AN EASY-TO-READ SUMMARY OF OUR GOOD NEIGHBOURHOOD MANAGEMENT POLICY

Pride. Quality. Integrity. Innovation.

Business Information provided by Gloucester City Homes

About this guide

This guide explains how GCH will deal with reports of noise and other behaviour that does not reach the level of anti-social behaviour (ASB). This guide is for GCH customers and anyone who supports them.

This is an easy to read version of our full **Good Neighbourhood Management Policy**

What the policy covers



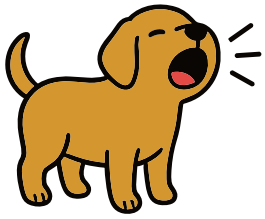
babies crying



children playing



DIY

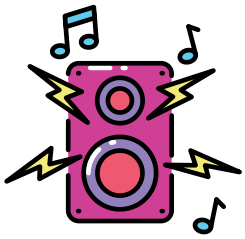


dogs barking

footsteps



general living sounds



groups in communal areas

loud music

neighbours talking



long grass



parking

There are **separate policies** for anti-social behaviour {ASB), domestic abuse and safeguarding.

What happens when you make a report

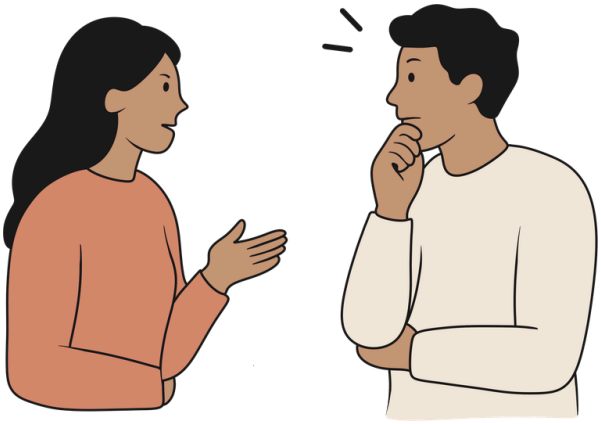
When we receive a report:

- We will look into what happened.
- We will follow our Good Neighbourhood Management policy.



Our Neighbourhood Manager or Specialist Housing Manager will contact you within **5 working days**, to discuss your report.

We will ask you to talk to your neighbours first. Sometimes people don't realise that they are making noise or causing a nuisance.





Talking to your neighbours before making a report can keep friendships strong in your community.

We will support you to talk to your neighbours.

If you would prefer to send a letter, we can provide a sample letter.







When we need more information, we will ask you to write down what is happening, and what time it is happening.

We may ask you to record noise on your phone using the **Noise App**



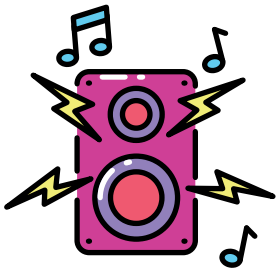
There are some things we **cannot stop** people doing.

These might be:

- the smell of drug use in homes
- lifestyle noise
- someone's car legally parked outside your home
- arguments between neighbours
- lifestyle differences

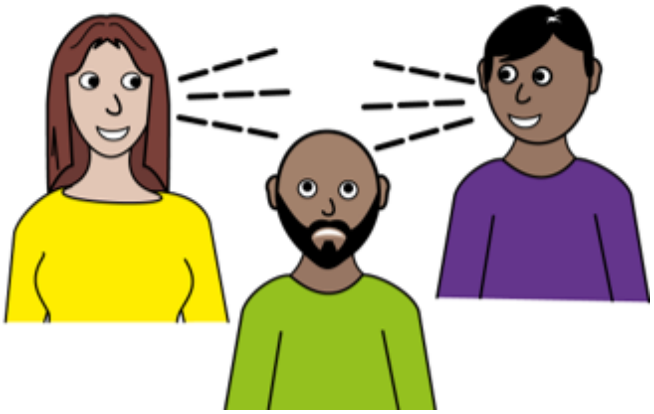








We can help with **mediation.**



This means arranging a conversation with a third person, who is not involved in the argument

GCH will also **support** with noise reduction by:



Removing any hard floors, particularly when they are upstairs, in our empty properties

Leave carpets in our empty properties, where they are clean



Assess what impact people moving in will have on the community

Assess the right home for people (e.g. a house or a ground floor flat)



For new customers, GCH will explain **what is expected** of them as a tenant and neighbour as part of their tenancy agreement.

GCH will also talk to new customers about **finding money for carpets** which may help reduce noise.

For existing customers, GCH will talk to them about **finding money for carpets** which may help reduce noise.

GCH will also look at **support for noise concerns**. This might be something like foam door closers or anti-vibration mats for washing machines.



When does noise come under the anti-social behaviour (ASB) policy?



If noise has happened **over 2 weeks**, and is becoming **upsetting or alarming**, GCH will treat under the ASB policy

ANTI-SOCIAL BEHAVIOUR POLICY

COMPLAINTS POLICY

If customers are unhappy with how GCH approach this policy, this will be handled under the **complaints policy**