

# Approaching your neighbour

If you're having problems with a neighbour, you should approach them yourself first (as long as you feel able to do so).

Explain what the problem is. Describe it clearly, and tell them how it makes you feel and how it affects you and your family.

Your neighbour might not even have known there was an issue. Getting it out in the open might help to sort things out.

Shouting or losing your temper might lead to your neighbour to feel defensive.

You're most likely to get things sorted if you approach the situation when you're calm and open to discussion.

## When is approaching my neighbour not the right option?

If you're experiencing violent behaviour or harassment, it's safer if we manage the case. Get in touch and we'll help. You can find our contact details on the back of this leaflet.



# What is mediation?

Basically, a mediator comes in to help settle a dispute. A mediator is a member of PA Housing staff and - crucially - unbiased to either party.

The mediator will help create a safe space where you and your neighbour can work out your differences. He or she will try and find a middle ground between both of your points of view.

## What are the benefits?

Mediation can stop a problem escalating. It's quicker, easier and cheaper than legal action, too.

We highly recommend it – if you've tried speaking to your neighbour and it hasn't solved the problem, get in touch with us and we will refer you.

Please remember that we all need to be tolerant of other people's lifestyles, within reason.

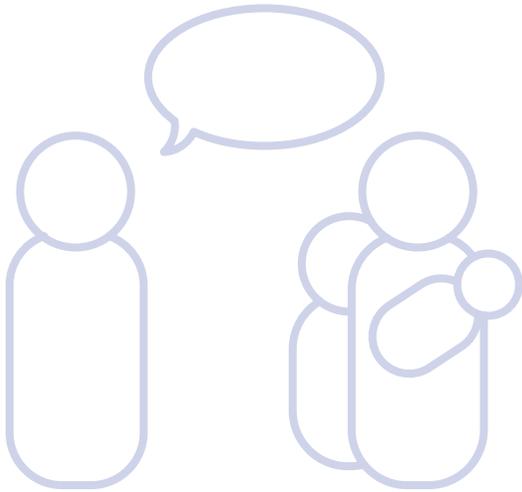
# Dealing with neighbour disputes



# Here is some advice on how to handle problems with your neighbour

## In this guide, we explain:

- what we mean by a neighbour dispute
- how to approach your neighbour
- what to do when dealing with the dispute yourself is not the right option
- what mediation is and its benefits.



Talking honestly with your neighbour about the problem might help to solve it quickly.

## What is a neighbour dispute?



A neighbour dispute is a disagreement between residents. We usually encourage you to talk to each other first before looking for intervention. We know from experience that reporting the matter to us can sometimes make things worse.

### We don't normally take action with the following:

- one off parties, loud music, bonfires or BBQs
- untidy gardens
- small arguments between households
- children falling out with one another
- parking disputes
- day to day disagreements about things like:
  - cooking smells
  - noise of children playing
  - noise from washing machines and hoovers
  - smoking within your own home and garden
- young people playing and gathering socially, (unless they are being inconsiderate and/or intimidating)
- day to day pet noise and fouling (unless it's ongoing).

### Contact us:

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