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PURPOSE

The Good Neighbourhood Management Policy (**GNM**) outlines Adullam Homes Housing Association (**AHHA**) approach, considerations, and limitations in responding to housing-related reports that fall outside ASB management but still require our attention as a landlord. It explains how we assess such cases, the solutions and support we can offer.

1. **INTRODUCTION**

- 1.1 **Anti-social behaviour (ASB)** is a broad term covering a wide range of behaviours, with no definitive legal list specifying what does or does not constitute ASB.
- 1.2 In some cases, reports we receive may not be appropriate to manage under an ASB approach. This may be because the reported behaviour or activity is not unreasonable, does not meet the criteria for ASB, or stems from underlying environmental factors or the health and wellbeing of those involved. Addressing such situations through an ASB framework can lead to frustration and potential escalation.

2. **SCOPE**

- 2.1 This policy applies to people who live in any of our properties, as well as those that reside in other tenures. While we may not always have direct responsibility or powers to take action in relation to Tenants, Residents and Service Users (**TRS**) of other tenures, we will work in partnership with the relevant parties, such as letting agents, landlords, homeowners or external agencies, to help address the issues where possible. Please refer to the 'Limitations' section for further detail.

3. **ASSOCIATED POLICIES AND FRAMEWORKS**

- 3.1 This policy should be read in conjunction with the following internal policies:

Internal Policies and Procedures

- a) ASB Policy & Procedures
- b) Safeguarding – Adults and Children Policy and Procedures
- c) Estates Management
- d) Complaints Policy and Procedures
- e) Vexatious Complainants and Unreasonable Persistent Contact
- f) Allocations Policy
- g) Data protection/GDPR
- h) Hate Crime Policy
- i) Pet Policy
- j) Equality and Diversity Policy

External Policy/Documents

- a) Spotlight on Noise Nuisance – HOS publication 2022
- b) Regulator of Social Housing – Consumer Tenancy Standard

4. **KEY POLICY PRINCIPLES**

- 4.1 This policy is underpinned by the following principles:

- a) We will triage and assess all reports using a harm-centred approach, considering both the reported behaviour and the impact.
- b) We will take an informed approach when assessing reports, ensuring we have sufficient information to make fair and confident decisions.
- c) We will communicate decisions clearly and promptly, explaining which policy applies, the reasons for the decision, and the next steps.
- d) Reported behaviours can evolve. Cases initially managed under this policy may be reassessed when new reports are received, particularly if they suggest the behaviour may meet the criteria for ASB. We will continue to monitor and review situations to ensure an appropriate response is maintained.
- e) The purpose of this policy is not to assign fault or blame. Often, there is no clear individual at fault. Our focus is on fostering positive relationships, understanding the underlying causes of issues, and identifying practical solutions. We seek to address the root causes of problems and implement solutions that have the best chance of resolving them. Legal action is extremely unlikely under this policy, as we prioritise support and collaboration to resolve issues.
- f) In many situations, we aim to empower the parties involved to find their own solutions, while offering helpful suggestions where appropriate. We encourage collaboration, with the goal of resolving issues independently. However, where any party is unwilling to cooperate without good reason, our ability to assist further may be limited.
- g) We recognise that personal circumstances can significantly impact an individual's perception, tolerance, and ability to cope with certain situations. With this in mind, we will approach each case with empathy, carefully considering support needs, and making appropriate referrals to relevant services.
- h) Some cases may require a multi-agency response. We will work with partners and share relevant information to provide the best possible support and guidance to both parties.
- i) Our goal is to build respectful relationships, encourage people to feel part of their community, enjoy where they live, and ensure everyone feels heard, supported, and empowered to resolve issues together.

