

Policy Owner	Christian Blackbeard	Business Area	Housing Services
Document Type	Policy		

Good Neighbour Policy

1.0 Aim / Purpose of the Policy

This policy sets out the standards of behaviour we expect from customers to help create safe, respectful and inclusive communities. It aims to prevent issues where possible, support early resolution, and ensure a fair and consistent approach when concerns arise.

It aims to:

- Promote positive neighbourly behaviour
- Prevent problems where possible
- Support early and informal resolution of issues
- Ensure a fair, consistent and proportionate approach when concerns arise

1.1 Coastline is committed to:

- Supporting our residents to feel happy and safe in their homes, by fostering safe and welcoming communities.
- Promoting good neighbour relations and tolerance of lifestyle differences. To educate residents on what constitutes deliberate ASB versus minor nuisances and provide them with the tools to manage these incidents.
- Providing options to resolve situations that are practical, and to empower residents to do so themselves.
- Working with partners in relevant organisations to help maintain good neighbourhood relations.
- Meeting our legal obligations.
- Remaining impartial.
- Treating hate crime and domestic abuse as unacceptable behaviour. We will follow our separate policy and procedure to deal with incidents of hate crime and domestic abuse.

2.0 Introduction

- 2.1 Coastline is committed to creating safe, healthy, and welcoming communities for our residents. We believe that fostering positive relationships between neighbours is key to enhancing the quality of life for everyone.

Scope

This policy applies to all residents, households members, visitors, and anyone living in or visiting a Coastline home or neighbourhood. It should be read in conjunction with our Anti-Social Behaviour (ASB) Policy.

We will do our utmost to promote good neighbour relations and tolerance of lifestyle differences in line with this Policy where we feel that a report is not ASB but may still cause distress or frustration.

Every person has different tolerances, expectations and perceptions when deciding if a behaviour is or is not appropriate. This means that some people will see certain behaviour as 'antisocial' even if the behaviour may be considered reasonable. Some behaviour may impact a customer but there is no intention by the other customer to offend / cause harm or upset and therefore may not be considered as unreasonable.

2.2 How do we determine what fits into this policy?

We will triage all reports and use the following guidance to manage our response:

Where there is no deliberate intention.	The incident will be handled through the Good Neighbourhood Management Policy.
Where there is no deliberate intention, but the behaviour lasts longer than 30 minutes at a time for more than 5 days in a 10-day period.	This will be handled through the Anti-Social Behaviour Policy.
Where there is deliberate intention.	The incident will be handled through the Anti-Social Behaviour Policy.

3.0 Being a good neighbour

3.1 We ask all customers to behave in a way that supports a positive community.

Being a good neighbour means:

- Treating others with respect, courtesy, and consideration
- Keeping noise to a reasonable level, especially at night
- Looking after your home and any shared or communal areas
- Managing pets responsibly
- Disposing of rubbish correctly
- Communicating politely and constructively if issues arise

Examples of behaviour which we do not consider to be ASB include, but are not limited to:

Noise

- General everyday noise such as opening and closing doors and going up and down stairs, washing machine noise and flushing the toilet
- Celebrations and lifestyle clashes
- Occasional noise made by a tenant or their household member who has protected characteristics
- DIY during the day
- Isolated or occasional incidents of shouting/arguing.

Untidy gardens

We will follow our 'untidy garden' and garden breach procedure when we receive a report or identify a garden that does not meet the tenancy obligations.

Misuse of communal areas includes:

- Littering
- Placement of bins
- Boundary disputes

- Parking disagreements

Reports that link to children including:

- Reports of nuisance playing
- Children crying

We will consider reporting it to the local Safeguarding team if we consider there are concerns for a child's safety.

Animal nuisance including:

- Sporadic and/or explainable dog barking
- Cats in gardens
- Cats toileting in gardens

Other forms of nuisance that we don't consider to be ASB are:

- Smells from cooking and cigarette smoking
- Reports linked to the use of medically prescribed cannabis unless there is evidence of an ongoing nuisance and there is a person identifiable for this
- Clashes of lifestyle – for example a situation where two or more households have very different characters or ways of living and are unable to enjoy a good neighbourly relationship
- Minor personal differences, such as receiving dirty looks, relationship breakdowns, children falling out or comments on social media
- The siting and use of CCTV unless it is used intentionally as a form of harassment
- The siting and use of lighting unless it is used intentionally as a form of harassment
- Noxious smells that aren't believed to be an illegal substance

Unacceptable Behaviour

We consider behaviour unacceptable where it negatively impacts others or the local community.

