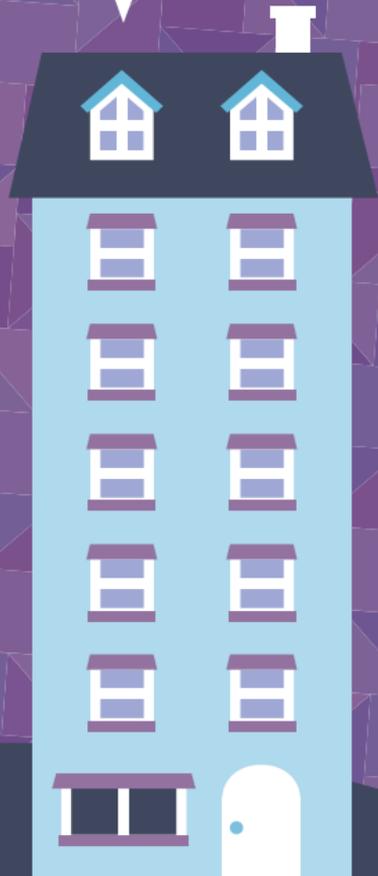




Paragon Asra

# PA Housing

## Dealing with neighbour disputes



**This guide takes you through what to do if you're having problems with your neighbour. 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**

**Dealing with a problem by talking to your neighbour first will usually solve it quicker and with less stress too.**

# What is a neighbour dispute?

A neighbour dispute is a private disagreement between residents where our policy says we should not get involved. We usually encourage our residents to deal with neighbour disputes by talking to each other first. This is because we know from experience that reporting the matter to us and other agencies can often make things worse.

## These are the kinds of situations where we do not normally take action:

- 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)

# How to approach your neighbour

If you are having problems with a neighbour or their children, your first step should normally be to approach them yourself.

Start by explaining what's disturbing you. Have a think about how you can describe the problem clearly (including times, dates and type of behaviour) and explain how it affects you and your family, rather than complain about it.

It may be that your neighbour doesn't know they're causing a problem and you may be able to reach a compromise. It's always best to talk about an issue sooner rather than later so it doesn't build up.

When talking to your neighbour, remember that even though you're frustrated, shouting or losing your temper can make the situation worse. Your neighbour may feel threatened and it could even lead to action being taken against you. Try thinking about how you'd like to be approached if someone didn't like something you were doing.

## **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 with us and we'll help with the dispute.

# What is mediation?

Mediation is where a neutral professional (called a mediator) helps resolve a dispute.

The mediator's role is to create a safe environment where you and your neighbour can work out your differences by understanding each other's point of view. The mediator does not take sides. Instead, he or she will try to find the middle ground you can both agree on and work from there.

## What are the benefits?

Using mediation at an early stage can often prevent the problem escalating. Even when a problem has been going on for some time, mediation can still work to help someone realise they are causing a problem and stop it.

Mediation offers a quicker, cheaper and easier solution than legal action, which can take time and get very expensive.

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.*



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