



Good Neighbourhood Management Policy

If you need this policy in another format, for example larger print, audio format, Braille, Dyslexia friendly or in another language, please contact us.

1. Purpose of Policy (sub-paragraph numbering to follow 1.1, 1.2, 1.2.1, 1.2.2 etc)

- 1.1 This policy addresses low-level everyday neighbour issues which don't meet our threshold for antisocial behaviour (ASB) but are causing disruption and could escalate if not addressed early such as unintentional or everyday household noise, parking arguments, and lifestyle differences. It promotes early communication, shared resident responsibilities, and cooperative solutions like mediation rather than immediate blame or legal enforcement.
- 1.2 Whilst we may be limited in our response, this policy outlines the key principles we will use to deal with complaints of behaviour that is clearly causing upset or nuisance but where there is no intention to cause harm and where we do not consider the complaint to be ASB.

2. Scope

2.1 This policy applies to all:

- Tenants, joint tenants, household members, applicants, service users, residents and others who may be affected by noise or behaviour which causes a nuisance but which does not amount to ASB in connection with our housing services.
- Housing and Neighbourhood Services are responsible for the implementation and operation of this policy.

3. Key Legislation

3.1 In order to effectively deliver the aims and obligations of this policy ACHA will meet the requirements of the following:-

- Antisocial Behaviour Etc. (Scotland) Act 2004.
- Housing (Scotland) Act 2001
- Human Rights Act 1998
- Data Protection Act 2018
- Uk General Data Protection Regulation(UK GDPR)
- Regulation of Investigatory Powers (Scotland) Act 2000
- Housing (Scotland) Act 2014
- Equality Act 2010
- Protection from Harassment Act 1997
- The Performance Standards for Registered Social Landlords in Scotland as detailed in the Scottish Housing Charter.
- The terms of the Scottish Secure Tenancy Agreement and any other lease or agreement in place.
- Group actions by Unreasonable Complainants Policy
- Group Safeguarding Policy
- Group Estate Management Policy
- Group Data Protection and Privacy Policy
- Group Data Retention Policy
- Group Complaint Handling Procedure.

4. Definitions

- 4.1 The following are examples of the types of behaviour which will be covered by this policy.
- Where the behaviour is reasonable and does not meet our definition of ASB such as unintentional or normal household noise, children playing, DIY, parking disputes, lifestyle differences, dogs barking, and disputes about the use of shared spaces such as communal gardens.
 - Where the cause is assessed to be an environmental factor such as the location of the issue and the external environment or the fabrication of the building.
 - Where the behaviour or its impact is being driven by health for example the nuisance is a direct consequence of a health condition or the impact the nuisance is having is exacerbated by a health condition.
 - Where a neighbour dispute is at the centre of the problem. A neighbour dispute is a situation where one or more parties are contributing to a disagreement, there is no clear victim or perpetrator and the behaviour reported would not meet our definition of ASB.

5. Policy Statement

- 5.1 We will triage and assess all reports to separate low level neighbour disputes from anti social behaviour (ASB) and understand the best approach for managing them. This will be determined considering each case on its own circumstances, ensuring that we have enough information before making a final decision.
- 5.2 We will communicate the outcome of the assessment to the person making the report, ensuring they are clear on which policy applies to their concern and the reason for this.
- 5.3 We recognise that reported behaviour can change in terms of severity and something initially assessed as a Good Neighbourhood Management Issue can evolve into ASB.
- 5.4 The purpose of this policy is not to find fault or blame. The focus is on fostering good relationships, identifying practical solutions, ensuring correct support is in place and managing expectations.
- 5.5 We will encourage the person making the report to talk to their neighbour first as a lot of issues can be resolved by reaching out and having a conversation.
- 5.6 Matters dealt with under this policy often require a pragmatic, practical solution and the following are the kind of solutions which we could consider under this policy. This is not an exhaustive list.

- Providing practical advice and guidance or signposting to other agencies who may be better placed to assist.
- Carry out property inspections to check for repairs that may be contributing to the noise such as creaking floorboards, banging pipes, banging doors and to check that there is adequate floor coverings in the property.
- Consider practical, proportionate and cost-effective measures to reduce the impact of noise, such as anti-vibration mats, headphones, soft-close/slow-release hinges, carpets or rugs. ACHA may provide advice, guidance and signposting to potential sources of support or funding where appropriate. However, there are limits to the level of expenditure ACHA can reasonably incur, and we cannot fund extensive soundproofing or structural noise reduction works.
- Asking parties to make reasonable changes to activities as part of being a good neighbour for example wearing headphones if they are playing music late at night.
- Sending advisory letters.
- Referring parties to mediation.
- Referrals to support services.
- Inviting parties to be part of creating a solution which may be written into a voluntary agreement.

5.7 We seek to empower the parties involved to find their own solutions and adopt the suggestions which we think will help. Where parties refuse to cooperate unreasonably we may be unable to assist any further.

5.8 We recognise that personal circumstances may affect a persons tolerance, perception or ability to cope with certain situations. Where we recognise this may be a contributory factor we will look to make referrals for suitable support.

5.9 Matters dealt with under this policy often require a partnership approach. There may be times when another agency has more appropriate powers to deal with a problem or we may require the support of other agencies to assist us in taking our own action.

5.10 There may be times where we will be limited in the solutions we can offer for example:

- We may have no control over the issues at the centre of the matter.
- We require the support of another agency and are hindered in our ability to act further without it.
- The solution identified is disproportionate in terms of the cost and time or investment required.
- Where a party refuses to engage with the solutions offered without good reason.

6. Staff Development

6.1 All relevant staff will receive training in terms of this policy and there will be a guidance note to accompany this policy.

7. Performance Development

7.1 The effectiveness of this policy will be monitored and evaluated annually.

8. Policy Owner

8.1 This policy is owned by Housing and Neighbourhood Services

9. Review

9.1 This policy will be reviewed every 5 years or earlier if required due to substantive changes in legislation or regulatory requirements.

10. Complaints

10.1 We value complaints and endeavour to use information from them to help us improve our services. Complaints can be made if we fail to apply this policy properly or do not meet our organisational standards. Complaints are dealt with in line with our complaint handling procedure, a copy of which is available from our website, via the following link – <https://www.acha.co.uk/services-complaint-suggestion/> or alternative a copy can be made available on request.

[Document control to be appended to end of policy as follows:]

Reference – Department > ID Number [for new policy, this will be added by corporate services]		
Policy Name – Good Neighbourhood Management Policy		
Approving body - Policy Performance and Operations Committee	Next Review Date	11/2031
Date Equality Impact Assessment completed		

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