

# GOOD NEIGHBOUR AGREEMENT

At Community Gateway we are committed to making sure our tenants feel safe in their homes and neighbourhoods. We take a proactive approach in dealing with anti-social behaviour (ASB) and noise nuisance.

Your Tenancy Agreement states that you, or anyone living with you or visiting your home, must not do anything which causes or is likely to cause nuisance.

You are responsible for the behaviour of every person (including children) living in or visiting your home.

This agreement was created with tenants and includes everything you told us makes a good neighbour.

**Please read the full booklet to make sure you understand the commitments you're being asked to follow.**



# Good Neighbour Agreement

By signing this agreement, you are agreeing to treat your neighbours and your local area with respect and adhere to the following commitments:

## Noise

- Be respectful, your neighbours do not want to hear noise from your home, particularly late at night, or for long periods. Always keep noise at a reasonable level and be mindful that noise carries through walls, floors and doors. If asked, co-operate with your neighbours if they ask you to reduce noise.
- Be mindful, let your neighbours know in advance if you are going to do anything that creates noise.
- Be tolerant, we all must expect some noise from the people living around us.

## Children

- If you are a parent, consider how the noise of your children playing outside may affect your neighbours. Consider if there is a safer place to play such as a park.
- If children harass, intimidate or disturb others then complaints are justified, and parents must respond reasonably.
- Be tolerant of children playing outside and in communal spaces, it is important to recognise the difference between anti-social behaviour and children enjoying the outdoor space together.

## Parking

- Park considerately, taking into account access to other properties and roads. Avoid blocking entrances, dropped kerbs, garages or pavements. Do not cause obstruction to emergency service vehicles.
- Recognise that you do not have the right to park outside your home. Anyone can park on a public road if they adhere to any restrictions imposed by way of signs and markings and are not causing an obstruction.

## **Gardens**

- Do not allow your garden to become overgrown and unkept. Keeping it tidy and free of rubbish helps improve the look of the area. Where gardens look neglected, they can sometimes encourage fly-tipping.

## **Bins**

- Always make sure you use your own bins and do not put things in your neighbour's bin. Recycle as much as possible to reduce the level of waste.
- Make sure you put your bin out for collection no earlier than the night before your collection and always bring it back in after collection. Please present your bins in a secure, tidy manner to prevent obstructing footpaths. Ensure all waste is contained within your bin and the lid is fully closed.
- If you have a communal bin area, dispose of your rubbish correctly in the bins, and make sure the area around the bins is kept tidy.

## **Communal Areas**

- Do not block communal areas with prams, bicycles or other personal belongings.
- If you share a communal door, make sure it is always kept closed and you do not let anyone in that you do not know. This way everyone's homes are kept secure.

## **Bonfires**

- Do not burn rubbish or have open fires in your garden, on any Community Gateway land or open space.

## **Pets**

- Make sure you have permission to have a pet and ensure you have enough space within your property.



- Always keep your dog under control. Never let your dog off the lead, allow it to roam free or foul in shared communal spaces. If your dog fouls in a public space, you must clean it up.
- Get third party insurance to make sure you are covered if your pet causes damage or harm to an individual or their property.

## **You must confirm you've read this agreement and will act in accordance.**

By signing below, you agree that you, and anyone living in or visiting your home, will act in accordance to this Good Neighbour Agreement.

A copy will be removed from this booklet and kept by Community Gateway.

**TENANT COPY**

Name

Address

Signed:

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## **Good Neighbour Agreement**

By signing below, you agree that you, and anyone living in or visiting your home, will act in accordance to Community Gateway Association's Good Neighbour Agreement.

**CGA COPY**

Name

Address

Signed:

# Having issues that you'd like to report?

We've made it as easy as possible to report anti-social behaviour and noise nuisance to us. Contact us directly by:

- **Calling:** 0800 953 0213 (option 5)
- **Emailing:** [tenancy.management@communitygateway.co.uk](mailto:tenancy.management@communitygateway.co.uk)
- **Visiting:** [www.communitygateway.co.uk](http://www.communitygateway.co.uk)

Any criminal activities should be reported to the police by calling:

- 101
- 999 for emergencies
- 0800 555 111 to report incidents anonymously through Crimestoppers