

**LIVING
IN YOUR
COMMUNITY**



**A guide to
making our
communities
a better place
to live**

**Creating homes
shaping places**





Being a good neighbour is an important part of creating a healthy and happy community. Everyone has the right to enjoy life their own way, providing they are law-abiding and do not cause a nuisance to others. A good neighbour is considerate, tolerant and understanding of others and their lifestyles.

The information in this leaflet explains your responsibilities as a resident and how we support you in your community.





A GOOD NEIGHBOUR:

- Is considerate and mindful – understanding that their actions and lifestyle have an effect on the people around them;
- Is reasonable and tolerant – understanding that everybody's lifestyle is different and being lenient when there is a one-off disturbance;
- Doesn't cause a nuisance, annoyance or disturbance to others;
- Will talk to their neighbour when their neighbours actions are causing a problem;
- Informs their neighbours if they are planning something that may cause a nuisance, for example a party.

If you have problems with your neighbours, we encourage you to try and repair the relationship that has broken down. We can help you with this via mediation.

Mediation can be arranged with or without both parties meeting face-to-face. The mediator will work with both parties to help them communicate better, to understand each other's concerns and jointly come up with solutions to help resolve disputes.

The mediator's role is to arrange a meeting on neutral ground and encourage each person to:

- Talk freely;
- Explain their point of view;
- Find common ground;
- Come up with an agreed way forward.

In some cases, where this is not possible, the mediator can act as a go-between, handling messages between each party until you both reach an acceptable solution.

For more information on mediation please contact us on 0300 555 0500.



NUISANCE BEHAVIOUR

Antisocial or nuisance behaviour can take many forms and can be anything that interferes with the peace and comfort of other people.

Some examples of nuisance behaviour include:

- Having your music or television so loud it can be heard by your neighbours;
- Using noisy domestic appliances – vacuum cleaners for example – between 11pm and 7am;
- Arguing and shouting;
- Slamming doors;
- Allowing pets to cause a nuisance;
- Offensive drunkenness;
- Dumping rubbish and litter;
- Playing ball games close to someone's home;
- Overgrown gardens.

Harassment is a serious example of antisocial behaviour. You,

your family or your visitors must not harass any other residents, visitors, CHP employees or contractors.

Examples of harassment include:

- Racist or sexist behaviour or language;
- Using or threatening to use violence;
- Using abusive and insulting words or behaviour about someone's religion, disability, age, sexual orientation, appearance, mental or physical capacity;
- Damaging or threatening to damage, another person's home or possessions;
- Writing threatening, abusive, or insulting letters or graffiti.

Our Antisocial Behaviour co-ordinators are fully trained to tackle antisocial behaviour and take all incidents seriously. If you are experiencing problems we will support you to resolve them. As every case is different, how it is treated and the length of time to resolve the problem can vary.

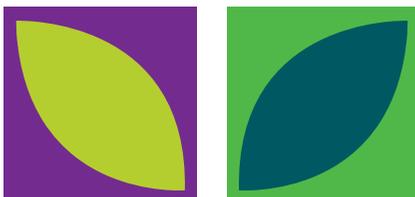


We are not responsible for the behaviour of our residents and can only take enforcement action if there is a **proven** breach of tenancy.

YOUR HOME AND GARDEN

You are responsible for keeping your home and garden (if you have one) clean, tidy and in good condition. You must make sure you, your family or visitors do not deliberately damage your home. Damage to internal fixtures and fittings are your responsibility.

You must get our written permission before making any alterations or improvements to your home. For more information, please see our Home Improvements and Alterations leaflet, which is available on our website www.chp.org.uk, or by contacting us on 0300 555 0500.



You should not allow trees to grow over two metres tall as it may affect your neighbour's property. Before cutting any trees down, you must find out if it has a Tree Protection Order (TPO). Please contact the council for a statement to prove the tree does not have a TPO against it.

PARKING

Please be considerate of others when you or your visitors park your vehicle(s).

