



Creating communities,
empowering lives

Good Neighbourhood Charter

Abri believes every customer has the right to enjoy living in their neighbourhood and in their home in peace and comfort. This means you, and all our customers, must show consideration, think of others and be a good neighbour.

What does being a good neighbour mean?

Being a good neighbour means being reasonable and tolerant of different people's cultures and lifestyles, and considering how your own behaviour affects others around you.

Noise is a common cause of complaints. Please make sure you:

- Let your neighbours know if you're having a party or doing any noisy work. Your neighbours will be more understanding about noise if you've told them about it first and agreed an end time
- Keep the noise from radios, stereos and televisions at a reasonable level
- Keep any TV or music speakers away from a neighbour's wall, or off the floor if you live in an upper floor flat
- Avoid using noisy equipment like washing machines late at night or early morning
- Are a responsible pet owner. Make sure dogs do not bark excessively
- Know where your children are and what they are doing when they are playing in the neighbourhood.

To keep your neighbourhood clean and safe you should:

- Keep your garden neat and tidy, if you have one
- Make sure your children and guests are considerate of your neighbours and their property
- Park cars in designated areas and considerately. Do not block access for anyone
- Please help our environment and recycle where provisions are available and put your rubbish in the correct bins. Arrange to have any large items of furniture taken to a recycling centre
- Clean up any mess left by your pets and keep them on a lead when you are out
- Make sure all hallways and stairways are clear of any items that might cause an obstruction including bikes or scooters
- Only smoke in permitted areas and dispose of cigarette ends safely
- Make sure the front door is always closed properly if you live in a block of flats with a door entry system.



Look out for your neighbour

- Smile and say hello - A simple hello goes a long way 😊
- Look out for your neighbour and check in on them if you haven't seen them for a while
- If you feel comfortable, it can be useful to swap phone numbers with your neighbours, as they might be able to help if there's an emergency.

If you have a concern about your neighbour's behaviour

- If you have a problem with something your neighbour is doing try to sort it yourself by having a friendly word or use our 'Hello Neighbour Card'. Remember, your neighbour may not realise what they are doing is upsetting you. Stay calm, be patient and be prepared to compromise. If this doesn't work, get in touch with our Housing Partnership team.

Agreement

I/We understand and support the Good Neighbourhood Charter.

Signed

Signed (Joint Tenant)

Address

Date

Abri is the trading name of Abri Group Limited (a Registered Society under the Co-operative and Community Benefit Societies Act 2014, no. 8537 and a charitable registered provider with the Regulator of Social Housing no. L4172) and The Swaythling Housing Society Limited (a Registered Society under the Co-operative and Community Benefit Societies Act 2014 no. 10237R and a registered provider with the Regulator of Social Housing no. L0689). Registered office: Collins House, Bishopstoke Road, Eastleigh, Hampshire SO50 6AD.

Authorised and regulated by the Financial Conduct Authority.

The Swaythling Housing Society Limited provides management services for subsidiaries in the Abri group. Further corporate information is available at www.abri.co.uk.

