



PA Housing

What
makes a

good
neighbour?



What makes a good neighbour?

At PA, we want everyone to feel comfortable so that you can all enjoy your homes in a peaceful and respectful environment. We know that living in a community means that neighbours may sometimes experience issues with each other, and these can still have a big impact, even if they don't meet the threshold for antisocial behaviour (ASB).

To support positive relationships, we've introduced a Good Neighbourhood Management Policy, which encourages residents to resolve concerns together where possible. This is here to help prevent issues from escalating and make sure that everyone feels heard and supported.

Each of you has a dedicated Neighbourhood Coordinator

(NC) who is active in your community. They're trained to provide advice and guidance to resolve concerns and will continue to receive training to better support you.

We understand that different lifestyles can sometimes cause challenges, but it's important to be tolerant and respectful of one another.



To provide clarity, the following are not considered ASB:

- Differences in lifestyle that aren't intended to cause nuisance.
- Occasional noise from music, household activities, or groups.
- Everyday movements such as walking, closing doors, or using appliances.
- Children playing outdoors, including ball games.

- Disputes between children.
- Groups of young people socialising (unless acting in an intimidating or threatening way).
- Parking disagreements where parking is not allocated.
- People looking / staring at each other.
- Cooking smells.
- Motorbike or car engines starting or running.

These concerns will instead be handled through our Good Neighbourhood Management Policy. This approach ensures fair and proportionate responses while also providing additional support where needed. If you're vulnerable or need assistance to resolve an issue, we'll assess your needs and offer you appropriate guidance.



Ways we can help

We know that neighbour disputes can be stressful, and we're committed to supporting you in resolving issues as smoothly as possible.

Here are some of the ways we can help:

Providing information and tools to resolve issues – We'll make sure you have the right information to manage neighbourhood concerns and will guide you on how to escalate matters if needed. Where appropriate, we can also speak to your neighbour on your behalf to explain how you feel and explore possible solutions.

Good Neighbour card – You can get this from our website. It's a tool you can use to notify your neighbour of any issues.

Good Neighbour Agreement – We may ask you and your neighbour to sign a Good

Neighbour Agreement to help set expectations and prevent further issues.

Mediation – If both parties are willing, we can refer you and your neighbour to a mediation service. Trained mediators provide an impartial space for open discussions and solutions.

Home inspection – In some cases, we may carry out an inspection of your home to see if improvements (such as soundproofing measures) could help resolve the situation.

The Noise App – If the issue relates to noise, we may ask you to record instances using our Noise App (available on the My PA App). This helps us to assess whether the concern falls under the Good Neighbourhood Management Policy or if it needs to be escalated under our Antisocial Behaviour Policy.

Working with partner agencies – Where appropriate, and with permission, we can work collaboratively with local councils, environmental health teams, or other agencies to provide the best possible support and guidance.

Managing expectations – We'll be open and transparent about the actions we can and can't take as a landlord. If there are limits to what we can do, we'll explain what other options may be available to you.


Recognising vulnerabilities and support needs – We understand that personal circumstances, health conditions, or other factors may affect how you experience an issue. Where necessary, we'll work with partners to ensure the right support and adjustments are in place.

Promoting positive neighbourhoods

To avoid unnecessary disputes, we ask that all residents:

- Inform neighbours if planning a one-off gathering or celebration.
- Be mindful of noise, especially late at night or early in the morning.
- Use rugs or mats on hard flooring in upper-floor flats to reduce noise.
- Keep pets under control and clean up after them.
- Supervise children and encourage respectful play.
- Park considerately and in designated spaces.
- Report fly-tipping and dispose of waste correctly.

We're committed to creating safe and welcoming communities where all residents can feel at home. If you need support or guidance, please speak to your Neighbourhood Coordinator, who will be happy to help.



**Thank you for
being considerate
neighbours and helping
us to build positive,
respectful communities
for everyone.**