

# Good Neighbour policy

The Good Neighbour policy aims to promote safe, clean, and inclusive communities. It aims to help manage issues between neighbours which fall below the Anti Social Behaviour threshold and encourage collaborative resolution.

The policy applies to all our customers but excludes hate crime, domestic abuse which have their own policies.

We encourage customers to sign up to our Good Citizen Agreement and all new customers are expected to sign this when they start their tenancy. The agreement promotes respect and consideration between neighbours.

## Examples of behaviours typically managed under this policy

- Noise levels not meeting the statutory standard (e.g., appliances, children playing or crying, dogs barking, door slamming, toilets flushing, sexualised noises)
- Keeping the area around the home safe and tidy (e.g., untidy gardens, keeping communal areas clear, disposing of rubbish correctly)
- Misuse of shared areas that affects the safety and pleasantness of the living environment
- Parking disputes
- Pets
- Neighbour disputes (including dirty looks, staring, non-abusive comments)
- Lifestyle clashes

## Some of the ways we try to help prevent disputes

- Through the use of starter Tenancies
- Pre-tenancy assessments
- Setting expectations at sign-up
- Settling-in visits
- Estate inspections
- Encouraging communication between neighbours

## Reporting

Customers are encouraged to try to resolve issues themselves. However, we also recognise that this may not be possible in some cases. Customers can report issues directly to us and we will consider the best course of action depending on the circumstances. You are not able to manage a tenancy and do not have the right support.

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## Support

Mediation can be a helpful way to sort out neighbour issues. It gives everyone a chance to talk things through with an independent mediator and agree on a way forward. Where it's suitable, we may refer customers to mediation, as it often helps resolve problems before they escalate.

Citizen recognises that some customers may need additional help to manage neighbourhood issues effectively. We are committed to identifying vulnerabilities and offering tailored support to ensure customers feel safe and empowered in their homes.

## Partnerships

Work with local authorities, police, health services, mediation providers, and community organisations.

You can read the full [Good Neighbour Policy](#) on our website.