This may include:

- Persistent or excessive noise nuisance
- Verbal abuse, harassment, intimidation, or threatening behaviour
- Damage to property or communal areas
- Misuse of shared spaces
- Drug-related or other illegal activity

We will consider the impact of behaviour on others, not just the intention.

4.0 Managing customers' expectations

- 4.1 Coastline will deal with all reports fairly and consistently, keeping residents informed throughout the process. This includes clear communication and an early assessment to determine whether the report falls under our Good Neighbourhood Management Policy or the ASB Policy. If the issue is not a deliberate disturbance and does not meet the threshold for ASB, it will be handled under this policy.

At an early stage we will manage any unreasonable expectations by making residents 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. Neither confidentiality nor anonymity can be guaranteed, even when a resident requests it. This could include situations where we identify a safeguarding concern, or where a criminal offence has taken place.

4.2 Resolving issues early:

We encourage early resolution of issues wherever possible.

This includes:

- Encouraging neighbours to resolve minor issues informally where it is safe and appropriate
- Offering mediation to help reach mutual agreement
- Providing advice and guidance to support positive outcomes

We will always aim to **resolve concerns at the earliest stage**, using informal approaches wherever possible.

Support and Wellbeing

We recognise that behaviour can sometimes be linked to personal circumstances.

We will:

- Engage regularly with customers
- Identify support needs early and make reasonable adjustments in line with our Vulnerable Customers Policy
- Work with customers to address underlying issues alongside any concerns raised

We aim to balance **support with personal responsibility**.

Reporting Concerns

We encourage customers to tell us about concerns as early as possible so we can help resolve them quickly.

You can report concerns by:

- Contacting our Customer Access team
- Speaking to your Tenancy Co-ordinator
- Raising issues during visits and Community Standard Inspections.

All reports will be taken seriously and handled appropriately.

Our Approach to Action

We take a **fair, proportionate, and evidence-based approach** when responding to concerns.

Our response may include:

- Advice and guidance

- Informal warnings
- Mediation
- Formal action where necessary

We will consider:

- The severity and impact of the behaviour
- Any vulnerabilities or personal circumstances
- The need to protect others in the community

What you can expect from us

When you contact us, you can expect that we will:

- Listen and take your concerns seriously
- Act fairly and consistently
- Keep you informed about progress
- Consider individual circumstances and vulnerabilities
- Work to resolve issues as quickly as possible
- Respect confidentiality where appropriate

Coastline can offer several resolutions to resolve disputes and maintain positive neighbourly relationships. We will tailor our approach to each report. The types of resolutions may include:

- Ask if you can speak to your neighbour about your concerns, if it is safe and appropriate for you to do so. We will give you plenty of support and advice about how to approach this conversation
- Encouraging you to send a Dear Neighbour Card – we have a template that customers can print off from our website to use to inform a neighbour that they are causing them disturbance or upset.
- We can contact the neighbour about the report to offer tips and guidance if the Reporting Person wishes us to
- Arrange and support mediation to resolve issues
- 'Good neighbour agreements' to offer guidance between neighbours
- Refer to support agencies such as mental health, drug and alcohol and adult and children services.
- Initiate and participate in multi-agency working to discuss and attempt to resolve rising tensions.
- Arranging community events to build knowledge and understanding in neighbourhoods

5.0 Working with other organisations

- 5.1 Coastline will work with partners in relevant external organisations to develop consistent and effective measures to tackle instances where there are reports of ASB disputes, unreasonable behaviour and disturbances so we can support everyone involved.

6.0 Information sharing and Data Protection

- 6.1 Coastline is committed to being open about how we are managing reports so that we can manage individuals' expectations about the outcome. This will include keeping reporting persons informed about what measures we are taking.

In applying this policy, we will comply with Coastline's Data Protection Policy and ensure that the personal information supplied by customers is always protected. Any staff found abusing the case management system will be subject to the Coastline Group Disciplinary Policy.

Within the provisions of our Data Protection Policy, we will share information with other agencies including Devon and Cornwall Police and Cornwall Council where this is appropriate.

7.0 Equality, Inclusion and Diversity

- 7.1 Coastline will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equalities Act 2010.

Coastline will make this policy available in other languages and formats on request.

We are committed to treating all customers fairly and with respect.

We will:

- Consider disabilities, vulnerabilities, and individual needs
- Make reasonable adjustments where required
- Ensure our approach is inclusive and non-discriminatory

8.0 Review

- 8.1 Coastline will monitor this policy to ensure it meets good practice and current legislation and will review it in accordance with our review timetable for all policies.