

Good Neighbourhood Management policy

April 2025

Owning manager	Elizabeth Balmer- Head of Neighbourhoods
Department	Neighbourhoods
Approved by	Sally-Anne Underhill- Director of neighbourhoods and Customer Contact
Next review date	April 2028

Contents

	Page
1 Introduction	2
2 Objectives	2
3 Definitions	3
4 Key points of policy	3
5 Ways we can help	4
6 Appeal	5
7 Training	5
8 Monitoring and reporting	5
9 Advice and Guidance	5
10 Review	5
11 Legislation	6
12 Linked Policies	7

Paragon Asra Housing Limited (PA Housing) is committed to equality and diversity. This policy has considered the Equality Act 2010 and its protected characteristics which are: race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage, civil marriage and partnership, and pregnancy and maternity explicitly.

We will make sure that all of our communication is fully accessible and to achieve this if a policy or document needs to be available in other formats we will provide them.

1. Introduction

PA Housing is committed to supporting residents, so they feel safe and happy in their homes. This policy aims to deal sensitively and proportionally with complaints about behaviours that are not Antisocial Behaviour (ASB) but still cause a great deal of upset to residents and require a different response from us as a landlord.

This policy will provide a clear framework for dealing sensitively and proportionally with behaviours that are not Antisocial Behaviour (ASB) and require a different response from us as a landlord. Whilst we may be limited in our responses, this policy sets out how we may be able to assist by supporting good neighbour relations. We won't seek to apportion blame, nor will we consider any of the legal tools available to use in ASB cases.

This policy has been written in accordance with the Housing Ombudsman Service Spotlight on Noise Complaints "Time to be Heard" 2022.

2. Objectives

The aim of this policy is to educate our residents on what incidences are deliberate anti-social behaviour or not and provide them with the tools to manage these incidences and empower them to resolve them. Our aim is to encourage our residents to build good relationships with their neighbours and within the wider community, reducing any tensions that may occur.

This policy sets out the approach we will take should a resident experience upset or frustration resulting from a neighbour's behaviour or actions that are not deemed to be anti-social behaviour or another breach of tenancy.

We will consider the below when deciding whether a person's behaviour falls under the Good Neighbourhood Management Policy, or the Anti-Social Behaviour Policy is whether the behaviour is deliberate or intended to cause annoyance, alarm, or distress.

- The intention of the behaviour
- What is causing the behaviour
- Whether the behaviour can be classed as unreasonable activity

- How often the behaviour is occurring
- How long the behaviour lasts
- What time of day issues are happening
- What impact the behaviour is having on other residents

PA Housing recognises that reported behaviour can change in terms of severity and that something initially assessed as falling under the Good Neighbourhood Management Policy can evolve into Anti-Social Behaviour. We will regularly reassess our cases each time a report is received, making sure that all cases are correctly handled under the correct policy.

3. Definition

Below are examples of behaviour which we do not consider to be ASB include but are not limited to:

- Parking disagreements (if the other driver is parking in accordance with all contractual/legal requirements)
- Cooking smells
- Cultural differences
- People looking/staring at each other
- The positioning of refuse bins
- Personal relationship breakdowns
- Children falling out with each other
- Isolated incidents of loud music
- General household or living noise (babies crying, children playing, people talking and walking in their homes, closing doors and windows, vacuuming, and using white goods, DIY, working from home in a computer-based role)
- Motorbike/car engines starting/running

4. Key Points of the Policy

This policy applies to PA Housing residents including household members and visitors. For incidences that fall under this policy, we will not label someone as an “alleged perpetrator” or “victim.”

