



# Neighbours Matter

## Good Neighbours can be Great Neighbours...

...But if you are having problems with your neighbours we may be able to help.

Neighbour problems can vary and each person has a different idea of what is a nuisance. If you have a problem with your neighbour, ask yourself the following:

- **Is your neighbour intentionally trying to upset or annoy you?** For example, playing loud music late at night and ignoring your requests to turn it down.
- **Is the problem beyond your neighbour's control?** For example, continuous sounds of a baby crying can be thought of as a nuisance; however, it may be as distressing for the parents who may be in need of support and understanding at a difficult time.
- **Is there a nuisance being caused or is your neighbour just different?** Does the problem stem from a dislike of your neighbours? We do not choose our neighbours so there is always a chance that we will not get on with them. It is important to not become over sensitive to their noise or behaviour.
- **Have you had a disagreement or argument with your neighbour?** For example, a disagreement over parking, children playing or a high hedge. No one likes to be told what to do or feel like they are being criticised.

## What Can You Do?

Nuisance problems are often resolved by talking to the person concerned. Although you may find this difficult or expect it to be a waste of time, it is surprising how many people resolve things this way.

## What We Can Do:

If you feel uncomfortable approaching your neighbour, let us know and we will decide what action is best. We will deal with complaints confidentially where possible, and will always get your consent before we use any details you have provided.

We can also offer resolutions including Restorable Justice and Mediation, and in a small minority of cases we will seek legal action where appropriate. You can also seek your own civil action via the Courts if you wish. You may need legal advice and can contact the Citizens Advice Bureau or seek legal advice from a solicitor.

## Being a Good Neighbour:

- Speak to your neighbour regularly and be welcoming.
- Consider your neighbours routines. Sometimes you can remedy problems before they even start.
- Let your neighbours know if you are having a party and remember to keep noise down.
- Beware of shared walls and position noisy household appliances such as washing machines, TVs and speakers away from shared walls.
- If you have permission to keep a pet, look after it properly and don't let it foul public areas or cause a nuisance in any other way.
- Don't carry out noisy DIY work at night or early in the morning. If you are planning DIY work on a weekend let your neighbours know beforehand and try to keep the noise low.
- If you come home late at night, do not slam the doors or put the TV/music on too loudly.
- Remember that you are responsible for all members of your household, including visitors both in your home and the surrounding areas.
- Dispose of your rubbish properly. Put your rubbish bin out on the right day and only on the day it is due for collection; if you accidentally miss the collection, bring your bin back in. Rubbish can attract vermin, insects and other pests and is unsightly.
- You need written permission from MSV before you lay laminate or wooden flooring.
- When you park your vehicle be sure not to block anyone else's access. Do not over rev the engine early in the morning/ late at night. Try to park in front of your home and avoid slamming doors or shining your headlights into your neighbour's windows late at night.

## Useful contact details:

- MSV's Community Safety Team on 0161 226 4211 or [staysafe@msvhousing.co.uk](mailto:staysafe@msvhousing.co.uk)
- To report an incident to the Police, call 101 for a non-emergency or 999 for an emergency
- Or report an incident anonymously to Crimestoppers - <https://crimestoppers-uk.org/>

**If you need to report a problem with your neighbours call the Community Safety Team on 0161 226 4211 or email [staysafe@msvhousing.co.uk](mailto:staysafe@msvhousing.co.uk)**

**[www.msvhousing.co.uk](http://www.msvhousing.co.uk)**