



GOOD NEIGHBOUR POLICY

Freebridge
COMMUNITY HOUSING



Good Neighbour Policy			
Last Reviewed	June 2026	Next Review	June 2029
Responsible Officer	Chief Operations Officer		

Policy statement: This policy sets out our expectations of residents in relation to behaviour that affects neighbours and the wider community. It aims to promote safe, respectful, and inclusive neighbourhoods where people can live peacefully and feel confident in their homes.

The policy also explains how the Freebridge will respond where behaviour falls below acceptable standards.

Policy detail:

This policy applies to:

- All tenants, leaseholders, and occupiers of our homes
- Members of a household and visitors
- Behaviour occurring in homes, communal areas, gardens, shared spaces, and the immediate locality

Our Approach

We are committed to:

- Encouraging respectful behaviour and early resolution of issues
- Taking a fair, proportionate, and consistent approach
- Balancing individual freedoms with the rights of neighbours to quiet enjoyment of their home
- Safeguarding children and adults at risk
- Working in partnership with residents and relevant agencies where appropriate

What we expect from residents

Residents are expected to:

- Treat neighbours with respect, courtesy, and consideration
- Be mindful of how noise, behaviour, and lifestyle choices impact others
- Take responsibility for the behaviour of household members and visitors
- Use their home and communal areas appropriately
- Raise concerns calmly and appropriately, rather than confronting neighbours aggressively

Examples of unacceptable behaviour

The following behaviours are not acceptable and may result in action being taken:

Noise and disturbance

- Persistent loud music, television, or gaming
- Shouting, arguments, or banging, particularly late at night or early morning
- DIY or household activities at unreasonable hours

Harassment, intimidation, or abuse

- Threatening language or behaviour
- Verbal abuse, hate-related behaviour, or discrimination
- Repeated unwanted contact or intimidation

Use of property and communal areas

- Damage to property or communal facilities
- Obstruction of shared areas
- Unsafe or unhygienic use of balconies, gardens, or corridors

Nuisance or anti-social behaviour

- Drug-related activity or criminal behaviour
- Excessive visitors causing disturbance
- Neglect of pets leading to noise, fouling, or danger

What we will do

We will:

- Take reports seriously and respond in a timely manner
- Maintain contact throughout the process to make sure individuals feel supported. This support will be tailored according to need.
- Assess risk, including safeguarding concerns

- Record incidents accurately and confidentially – there are occasions where confidentiality cannot be guaranteed but we will discuss that with the customer reporting the incident so they can decide how to proceed once they understand these limitations
- Use early intervention where possible, such as advice, warnings, or mediation
- Work with partner agencies where appropriate (e.g. local authority, police, support services)

Where behaviour persists or is serious, we may take formal action in line with tenancy agreements and relevant legislation.

What we cannot do

We cannot:

- Resolve disputes where there is no breach of tenancy or policy
- Act without sufficient information or evidence
- Disclose personal information about other residents
- Replace the role of emergency services where criminal or urgent risk exists
- Take direct enforcement action against perpetrators of anti-social behaviour who are not our tenants; where this happens, it should be reported directly to the Council or the Police. However, we will offer support and signposting services as required.

Reporting concerns

Residents should:

- Report issues as soon as possible
- Provide clear, factual information (what happened, when, where, and who was involved)
- Avoid retaliatory or confrontational behaviour

Reports can be made through:

- Our customer experience team
- Your community advisor
- Emergency services, if there is immediate risk to people or property

Mediation and resolution

Where appropriate, we may offer:

- Informal resolution or facilitated discussions

- Independent mediation services

Mediation is voluntary but often effective in resolving neighbour disputes before they escalate.

Enforcement and action

If unacceptable behaviour continues, we may take action including:

- Written warnings
- Acceptable Behaviour Agreements
- Community Protection Warnings or Notices (where applicable)
- Civil Injunctions
- Legal action, up to and including possession proceedings

Any action taken will be proportionate and consider vulnerability, support needs, and safeguarding responsibilities.

Equality, diversity and safeguarding

We are committed to:

- Treating all residents fairly and without discrimination
- Making reasonable adjustments where required
- Recognising and responding appropriately to safeguarding concerns
- Ensuring that enforcement does not unfairly impact vulnerable individuals

Review

This policy will be reviewed regularly to ensure it remains effective, lawful, and reflective of best practice.