5. WHAT IS COVERED IN A GOOD NEIGHBOURHOOD MANAGEMENT POLICY?

Focus

- 5.1 Good Neighbourhood Management (**GNM**) focuses on addressing a range of behaviour and situations that are reported to be causing a disturbance, but do not meet the threshold to be considered ASB. While it is not possible to create an exhaustive list of situations that will be dealt with under this policy, the following categories highlight some examples which would ordinarily be managed as such: -
- a) **Reasonable Behaviour:** Examples may include parking, DIY activities, children playing, babies crying, a one-off party, TV/music at a reasonable volume, shutting of doors/cupboards, dogs barking, the use of household appliances and cooking smells.
 - b) **External/Environmental Factors:** Examples may include the location, the external environment, or the design and construction of the building e.g., poor sound insulation, cavity walls, layout of the property.
 - c) **Health and Wellbeing:** Or, sometimes, the impact of certain behaviour can feel worse because of a health issue. For example, a person with dementia might shout at night, while a neighbour with PTSD or autism might experience a heightened sensitivity to noise.
 - d) **Neighbour Disputes:** We define a neighbour dispute as a disagreement between two or more parties, who are both contributing to the disagreement, with no clear victim

or perpetrator. Often, the behaviour at the heart of the dispute does not meet the ASB definition. Examples include disagreements over parking, boundaries, use of communal gardens, lifestyle differences, social media, the behaviour of children or a general dislike for one another.

6. TRIAGE AND ASSESSMENT

- 6.1 The aim of our approach when receiving a report is to assess the type and seriousness of the reported behaviour, considering factors such as frequency, duration, timing, and the needs and circumstances of those involved. We aim to understand the root cause of the issue and whether the behaviour is intentional in causing harm. This assessment guides our decision-making process in determining the most appropriate action to address the issue.
- 6.2 We will ensure that decisions are made based on sufficient and relevant information. In some cases, this will require conducting investigations to gather necessary details before determining a response. This could include speaking with the parties involved, liaising with partner agencies, instructing surveyors, gathering relevant expertise. In doing so, the officer will determine whether the matter falls under ASB or GNM based on their investigations.
- 6.3 Where new reports are received and/or new information is available in a case, we will review our decision and determine whether we need to change approach and deal with the matter under our ASB policy.

7. SPECIFIC ISSUES

CCTV and Video Doorbells

- 7.1 There has been a significant increase in the domestic use of CCTV and video doorbells. TRS wishing to install such devices must obtain written consent as required by their tenancy agreement and ensure compliance with relevant laws. Further guidance on these responsibilities can be found on the Information Commissioner's Office (ICO) website.
[For the public - Home CCTV systems](#)
[For the public – Smart Doorbells](#)
- 7.2 The ICO advises that people should try to ensure CCTV cameras and video doorbells are not directed at communal areas or other people's property. However, in some cases, such as in a block of flats, avoiding communal areas like corridors may not be feasible. If a device is directed at a communal area or another person's property, the ICO advises that the owner should take the following steps to comply with the Data Protection Act:
 - a) Inform people that recording equipment is in use.
 - b) In most cases, provide relevant footage if requested by someone who believes they have been recorded.
 - c) Regularly or automatically delete stored footage.
 - d) Delete recordings of individuals upon request, where appropriate.
 - e) Cease recording a person if they object, provided it is possible to do so while still achieving the intended purpose (e.g., security).
- 7.3 If the ICO guidelines are not followed, the individual affected by the recording device should report their concerns to the ICO. It is likely that the ICO will expect to see that the person concerned has tried to resolve the matter with the owner of said recording equipment first, before they take action. Further information on what the ICO may expect a person to do before contacting them can be found [here](#).

- 7.4 AHHA are unable to enforce any breaches of the Data Protection Act. Any questions or concerns should be referred to the ICO and/or the Police. While we may provide advice, guidance, or suggest mediation where appropriate, we are unlikely to take legal enforcement action. We may also direct individuals seeking further support to Citizens Advice or a Law Centre for guidance on pursuing their own legal action.
- 7.5 We do not automatically deem reports relating to the use of CCTV and/or video doorbells to be ASB, even where the use is breaching data protection legislation. Where the use of the CCTV cameras and/or video doorbells is causing significant nuisance or harm then we will assess the report and decide whether it meets our definition of ASB. If we believe that it does, we will deal with the matter in line with our ASB policy and procedure. The factors we will consider are: -
- a) Is there a legitimate purpose for the device(s)
 - b) Is it still being used within the scope of the original stated purpose
 - c) How many devices are in use and is this proportionate
 - d) Can the legitimate purpose be achieved in another, less intrusive way
 - e) Where are the devices directed
 - f) Whether the device is clearly being used to cause intimidation

Using CCTV/Doorbell Footage As Evidence

- 7.6 Where CCTV or video doorbells have recorded an incident that has become known to the reporter only from routinely/speculatively reviewing back recordings, we will consider a number of factors in deciding whether we will deal with this in line with our ASB policy. These include the nature of the incident, whether the presence of the CCTV/video doorbell has contributed to the incident and the overall impact of the incident.
- 7.7 When a TRS provides CCTV or video doorbell footage as evidence, we will request a full copy of the recording. This must include the incident itself, as well as the period immediately before and after. Failure to provide this full context may limit our ability to progress the investigation.

