



If your relationship with a neighbour is starting to negatively affect you, and/or if you don't want to speak to your neighbour in person, please contact us by emailing office@wyedean.org or call 01594 838 000.

*Our office hours are 9am to 5pm Monday to Friday.
(Closed between 1pm – 2pm)*



Wyedean Housing Association



11 St. John Street, Coleford, Glos. GL16 8AP

Tel: 01594 838 000
office@wyedean.org
www.wyedean.org

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Housing
Ombudsman Service



Good Neighbour Guide



Most of us have neighbours, and while we may not see each other every day or pop in for a cup of tea and a chat, we will all be aware of hearing each other going about our daily activities. Some of you may share communal areas with neighbours.

We all have different daily living routines, and we need to be mindful of these. Remember that you're a neighbour, and if you're considerate of others, ideally, your neighbours will be considerate too.

Be a good neighbour

- Let someone know if you are ever worried about a neighbour
- Try to minimise the disturbance from your property. For example, keep noise at a considerate level, park sensibly and keep your garden tidy
- Be kind and tolerant of other people and their lifestyles
- Keep your property in a reasonable and tidy condition
- Give your neighbours space, not everybody wants to be friends with their neighbours, and this must be respected
- Always be polite and considerate and ask everyone living in or visiting your home to do the same
- Let your neighbours know in advance if you are having a party or event
- Do not react to noise nuisance by banging on walls, thumping ceilings or stamping on floors
- Remember, if you can hear your neighbours, it's very likely they can hear you too

Having problems with your neighbour?

Try to solve the problem yourself, but before doing so, ask yourself:

- Am I being reasonable?
- Does the nuisance occur frequently or occasionally?
- Am I the only one disturbed/annoyed by the nuisance, or do other neighbours have the same complaints?

Approach your neighbour, don't leave it too long. If you wait for a while before speaking to your neighbour chances are that matters will escalate.

How to speak to your neighbour about a problem

- Stay calm and friendly
- Be respectful, reasonable and pleasant
- Plan what you are going to say beforehand
- Try and choose a good time to speak to them
- Be clear about what the problem is and how it is affecting you or anyone living in your home
- Keep to the point
- Don't bring up past events, focus on the current problem
- Listen to your neighbour's point of view

If your neighbour becomes unreasonable, end the conversation and walk away from the situation.

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