

# Approaching your neighbour



**The following guidance is designed to help you if you are experiencing problems with your neighbours. It offers practical advice on how to best approach your neighbour to solve problems.**

**However, although we encourage neighbours to try and resolve their problems between themselves, please do not approach your neighbour if you feel worried, threatened or intimidated in any way. We are here to help and you should contact your Neighbourhood Officer on 0300 303 2500.**

## Q. What can I do?

- Be courteous, calm and polite as you are far more likely to receive a courteous response yourself
- Choose a time that's convenient for everyone. Avoid meal times or late at night
- Try to create the right atmosphere to discuss the problem, such as inviting your neighbour to discuss the problem over coffee
- If you are on reasonable terms with your neighbour, and the nuisance involves loud noise, invite them round to your house to hear it
- Describe the nuisance and be prepared to quote some examples of dates and times and how it affects you in your home or garden
- Bring all the relevant issues into the open from the start. Keep to the issues
- Give them plenty of time to express their views. You may need to accept that there is something that you do that causes your neighbour a problem too
- Listen carefully
- Accept difference on attitudes and ways of life
- Be open to suggestions for resolving the problem

- Come to an agreement that is suitable to all of you
- Avoid exaggerating the problem. This will make your neighbour defensive and less likely to compromise with you

## Q. How can I try and resolve the problem?

- If you don't want to go to your neighbour's property, you could try and bump into them when they are in the garden or look for them when they are coming home
- If you do go to the person's house on your own, let someone know where you are going and how long you will be and arrange for them to call you back on your mobile if you are not back before a certain time
- An alternative is to write to them. Make sure that you keep a copy. It is useful evidence that you have tried to resolve the matter yourself and offered the perpetrator the opportunity to address the problem. It may also be useful to Swan if they are involved in investigating your complaint and need to resort to legal action
- Before you approach your neighbour, it is important to think about the risk to your personal safety and property. If you feel frightened or intimidated by your neighbour and you are worried that they may be aggressive, approaching them to complain may not be the best option for you

## Q. What shouldn't I do?

- Do not retaliate – this will only worsen the problem and increase tension with your neighbours. It will also undermine any legal action Swan may want to take on your behalf even if you have a justified complaint
- Do not go round when you are angry
- Do not wait until you are at the end of your tether. You will be angry and less willing to compromise



- Never use threatening behaviour. If this is used against you walk away immediately
- Do not become involved in an argument
- Do not use the opportunity to drag up past problems. Remember you are trying to find a solution to a specific problem that you and your neighbours can live with and are relying on your neighbour's co-operation to achieve this
- Avoid ganging up on your neighbour. If other people are bothered by the same problem, ask one of them to accompany you

## Q. What can I do if I am unable to resolve the problem myself?

If your attempts are unsuccessful, or you would just like some further advice, please contact your Neighbourhood Officer on 0300 303 2500. You can also report anti-social behaviour to our Out of Hours ASB service on 0800 075 6699.

## Q. How do I find out more?

Contact the Housing Team

**by phone** 0300 303 2500

**In writing** Swan Housing Association,  
Pilgrim House, High Street,  
Billericay CM12 9XY

## Speaking your language

**If you would like someone to explain anything in this document to you please call us on 0300 303 2500**

### French

Si vous souhaitez obtenir des explications sur le contenu de ce document, veuillez nous appeler au 0300 303 2500.

### Polish

Jeśli potrzebują Państwo skontaktować się z osobą, która pomoże wytłumaczyć treść dokumentu, proszę do nas zadzwonić pod numer 0300 303 2500.

### Urdu

اگر آپ چاہتے ہیں کہ کوئی اور اس دستاویز کے کسی حصے کی وضاحت آپ کو کرے تو براہ مہربانی ہم سے فون نمبر 0300 303 2500 پر رابطہ کریں۔

### Bengali

যদি চান যে কেউ এই ডকুমেন্টের যেকোন একটি দিক আপনাকে ব্যাখ্যা করে দিক তাহলে দয়া করে আমাদেরকে 0300 303 2500 নাম্বারে ফোন করুন।

### Somali

Haddaad jeclaan lahayd inuu qof kuu sharax wax uun ku saabsan dokumintigan fadlan soo wac telefoonka ah 0300 303 2500.

### Punjabi

ਨਾਲ ਦੱਸੇ ਤਾਂ ਵਿਰਧਾ ਕਰਕੇ ਸਾਨੂੰ 0300 303 2500 'ਤੇ ਫੋਨ ਕਰੋ।  
ਚਾਹੁੰਦੇ ਹੋ ਕਿ ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿੱਚੋਂ ਕਿਸੇ ਵੀ ਖਾਤੇ ਤੁਹਾਨੂੰ ਕੋਈ ਵਿਸਤਾਰ ਜੇਕਰ ਤੁਸੀਂ

### Arabic

إذا كنت ترغب لشخص ما ان يفسر لك أي شيء من محتويات هذه الوثيقة فالرجاء الاتصال بنا على 0300 303 2500

## Contact us

**phone** 0300 303 2500

**In writing** Swan Housing Association, Pilgrim House, High Street, Billericay, CM12 9XY