Cannabis Smoking

- 7.8 We sometimes receive reports of customers smoking cannabis in and around their home. We may consider reports of TRS smoking cannabis in or near their homes as housing-related issues because:
- a) Cannabis smoking is a criminal offence.
 - b) The smell and smoke may cause nuisance or annoyance and could be considered ASB.
- 7.9 In relation to 7.8a, we require the matter to be reported to the Police and for a conviction to be secured before we can consider taking proportionate tenancy action.
- 7.10 With regards to 7.8b, we do not automatically consider cannabis smoking to be ASB but take a harm centred approach to determine this, taking the following into account:
- a) The harm that the smoking is causing, including whether it is having an impact on the health of the person experiencing the smoke/smell. In these cases, we require the person experiencing the harm to provide medical evidence to allow us to properly assess the matter.
 - b) The intensity, frequency and duration
 - c) The harm and the impact of the behaviour, considering if the reporter is having to unreasonably alter their living environment or routine.

- 7.11 Where appropriate, we may engage with the person smoking cannabis to reduce the impact on others. This could include asking them to take practical steps to minimise disruption, referring parties to mediation to support mutual understanding and agreement, or making referrals to drug support or education services.
- 7.12 Should the person using cannabis state that it is for medicinal use, they will be asked for medical evidence of this. Without this, we will proceed to address the matter on the basis that it is for recreational use until such evidence is provided.

8. ROLES AND RESPONSIBILITIES

Our Responsibilities

- 8.1 We are committed to making fair, informed, and transparent decisions based on the specific circumstances of each situation, clearly communicating these decisions in a timely manner, and considering the root cause of each issue while suggesting reasonable solutions that meet the needs of all parties involved.
- 8.2 We will seek to make reasonable adjustments, where appropriate, to accommodate individuals with specific needs (e.g., health conditions, neurodiversity, communication challenges, etc.) to encourage fair participation and remove any barriers to engagement. This may include providing written and verbal communication in community languages, offering home visits, using large print, ensuring buildings are accessible to all.
- 8.3 Where another agency is better placed to address an issue, we will signpost individuals to the appropriate service. However, where appropriate, we will work collaboratively with relevant agencies to help secure a resolution. For example, if health and wellbeing are key factors, we may coordinate with local health services to help ensure the best outcome.
- 8.4 Where issues involve parties who are not our customers (cross-tenure cases), we will work collaboratively with the relevant housing providers, private landlords, managing agents, or homeowners to establish a workable solution for all parties involved. In cases involving parties who are not our customers, we will collaborate with relevant landlords, homeowners or managing agents, to seek practical solutions that consider the needs of all parties.
- 8.5 We may also engage with other partners such as third sector organisations, local charities, and community groups to provide additional support and promote sustainable outcomes. Further information can be found in the 'Working with Partners' section within this policy.

TRS Responsibilities

- 8.6 As customers and members of the community, everyone has a responsibility to be a good neighbour. This means being courteous, respectful, and considerate towards others in the neighbourhood. Effective resolution of any concerns under this policy requires cooperation, compromise, and goodwill from all parties involved. We expect our customers to:
 - a) Be mindful of how their actions affect those around them.
 - b) Listen to others' views and be open to different perspectives.
 - c) Treat everyone fairly and with respect, regardless of differences.
 - d) Make reasonable changes to their behaviour or environment when needed.
 - e) Address concerns early, before they escalate, through open communication with neighbours.

- f) Willingly engaging in processes such as mediation and accepting any advice and support that may be offered.

