

# Good neighbourhood management policy and procedure

**Version: 1.0**

**Document reference:**

**Document owner: Head of Service Improvement**

**See also:**

**Date last reviewed: N/A**

**Date due for next review: July 2026**

This Policy will be applied in a way that will not discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Version number	Amendment	Amended by	Date
1.0	Following the publication of the Housing Ombudsman's Spotlight on Noise report, this policy was developed. It brings together various aspects of policies already in place.	Annette Morrison	25 <sup>th</sup> July 2023

## 1. Introduction

---

- 1.1 This Neighbourhood Management policy and procedure aims to establish good neighbourhood relationships by outlining residents' rights and responsibilities regarding various aspects of community living.
- 1.2 Newlon aims to promote mutual respect, consideration, and the overall well-being of all residents, so that residents can contribute to a positive and enjoyable community experience.
- 1.3 The Good Neighbourhood Agreement is attached to all tenancies issued, which outlines expectations for residents living in Newlon properties.

## 2. Allocations

---

Where Newlon is aware that there is a history of reports relating to noise transference or anti-social behaviour (ASB), we will liaise with the local authority around a sensitive lettings approach. For example where there has been known noise transference from the flat above to the flat below, Newlon will aim to avoid allocating to a family with small children.

All local authorities have been written to in light of the Spotlight on Noise report requesting that information is shared about prospective residents.

## 3. Parking

---

The following are the broad principles that Newlon have adopted in relation to the management of parking spaces within their responsibility, as outlined in more detail in the Parking policy.

- Where there are designated parking areas or allocated parking spaces on estates managed by Newlon, residents have the right to use these, if permitted to do so.
- Residents must park only in the designated areas, avoiding obstructing driveways, access roads, or emergency exits.
- Vehicles must be taxed, have a valid MOT certificate, insured, and in roadworthy condition. Residents must adhere to any additional parking regulations enforced by local authorities.
- In addition the following rules apply to all those parking at Newlon schemes:
  - If the vehicle is off the road a SORN (Statutory Off Road Notification) certificate must be produced.
  - If a vehicle is off the road for longer than 12 months it must be removed.
- Where there has been reports of ASB such as parking in the wrong bays, or speeding in the car park or playing loud music causing a disturbance to others, this matter will be initially investigated by the Neighbourhoods team.
- Neighbourhoods will check with the parking contractor as to who owns the car associated with the Anti-Social behaviour. Once the details are provided, in the first instance, the resident should be warned that there have been complaints and that they will have their parking permit removed if repeated.
- Where there has been no improvement and there are further complaints then the resident should be advised that the parking permit will now be removed and the neighbourhood

team will instruct the parking contractor. Some cases will be taken forward as a breach of tenancy depending on the severity, this will be managed by the Income and Investigations team.

## **4. Pets**

---

The following are the broad principles that Newlon have adopted around pets, as outlined in more detail in the Pets policy.

Most of our properties have a no pets policy, this will be made clear in advance of a resident moving into a property. Assistance dogs will be exempt from the no pets policy though permission will still be required. Residents are responsible for their guests and ensuring that their guests do not visit a 'no pet scheme' with pets.

### **4.1 Schemes where pets are allowed – the following rules apply:**

- Where pets are allowed tenants must still ask for permission.
- The property/environment must be suitable for pets for permission to be granted.
- Permission will not be granted for pets where there are already more than two animals at the property (with the exception of small caged animals and fish).
- Permission will not be granted for animals which require a special licence because it is unusual or potentially dangerous.
- Permission is conditional on residents looking after their animals responsibly.
- Permission can be withdrawn if the animal becomes a nuisance or there is evidence of mal-treatment.

### **4.2 The following conditions apply:**

- Tenants must clean up after their pets.
- Pets and properties should be kept in a hygienic manner to avoid unpleasant smells or health risks.
- Pets should be chipped and cats neutered.
- Residents must ensure their pets are well-behaved, do not pose a threat to others, and do not cause excessive noise or nuisance and that they make adjustments to prevent noise becoming a nuisance for neighbours.
- Pets must not be used to breed.
- Pets must not be left unattended for more than 24 hours (for dogs this is no more than 4 hours).
- Dogs must be on a lead when staff/contractors visit and when in public.
- Dogs must wear a tag.
- Dogs must not a dangerous dog breed as defined by the Dangerous Dog Act 1991.
- Residents have the right to keep pets, subject to specific regulations, where applicable.

