

# Being a good neighbour



**You must keep to the terms of your tenancy agreement. This includes behaving reasonably and considering other people.**

Everyone is entitled to enjoy their home quietly and peacefully. Don't make too much noise, be a nuisance or disturb your neighbours. Make sure that anyone living with you or visiting your home behaves in a reasonable way.

If you have a problem with your neighbours, talk to them. Often people do not realise they are disturbing others. Explain to them politely that they are causing a problem.

We consider a good neighbour to be someone who understands other people's different lifestyles, takes care of their home and lets their neighbours quietly enjoy their own homes.

A one-off falling out can usually be sorted out between neighbours. A polite discussion is often enough to solve the problem. If the situation carries on or turns into something more serious, you should call your housing officer on 020 8709 4300, even if your neighbour is not a Gateway resident.

We also promote 'good neighbour agreements' where you and your neighbours can agree what you think is good behaviour and sign up to keep to the agreement.

**Remember, be considerate and only treat your neighbours as you would expect to be treated yourself!**

## Here is some helpful advice on being a good neighbour.

- Warn your neighbours if you are going to do something particularly noisy (for example, drilling, hammering or having a party).
- Keep the noise from radios, stereos and TVs at a reasonable level, at all times of the day. Do not put these systems against walls you share with other properties. Place them on rubber mats or carpets.
- Make sure you do housework or DIY at reasonable times of the day. Keep noise, in or near your home, right down from 9pm until 8am.
- Be quiet when you return home late at night. Don't slam doors, hoot car horns or shout to your friends.
- Put your household rubbish in the bins provided and make sure that the area around the bins is kept tidy. If you have any bulky household items you no longer want, your local council can collect them free of charge.

- Park your vehicle responsibly and do not block access for emergency services. Do not carry out car repairs in the parking bays or leave your car in a dangerous condition. The council will remove any vehicle free of charge (one a year) if you ask them to do so.
- If you have a garden, make sure you keep it neat and tidy. This may mean just picking up litter or keeping the grass and hedges cut. An untidy garden is not only unattractive, but reflects badly on the area where you live.
- Be a responsible pet owner. If you have a dog, make sure it does not bark or whine for long periods of time. Do not leave your dog alone if you are away from home for a long time. It is your responsibility to keep your pets under control in public areas and to clean up after them.
- Make sure that you and your children think about how your children's playing habits might affect your neighbours.

You can ask for this leaflet in large print, on audio tape or in another language. Please contact us on 020 8709 4300.

আপনি এই লিফলেটটি বড় ছাপায়, অডিও টেপে বা অন্য যে কোন ভাষায় পেতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

Waxaad dalban kartaa warqaddan oo ku daabacan farta waawayn, iyadoo ku duuban cod ama ku tarjuman luqadaha beesha. Fadlan nagala soo xidhiidh telefoonka ah 020 8709 4300. [Somali]

Możesz poprosić o tę ulotkę drukowaną dużą czcionką, w postaci zapisu audio lub w innym z języków społeczności. Skontaktuj się z nami pod numerem telefonu 020 8709 4300. [Polish]

Quý vị có thể xin tờ rơi (tờ thông tin) này bằng khổ chữ lớn, bằng ghi âm hoặc tiếng nói khác trong cộng đồng. Xin vui lòng liên lạc với chúng tôi, điện thoại số 020 8709 4300. [Vietnamese]

你可要求這份單張的大字印刷本、錄音或其他社區語言的版本，請致電 020 8709 4300 與我們聯絡。 [Chinese]

آپ یہ کتابچہ بڑے حروف، آڈیو یا کسی دوسری کمیونٹی زبان میں طلب کر سکتے ہیں۔ براہ مہربانی ہم سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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North River Alliance

## Gateway Housing Association

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[www.gatewayhousing.org.uk](http://www.gatewayhousing.org.uk)

This leaflet gives you information on the services we will provide to you.  
The leaflet does not affect your rights as set out in your tenancy agreement.  
Thank you to all the residents who helped to produce this leaflet.