- 8.7 By accepting these responsibilities, TRS contribute to creating safe, welcoming, and supportive communities for all.
- 8.8 TRS are encouraged to help build a positive community spirit by looking out for each other and involving everyone in their local area. A strong neighbourhood extends beyond individual homes to include communal areas and local amenities such as shops, parks, and schools.
- 8.9 Where a school is located directly within an AHHA neighbourhood, staff and TRS may seek to engage with them in relation to community development and cohesion activities or projects which can bring value to their community.
- 8.10 Our ability to assist in resolving issues may be reduced if parties are not willing to cooperate with us in these ways. In such cases, we may not be able to offer further support, and the case may be closed.

9. RISK AND VULNERABILITY

- 9.1 Classifying an incident under this policy rather than as ASB does not mean there isn't any risk of harm or Vulnerability. Risk Assessments (**VRA**) are used to fully understand individual circumstances, including personal needs and sensitivities, which may affect how behaviour is perceived and experienced. Our approach prioritises identifying any potential harm and ensuring appropriate referrals to support services are made for any identified needs.

10. SOLUTIONS

- 10.1 The primary goal when managing cases under this policy is to foster good relationships and improve the health and well-being of all parties involved. Legal action is extremely unlikely in these cases. The solutions we consider will be flexible, focused on practical and constructive outcomes, and aim to resolve conflicts in a fair and equitable manner. Possible solutions might include:
 - a) Encouraging parties to be part of creating a solution. This may be written into a voluntary agreement (e.g. residents in a block creating agreed guidelines for use of communal areas).
 - b) Providing advice, guidance, and signposting to relevant services.
 - c) Good Neighbour Agreements (GNA)
 - d) Offering independent mediation services to facilitate resolution between conflicting parties.
 - e) Referring parties to resilience coaching to help individuals build personal coping strategies, manage stress, and enhance their ability to handle challenging situations effectively.
 - f) Referring parties to safeguarding, health services, or other relevant support agencies.
 - g) Exploring practical interventions, such as improvements to the environment (e.g., carpeting, soundproofing, soft close hinges etc).
 - h) Investigating potential structural issues with the help of professional experts, if noise transference is a concern.
- 10.2 We recognise that available services and support can vary depending on location. Officers will use their local knowledge and understanding of the specific circumstances and needs of the

individuals involved to identify, refer, or signpost to appropriate local provision. Officers are expected to maintain an up-to-date understanding of relevant community-based resources and to build effective partnerships with local agencies to support resolution and wellbeing.

- 10.3 These examples are not exhaustive, nor will they be appropriate in all cases. The appropriate solution will be determined based on what is relevant, likely to bring resolution to the problems, is available and cost-effective.
- 10.4 A matrix detailing different case examples where there above may be applicable can be found at **Appendix A** to this policy.

Limitations

- 10.5 While we are committed to providing practical solutions to support residents, there are certain limitations in what we can offer under the GNM Policy. These limitations are outlined below:
- a) We are unable to implement solutions that are disproportionate or unreasonable in terms of cost/time. In making these decisions, we will consider both the practical feasibility, the cost and the overall benefit of the solution in addressing the issue.
 - b) Our ability to offer housing solutions, such as relocating a resident, is limited by the availability of housing. All requests for housing moves will be managed in accordance with our Allocations Policy.
 - c) Where a party refuses to engage with the solution offered, without good reason, we may be unable to provide any further assistance and need to close our involvement in the matter.
 - d) We are not responsible for addressing structural issues or maintenance in properties that are outside our housing stock. However, if the issue relates to a property managed by another housing provider, private landlord, managing agent, or homeowner, we will liaise with the appropriate party to help facilitate a resolution
 - e) We may have limited control over certain environmental factors. For example, a resident living in a town centre, near a bus or train station, or close to a late-night venue may experience high levels of noise from foot traffic. While we understand the impact this may have, these are factors beyond our ability to change. However, we will work closely with partner agencies, local authorities, and other stakeholders to explore possible solutions and help manage the situation where possible.
 - f) We may require the support of another agency or partner to proceed, and our ability to act may be hindered without their involvement.

11. CLOSING A CASE

- 11.1 A case may be closed under the following conditions: -
- a) Resolution or reduced to a level that all parties agree is reasonable
 - b) Either or all parties are no longer engaging or cooperating with the process
 - c) There is no further action which is reasonable or available to us.

