsible for reviewing the policy and ensuring that it is fit for purpose.

5. Monitoring, Review & Evaluation

5.1 MSV will measure the success of the objectives in this Policy by:

- Customer feedback and feedback from Officers managing cases.
- Reporting on number of cases under this Policy vs cases under ASB Policy.
- Reporting on cases successfully resolved under this Policy.
- Case studies on cases managed under this Policy.
- Figures on cases under this / ASB Policy to reported to Board & Customer Communities Committee quarterly.

6. Related Documents

6.1 Allocations Policy

6.2 ASB Policy

6.3 Domestic Abuse Policy

6.4 Equality, Diversity and Inclusion Strategy

6.5 Hate Behaviour Policy

6.5 Safeguarding Children, Young People and Adults Policy

6.6 Tenancy Visits Policy

7. Version History

Version	Date	Author	Reason
1	8 March 2026	Ross Tomlinson	New Policy

8. Delivering the Policy

8.1 When allocating or selling new homes to customers, MSV clearly communicates rights and responsibilities within the tenancy/lease agreement; encouraging customers to develop positive relations with neighbours and seek to amicably resolve any non-deliberate anti-social behaviour incidents between customers.

8.2 MSV carries-out quarterly walkabouts in anchor neighbourhoods, encouraging customers to join these walkabouts, along with local partners, to foster good community relations and pride in place.

8.3 Each scheme with a communal area is visited quarterly, where the Officer will check for any concerns or hazards, in order to proactively and quickly remedy any issues.

8.4 We carry-out visits within 6-weeks and then 9-months of General Needs customers moving into their homes. We will use this opportunity to promote positive relations with neighbours, along with mutual responsibility for customers to seek their own resolutions to reports under this Policy initially. Customers are not expected to approach another neighbour themselves where doing so could place them at risk, cause distress, or is otherwise inappropriate. In such circumstances MSV consider what proportionate intervention or support may be appropriate.

8.5 In order to determine whether a report relating to a person's behaviour will be managed under the Anti-Social Behaviour or Good Neighbourhood Management Policy, MSV will determine whether the behaviour is deliberate or intended to cause annoyance, alarm or distress.

8.6 Where there is no deliberate intention, the report will initially be handled through the Good Neighbourhood Management Policy.

8.7 The absence of deliberate intent does not prevent behaviour from being considered anti-social. Where behaviour is persistent, unreasonable, or has a detrimental impact on others, it will be investigated and managed under the Anti-Social Behaviour Policy.

8.8 Where there is deliberate intention, the report will be handled through the Anti-Social Behaviour Policy.

8.9 A report that is initially handled under the Good Neighbourhood Management Policy may escalate or the circumstances may change, with the incident(s) deemed to be

anti-social behaviour. MSV monitors individual cases to ensure that they are being handled under the correct policy.

8.10 MSV ensures that colleagues are trained and have the knowledge and skills to determine whether a report should be handled, initially, through the Anti-Social Behaviour Policy or Good Neighbourhood Management Policy.

8.11 MSV communicates clearly to customers to explain whether their report is being handled through the Anti-Social Behaviour Policy or Good Neighbourhood Management Policy.

8.12 We are open and transparent with customers in relation to their expected responsibilities under the Good Neighbourhood Management Policy which includes:

- Seeking their own resolutions in the first instance in circumstances such as neighbour disputes or disagreements (where there is no anti-social behaviour identified).
- Having a reasonable understanding of differences in lifestyles and the different circumstances affecting different households.
- Engaging in third-party mediation to resolve disputes amicably.

8.13 Where a customer disagrees with the Officer's decision to handle a report through the Good Neighbourhood Management Policy, they have the right to escalate their concerns via MSV's Complaints procedure. .

8.14 MSV ensures that customers understand their right and how to raise a complaint where they are dissatisfied with any service or decision in relation to this Policy.

8.15 MSV will only share information about or provided by a reporter when they have consented to us doing so; unless:

8.16 We have a statutory duty to share information, for example due to safeguarding / safety. In these situations we may share this information without consent; we only do this where there are legal or regulatory grounds to do so.

9. Appendices

9.1 Appendix 1 – Equality Impact Assessment

10. Impact Assessments

10.1 An equality impact assessment has been carried-out and is listed as Appendix 1 in this document.

Appendix 1 - EQUALITY IMPACT ASSESSMENT (EIA)

Name of Policy	Good Neighbourhood Management Policy	
Date of Assessment	9 March 2026	
Name & Role of Assessors	Ross Tomlinson, Head of Neighbourhoods	
What are the desired outcomes of the policy?	➢ Provide customers with knowledge on what is deliberate Anti-Social Behaviour. ➢ Support customers with mechanisms to manage non-deliberate incidents. ➢ Empower customers to resolve these incidents amicably and promptly. ➢ Be open and transparent around Good Neighbourhood Management.	
Who are the main stakeholders in relation to the function?	This policy applies to the Neighbourhood teams, Later Living teams and MSV's General Needs, Leasehold and Later Living customers.	
Who will be consulted and what types of consultation will be carried out?	Leadership Team – Neighbourhoods & Later Living Exec Board Customer Scrutiny Group	
Summarise any evidence considered		
Could the function have a differential impact on:		**What evidence exists to support your analysis?**
	Yes / No	
Race/Ethnicity Consider language and cultural factors	Yes	MSV recognises that unconscious bias, cultural differences and language barriers can influence how incidents are perceived, reported and responded to. It is important that these factors are considered when assessing reports to ensure that racially minoritised customers are not disproportionately affected. We also recognise that customers whose first language is not English may experience additional barriers when communicating concerns or seeking their own resolution.
Gender reassignment Consider people proposing to or have	Yes	Transgender hate crime has peaked in the UK in the last 2-years, with just under 10,000