Please do not:

- Block access for emergency services;
- Park any vehicle(s) on grass verges or footways;
- Park in your garden unless it has a properly constructed hard standing and dropped kerb;
- Park in front of garages where it will cause problems for those needing to use them;



- Park caravans or large trailers in shared parking areas;
- Park in bays not allocated to your property.

Untaxed/SORN (Statutory Off Road Notification) or un-roadworthy vehicles parked on land belonging to us will be removed.

PETS

You, or any person living in your home, must not keep any domestic pet or animal without first getting our written consent. If we give you permission you must make sure they do not become a nuisance to your neighbours. For example, you must ensure dogs are kept under control, secure within the garden of your property and any fouling is cleared up. Do not let pets become a nuisance by being noisy – especially late at night or early in the morning.

Pets are not allowed to roam off a lead or foul anywhere in shared garden areas.

SHARED AREAS (COMMUNAL)

You may share some areas with your neighbours such as:

- Corridors;
- Staircases;
- Lifts;
- Fire exits.

You must not obstruct or store anything in these areas, as they may cause people to trip or block a fire escape route. This includes storing vehicles, prams, trolleys or any other belonging and putting down doormats or carpets.

Please place your household rubbish in the bins provided and help keep the bin area tidy.

Larger items, such as sofas, can be collected by your local council by prior arrangement. Please do not leave these outside your home.

Our Estate rangers and Ground Maintenance team will ensure that the areas you live in are maintained to standards we have agreed with residents. This includes the standards of our



cleaning contract, the upkeep of communal areas and conducting neighbourhood audits to identify and report any issues of concern.

We ask that you report vandalism, graffiti, dumped rubbish or other problems in communal areas to our Quality of Life team on 0300 555 0500 or fill out an antisocial behavior and hate crime reporting form on our website, www.chp.org.uk.

CRIME

You, your family or your visitors must not use your home for illegal or immoral purposes. Examples of this would be selling or using illegal drugs, receiving stolen goods or prostitution.

If you witness any illegal activity or crime, such as damage to property or communal areas please report it to us and Essex Police. You can contact them on 101.

We will serve a Notice of Seeking Possession on any resident(s) convicted of an offence in or around their home.

This notice warns you that you have broken the terms of your tenancy and that we intend to apply to court for possession of your home.

REMEMBER...

Everyone deserves the right to live in a healthy and happy community. We do not tolerate antisocial behaviour and we will take action against people who break the terms of their tenancy. We can help you understand them so you know what behaviour is unacceptable. If you break the terms of your tenancy it could lead to you losing your home.

Our Housing Management team respond to all types of tenancy and estate management issues across Essex. You can contact them on 0300 555 0500.

**Contact us on
0300 555 0500 if
you would like
help to understand
the terms of your
tenancy.**

Please contact us if you would like a copy of this document in large print, on CD or in another language.

Proszę się z nami skontaktować, żeby otrzymać ten dokument w wersji dużym drukiem, na płycie CD lub w innym języku. (Polish)

倘若您需要本擋以大字體、音頻格式 (CD) 或另外一種語言提供, 請聯絡我們。 (Cantonese)

Bu belgeyi büyük boyutlu baskı olarak, CD ortamında veya başka bir dilde edinmek istiyorsanız lütfen bizimle irtibata geçin. (Turkish)

Kreipkitės į mus, jei norėtumėte gauti šio dokumento kopiją stambiu šriftu, jo garso įrašą kompaktiniame diske arba jei norėtumėte jį gauti kita kalba. (Lithuanian)

আপনি যদি এই নথিটির একটি কপি বড় অক্ষরের ছাপায়, সিডি তে অথবা অন্য একটি ভাষায় পেতে চান, অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন। (Bengali)

IF YOU HAVE ANY QUERIES PLEASE CONTACT US:

Tel 0300 555 0500
Text relay 18001 0300 555 0500
Email enquiries@chp.org.uk
Write to Myriad House,
33 Springfield Lyons Approach,
Chelmsford, CM2 5LB



INVESTORS
IN PEOPLE