12. COMMUNICATION

- 12.1 We are committed to clear, consistent, and timely communication throughout the life of a case to ensure all parties remain informed and engaged with any proposed solutions. Our approach includes:
- a) Informing the reporter at the earliest opportunity if their concern will be addressed under this policy with a clear explanation as to the reasoning behind this decision.

- b) Developing an action plan and providing a copy to the reporter. This will detail the next steps we will take, any actions they are expected to complete, and the agreed communication method and frequency. Action plans will be regularly reviewed and updated as necessary to ensure the reporter remains informed and engaged throughout the process.
- c) Informing all relevant parties when the case is to be closed. This includes providing a clear explanation of the reasons for closure, signposting to other agencies, guidance on how to raise any future concerns, and information about how to give feedback, make a complaint, or access the ASB Case Review process if they are dissatisfied.
- d) Sharing information in a clear, accessible manner, tailoring communication to individual needs and preferences using appropriate methods such as phone, email, letter, or in-person meetings.
- e) Communicating professionally and sensitively, particularly when discussing complex or distressing issues.

12.2 This approach helps maintain trust, encourages cooperation, and ensures individuals can actively engage in the resolution process.

13. ENCOURAGING GOOD NEIGHBOUR RELATIONS

13.1 We are committed to fostering good neighbour relationships within our communities to promote considerate living and community cohesion. This policy encourages respectful, understanding, and courteous behaviour between all customers, with an emphasis on promoting equity, diversity, and inclusion. Our approach to encouraging good neighbour relations will include, but is not limited to, the following:

- a) Providing clear information at tenancy sign-up about our expectations regarding respect, understanding, and courtesy among customers.
- b) Collaborating with partner organisations and resident groups to develop, attend, or organise community events that bring residents together and help strengthen local ties.
- c) We will ensure staff visibility through estate walkabouts to promote positive interactions with customers and residents and will seek to engage with communities to identify suitable times that encourage participation.
- d) Conducting surgeries to encourage conversation and enhance understanding.
- e) Where available, community noticeboards are used as a valuable tool for sharing information. These should be kept up to date and used to display relevant messages from us and local partners. They help to ensure tenants are aware of what's happening locally.

14. WORKING WITH PARTNERS

14.1. Many of the issues that fall under this policy cannot be resolved by effectively with a single agency response, with most requiring engagement with the Local Authority, other housing providers, private landlords, police, fire and rescue services, schools, local health services and 3rd sector organisations to name but a few.

14.2. Reports dealt with under this policy may often require a multi-agency response to achieve a resolution, especially when the situation is exacerbated by unmet needs of one or more parties involved. As our organisation may not have the full range of resources or expertise required to address all aspects of the situation, we will work with external agencies to provide the necessary support and ensure effective resolution.

Information Sharing

- 14.3 Effective partnership working relies on information sharing. We will ensure that we are sharing information with others where we have a clear lawful basis and legitimate purpose for doing so.
- 14.4 We are signatories to the Information Sharing Agreements of the Local Authority Community Safety Partnerships (CSPs) in areas where we have properties. We commit to sharing, storing, using and retaining information as set out within these agreements. Information sharing arrangements may vary when matters relate to looked after children.
- 14.5 It is the responsibility of Property Services Operational Manager, Locality Managers or nominated Officer to maintain up-to-date information sharing protocols for each Local Authority area in which they have properties.

15. FEEDBACK & COMPLAINTS

Feedback

- 15.1 We are committed to engaging with our customers and residents about the services we provide and actively encourage feedback to support continuous improvement. This includes seeking feedback through a satisfaction survey at case closure.
- 15.2 Feedback including complaints can also be submitted via:

Phone:	0121 271 0789 Between 9am to 5pm
e-mail:	customerinfo@adullam.org.uk
Online:	https://www.adullam.org.uk/contact-us/
By Post:	Walter Moore House, 34 Dudley Street, West Bromwich, West Midlands B70 9LS

Persistent, Malicious or Unreasonable Parties

- 15.3 We understand that a party may be disappointed with our decision not to classify their report as ASB, or the solutions that we are able to offer. We aim to ensure that we are clear, transparent and fair, providing information about the reason for our decision.
- 15.4 However, repeated unreasonable contact may result in the matter being managed under our Corporate 'Vexatious Complainants and Unreasonable Persistent Contact Policy'. In making this decision we will consider whether such behaviour may be linked to an unmet support need and explore any relevant support or adjustments before taking further action.