undergone a process of having their sex reassigned.		reports made to the police in the last two years, compared to 10,623 in the five years prior to that (https://www.statista.com/statistics/624011/transgender-hate-crimes-in-england-and-wales-by-offence-type/) Where a customer proposing to go through or undergoing gender reassignment processes reports an incident which is categorised as being managed under this Policy, consideration needs to be given to ensure that the incident is not a pattern of behaviour concurrent to a hate incident / crime.
Disability Consider physical, visual, aural impairment, mental, learning difficulties	Yes	Customers living with a disability may be disadvantaged in relation to seeking their own resolution in the first instance under this Policy.
Age Consider Elderly or young people	Yes	In 2014, the University of Cambridge published a brief study in relation to how age affects our views of anti-social behaviour https://www.cam.ac.uk/research/news/generation-blame-how-age-affects-our-views-of-anti-social-behaviour) At that time, more than 80% of adults thought that swearing in a public place was ASB compared with under 43% of young people. 60% of adults thought that cycling or skateboarding in the street was ASB compared with under 8% of young people. It is likely that there are differing generational views on what constitutes ASB and therefore, this Policy may adversely impact those with greater expectations in relation to what *is* deemed ASB.
Sexuality Either know or perceived	Yes	Where an LGBTQ+ customer reports an incident which is categorised as being managed under this Policy, consideration needs to be given to ensure that the incident is not a pattern of behaviour concurrent to a hate incident / crime.
Gender	Yes	In the year ending March 2024, a higher proportion of women experienced domestic abuse (6.6%), stalking (4.0%), sexual assault (3.4%), and harassment (11.2%) in the last year, compared with men (3.0%, 2.3%, 0.8% and 6.6%, respectively).

		(https://commonslibrary.parliament.uk/research-briefings/cdp-2024-0183/) Consideration must be given to ensure that where anti-social behaviour / crime is reported (see above) it is not considered under this Policy.
Religion or belief Consider religious or cultural observance including non-belief, practices of worship	Yes	Where religious/cultural periods are being observed, there is a risk of increased reports under this Policy due to noise, cooking smells, religious/cultural music.
Other protected or vulnerable characteristics: • marriage or civil partnerships • pregnancy or maternity?	No	

If the answer is NO to <u>all</u> questions and no differential treatment has been found there is no requirement for a full Equality Impact Assessment. Please go back regularly and review the cycle.
If the answer is YES to any of the questions please complete the rest of the form.

In what areas could the differential identified be considered to have an adverse impact in this function and what solutions will be introduced to overcome these adverse impacts?	<u>Race / Ethnicity:</u> The Policy sets out clear guidance on what will be considered anti-social behaviour and what won't be. As part of the Policy, we will be encouraging good neighbourly relations and understanding of each other's differences. We offer translation services where appropriate. <u>Gender Reassignment:</u> The ASB team are trained in identifying and responding to hate incident / crime reports. <u>Disability:</u> MSV work with local partners and statutory services in order to ensure customers with care/support needs are supported and can access services fairly. The Wellbeing & Tenancy Sustainment team support customers with care/support needs, appropriate inter-team working within MSV will take place to ensure that relevant support is in place where required. <u>Age:</u> The Policy sets out clear guidance on what will be considered anti-social behaviour and what won't be.

	As part of the Policy, we will be encouraging good neighbourly relations and understanding of each other's differences. <u>Sexuality:</u> The ASB team are trained in identifying and responding to hate incident / crime reports. <u>Gender:</u> The ASB team are trained in identifying and responding to domestic abuse and crime / stalking reports. <u>Religion/Belief:</u> The Policy sets out clear guidance on what will be considered anti-social behaviour and what won't be. As part of the Policy, we will be encouraging good neighbourly relations and understanding of each other's differences.
In what areas could the differential identified be considered a positive impact in this function and what strategies will be introduced to safeguard and spread these positive impacts?	Once the Policy is launched, we will monitor and evaluate the impact and learn from and spread any positive practice / impacts. The driver behind the Policy is a change in mindset and for neighbours to look out for each other, understand and celebrate each other's differences and reasonably compromise.
Which Action Plans have these solutions/strategies been transferred into?	Equality, Diversity & Inclusion Strategy Anti-Social Behaviour Policy / Procedure Neighbourhood Strategy
Who will be responsible for monitoring these Action Plans?	Ross Tomlinson, Head of Neighbourhoods

Ratified by: Committee/ Board / Delegated Approval **Date:**
(Highlight as appropriate)