### **4.3 Withdrawal of permission**

If a pet is causing a nuisance or danger then permission will be withdrawn. Permission can be withdrawn if any of the following occur:

- Excessive barking/noise.
- Dogs roaming without a lead or being used to intimidate people.
- A tenant fails to report if their animal is registered under Dangerous Dog Act 1991.
- A tenant does not appropriately dispose of their pet's fouling.
- A tenant has more than the maximum number of permitted pets.
- The keeping of other animals without adequate facilities.
- Where pets are not looked after adequately/are neglected.

#### **4.4 Pet companions**

On an exceptional basis Newlon will consider applications for permission to keep companion cats/dogs. Supporting evidence to demonstrate why they require such a companion will be required and how this will positively impact on them, as well as the completion of the Pet Agreement. Where the scheme does not allow pets, and the resident has submitted medical documents, the case should be assigned and managed by the Neighbourhoods team. Standard letters relating to this applications are on Dynamics.

They will still be required to meet the conditions outlined above

### **5. Parties, barbecues (BBQs) and gatherings:**

---

- 5.1** Where a resident wishes to host a social gathering within their homes, they should ensure the following:
- Residents must ensure that their parties and gatherings do not disrupt the peace and quiet of others.
  - Noise levels must be kept at a considerate level, especially during late evening hours.
  - It is expected that neighbours would be approached in advance of the event to be advised of this gathering.
  - Regular social gatherings causing a disturbance to others will be treated as ASB.
  - Barbecues are not permitted on residents' balconies due to fire risk.

### **6. Noise**

---

- 6.1** Residents must be considerate of their neighbours' need for peace and quiet. Excessive noise, particularly during night time hours, should be avoided. Musical instruments, televisions, and other electronic devices should be kept at reasonable volumes.

### **7. Use of communal areas**

---

- 7.1** Residents have the right to utilise and enjoy communal areas, subject to any specified rules or limitations.
- Residents must use communal areas in a respectful manner and leave them in a clean and tidy condition.
  - Parents and guardians are responsible for supervising their children and ensuring their safety while playing, as well as ensuring that they respect the rights and privacy of other residents and avoid causing damage or disturbances.

- Any damages caused to communal property must be reported to Newlon promptly.
- Residents must comply with any rules or regulations set by Newlon regarding the use of communal areas.
- Residents should not leave any items in the communal area, as this can be a fire risk as well as a potential threat preventing an easy exit in the event of a fire. Newlon will arrange for the removal of these items following the TORT process. (See Appendix 1 of Estate Management Procedure).
- Residents are not permitted to charge items in the communal areas such as bikes and scooters.

## 8. Summary of potential action to be taken, depending on severity of situation

Issue	Where to report if there is a concern	Initial Investigation	Options for Newlon or Resident – Low Impact	Options for Newlon or Resident – High Impact
<b>Parking</b>	Initial report to Service Centre who will then pass it on to the Neighbourhoods team.	Newlon will need to establish who the resident is, which may involve contacting the parking contractor.	Contact resident who is responsible.	Where there is a serious breach, staff may visit, or permit may be withdrawn or action taken against tenancy.
<b>Pets</b>	Initial report to Service Centre who will pass it on to the Neighbourhoods team.	Newlon will need to establish who has the pet, collate the full picture of what the concerns are and whether the person has permission for the pet.	Contact resident who is responsible.	If it is clear that conditions for permission have been breached, options may be to withdraw permission or action against tenancy will be taken. Possibly ask to keep diaries.
<b>Parties, BBQs,</b>	If resident has been approached and there has been no change, initial report to Service Centre.	Newlon will need to ascertain whether it is a one off incident or a pattern of behaviour, this will be dependent on the information provided about the frequency of the incidents.	Use 'Dear Neighbour' card or speak to person who held party where this is a concern.	Ask for diary sheets where this is a pattern of behaviour. Action could be taken against tenancy where there is clear evidence of a serious breach. Resident will be asked to report to Environmental Health/noise pollution in LA, and use The Noise App in some cases.
<b>Noise</b>	Initial report to Service Centre who will pass it on to Income	We will need to ascertain whether it is a one off incident or a	Action could be to speak to the person who is responsible for the	Ask for diary sheets where this is a pattern of behaviour. Action

	and Investigations.	pattern of behaviour, this will be dependent on information provided about the frequency of the incidents and whether it is noise or ASB.	noise where this is a concern or assist with mediation.	could be taken against tenancy where there is clear evidence of tenancy breach.
<b>Misuse of communal areas.</b>	Initial report to Service Centre who will pass onto the Neighbourhoods team.	Newlon will need to establish the severity, regularity and whether there are any Health and Safety implications.	Where serious misuse is occurring, consider taking action against tenancy.	Removal of items, write to resident responsible, text residents where it's unknown who is responsible.