16. MONITORING AND REVIEW

- 16.1 We will review this policy every three years, or sooner if new legislation, operational changes, or best practices are introduced, to ensure it remains up to date and effective.

17. EQUALITY, DIVERSITY & INCLUSION

- 17.1 AHHA has carried out an equality impact assessment to make sure that the policy is in line with our duties under the Equality Act 2010.

- 17.2 When considering Hate Crime there are no negative impacts arising from this Policy based on a customer's race, religion, disability, gender or gender identity, sexual orientation, marital or civil partnership status, pregnancy, or age.

18. DATA PROTECTION

- 18.1 The General Data Protection Regulation (**GDPR**) requires compliance with principles for processing personal data, including protecting against unauthorised access of personal data. Personal data that is inappropriately accessed or disclosed may constitute a data breach. The GDPR requires organisations to keep a record of all data breaches and, where the breach is likely to result in a risk to the rights and freedoms of individuals, the organisation must notify the ICO within 72 hours of becoming aware of the breach. If the data breach results in a high risk to the rights and freedoms of individuals, those individuals must be notified without undue delay.

19. APPENDICES

- 19.1 Refer to appendices summary list below:
a) Appendix A - Non ASB Noise Reports – Options Available

Appendix A - Non ASB Noise Reports – Options Available

This matrix is to be used when considering practical, non-enforcement solutions to non-ASB-related noise reports. The examples provided are not exhaustive and should not limit an officer's discretion to explore other appropriate solutions.

We encourage all parties involved to suggest their own reasonable solutions where possible. In cross-tenure cases, please refer to the limitations section of this policy.

Source Of Noise	Possible Solutions
Slamming of doors, cupboards, general movement, poor pipework and conversations	<ul style="list-style-type: none"> • Sound test between properties by staff to investigate noise transference • Consider surveyor to conduct assessment of property/building- cavity walls/insulation etc • Is there a maintenance issue – plumbing/pipework • Slow-release hinges, pads on cupboards, door stoppers • Recommend use of carpet or rugs if laminate flooring is down • Advice e.g., footwear (heels on laminate flooring for example) • Mediation
Pet noise e.g. dogs barking	<ul style="list-style-type: none"> • Good Neighbour Agreements • Dog walker/sitter • Low music/tv left on if animal noisy when left alone • Camera • Sound insulation/practical measures to reduce sound • Dog training referral • Mediation • Use of a dog camera- to see what measures are helping • Leaving a food stuffed chew toy when left alone • Taking for a walk immediately before leaving
TV/music being played intermittently in the day	<ul style="list-style-type: none"> • Sound test between properties by staff to investigate noise transference • Instruct surveyor to conduct assessment of the property/building • Mediation • Good Neighbour Agreements • Use of headphones • Relocation of TV/radio away from party wall

Source Of Noise	Possible Solutions
	<ul style="list-style-type: none"> • If noise relates to the neighbour being overly loud, consider if there are extenuating circumstances such as hearing impairment • Relevant referrals to agencies, and consider aids and adaptations -if the person watching the tv has hearing impairment for example • Consider whether there are extenuating circumstances, such as the customer having a hearing impairment. Where appropriate, make referrals to relevant support services and explore the use of aids or adaptations that could help reduce noise impact while supporting the resident's needs •
Appliances e.g. loud washing machine	<ul style="list-style-type: none"> • Anti vibration mats • Consider feasibility of relocation e.g. washing machine above a bedroom • Is it the condition – is it in need of repair? • Mediation • Surveyor to conduct assessment of property/building
Musical Instruments	<ul style="list-style-type: none"> • Mediation • Good Neighbour Agreement • Headphones linked to electrical devices e.g. keyboard • Explore options for local practice rooms
Frequent alarms	<ul style="list-style-type: none"> • Regular servicing • Being able to notify someone of the alarm sounding for them to be able to attend and turn off
Revving engines	<ul style="list-style-type: none"> • Mediation • Good Neighbour Agreement
Children playing home/garden during the day	<ul style="list-style-type: none"> • Mediation • Explore local activities available • Good Neighbour Agreement