5. Ways we can help

- **Providing residents tools and information to resolve issues-** We will ensure you have the information you need to manage neighbourhood issues and where required, know how to inform us regarding an escalation of the issue. We may also speak to your neighbour on your behalf, to explain how you feel and try to find a solution. We might offer advice about measures that you or your neighbour can take, to minimize any impact on each other.
- **Good neighbour agreement (GNA)-** We may ask you and your neighbour to sign a Good Neighbour Agreement. A GNA is a voluntary agreement between residents (or between residents and a housing provider) that sets out expectations for respectful and considerate behaviour. It aims to promote a positive living environment, prevent conflicts, and encourage community cohesion.
- **Mediation-** Refer you and your neighbour to mediation. Mediation is a process in which a neutral third party helps people in conflict reach a mutually acceptable resolution. It is commonly used in disputes between neighbours.
- **Property inspection-** Carry out an inspection to see if any property improvements could help resolve a situation
- **The Noise App** – We may ask you to record incidences of noise on via the noise app on your mobile phone to share with your neighbourhood coordinator. This enables us to triage the noise complaint and decide whether this will fall under the Good Neighbourhood Management Policy or the ASB Policy.
- **Working with partner agencies-** There may be times where we work collaboratively with partner agencies, with permission, to share information and identify the best possible support and guidance.
- **Managing resident expectations** - At an early stage we will manage expectations by making you aware of actions we as a landlord are able to take, and those actions that we are not able to take and what options residents may have in those situations
- **Vulnerabilities and support needs** - At all stages we will consider the support needs of the residents. We also recognise that personal circumstances may affect a customer's tolerance, perception or ability to cope with certain situations. When we recognise that this could be a contributory factor, we will work with our partners to identify suitable support.
- **Sensitive Lets-** That we let new homes sensitively based on residents needs
- **Visibility of the Neighbourhood coordinator-** we will have a visible presence in our neighbourhoods.

- **Community events**- hold community events to build stronger communities and reduce tensions

6. Appeal

If a resident is dissatisfied with the decisions, we have made regarding a case managed under our Good Neighbourhood Management policy, we will respond in accordance with [PA Housing Complaints Policy](#).

7. Training

Training will be conducted for all relevant staff where required to make sure that they are aware of this policy and procedure. The colleagues identified as 'relevant' will be advised of the requirement to attend training.

8. Monitoring and Reporting

PA Housing undertakes monitoring to meet statutory requirements and achieve best practice. This is used to inform and improve our services.

The Director of People has overall responsibility for monitoring and reviewing the operation of this policy to ensure it meets legal requirements, is fit for purpose and reflects best practice.

All managers have a specific responsibility for operating within the boundaries of this policy and procedure, ensuring that colleagues understand what is expected of them.

All colleagues are responsible for reading, understanding, and adhering to the policy and any questions regarding its content or application should be directed to their line manager or the HR team.

9. Advice and Guidance

Advice, guidance and support will be provided by the HR team to all colleagues on the Vulnerable Residents and Reasonable Adjustment policy. The policy will also be made available to all colleagues via the company SharePoint site to ensure that they are aware of its existence.

10. Review

To ensure best practice around how we manage cases that are not defined as ASB, this policy will be reviewed every 3 years (from the date it is approved) by the Executive Management Team (EMT). This will ensure its continuing suitability and effectiveness.

If you have any questions about this policy, please contact:

Sally- Anne Underhill- Director of Neighbourhoods and Customer Service sally-anne.underhill@pahousing.co.uk

11. Legislation

PA Housing has responsibilities under legislation, regulation, and codes of governance including, but not limited to:

Legislation:

- Anti-Social Behaviour, Crime and Policing Act 2014
- Children's Act 2004
- Crime and Disorder Act 1998
- Care Act 2014
- Dangerous Dogs Act 1991
- Dangerous Wild Animals Act 1976
- Domestic Violence, Crime and Victims Act 2004
- Environmental Protection Act 1990
- Equality Act 2010
- General Data Protection Regulation 2018 & Data Protection Act 2018
- Housing Act 1988
- Human Rights Act 1998
- Noise Act 1996
- Protection From Harassment Act 1997
- Protection of Children Act 1978

Regulatory:

Consumer Standards (April 2024):

- The Safety and Quality Homes Standard
- The Transparency, Influence, and Accountability Standard
- The Neighbourhood and Community Standard

This policy is based on the recommendations made in the Housing Ombudsman Spotlight Report 'Time to be Heard.'

12. Linked Policies

- Anti-Social Behaviour Policy
- Domestic Abuse Policy
- Vulnerable Resident and Reasonable adjustment Policy
- Safeguarding policies
- Data protection policy
- Lettings policy
- Asset Management