Good Neighbour Agreement

Supporting Our Communities

Orwell Housing Association Limited
Our Commitment

Orwell Housing is committed to ensuring equality of opportunity for all, both as a service provider and employer. We believe that making sure that we provide equal access to services for all of our tenants, that people will want to live in our houses for longer. This will mean that the communities where we provide housing will be more stable.

We believe that all of our tenants should be allowed to live in their homes without discrimination due to their gender, disability, race, ethnic or national origin, age, religion or belief, or sexual orientation, or for any other reason. We expect our staff or anybody who works on our behalf, including contractors to be respectful to our commitment and we will challenge those who are not.

Our Expectation

Whilst we have expectations of our staff, we also have expectations of our tenants. Our tenants must respect our values too. We feel that our tenants should feel safe, secure and happy in their homes. Our homes are so key to all of our lives and happiness. As a landlord we do not tolerate discrimination or antisocial behaviour from our tenants, as it can affect the lives of those nearby or who are the target, making them feel unsafe or unhappy in their homes.

Everyone has the right to enjoy life in their own way providing they do not upset people living near them. This charter is intended to help you fully understand your responsibilities as tenants of Orwell Housing Association whilst enhancing community spirit within your neighbourhood.

We expect our tenants to be considerate of their neighbours and think about how their actions might impact others.
Our Charter

A good neighbour will tolerate and understand the different lifestyles of others. Please be considerate of others.

As a tenant of Orwell Housing Association you should understand your key responsibilities, which are:

- Keeping the interior of your home in a good state of decorations and repair.
- Maintaining gardens.
- Not causing nuisance to neighbours.
- Paying Rent

As a landlord Orwell Housing Association commits itself to:

- Enabling you to enjoy the right to security of tenure in your home.
- Making sure that you enjoy the right to live peacefully in your home without disturbance from your neighbours.
- Offering support to victims of nuisance.
- Taking action against those who persist in anti-social acts.

Tenants have responsibilities and can encourage community spirit by working together.

We all want to live a peaceful and pleasant lifestyle in our own surroundings so we have put together a few guidelines to help us all do just that.

Anti-Social Behaviour

As a tenant you should understand that you are responsible for the behaviour of everyone (including children) living in or visiting your home. They are your responsibility whilst in your home, garden or surrounding area (including communal areas) around your home.
Our Charter

**Your Household and Guests**

It is important that you consider the lives of your neighbours. You and your guests should be mindful of causing nuisance, annoyance or disturbance to any other person. Nuisance and annoyance would be behaviour including any of the following:

- Playing loud music.
- Arguing and door slamming.
- Dogs barking and fouling.
- Offensive drunkenness.
- Selling drugs.
- Dumping rubbish.
- Playing ball games close to someone else’s home.
- Vacuuming, using washing machines or drilling at unsociable hours.

You and they should not harass others, examples of harassment include:

- Racist or sexist behaviour or language.
- Using or threatening to use violence.
- Using abusive or insulting words or behaviour.
- Damaging or threatening to damage another person’s home or possessions.
- Writing threatening, abusive or insulting letters or graffiti.
- Doing anything that interferes with the peace and comfort or convenience of other people.

You or they should not use your home for illegal activities, examples of this would be:

- Selling or using drugs.
- Prostitution.
- Receiving stolen goods.

Remember, if you are convicted of an offence in or around your home the Association can ask the court to evict you. The Association will always seek to take action where drugs, violence, intimidation or prostitution are involved.
Our Charter

Your Home

Your home should be kept clean and in a good state of decoration and repair at all times.

You must seek prior permission in writing from the Association before making any alterations or improvements to your home.

Cleanliness

Your household rubbish should be placed in the general waste and recycling bins provided and the Association requests that you please try and keep the area around the bins tidy also.

Bulky household items can be collected by your local council if prior arrangements are made – call your local council’s main number which is in the Tenant Handbook. (There may be a charge for collections in some areas)

There is a need to maintain cleanliness of communal areas – check with your neighbours and maybe work out a rota between yourselves.

Pets

Please understand that if you keep pets, make sure that they do not become a nuisance to your neighbours or the community by fouling open spaces or communal areas.

It is your responsibility to ensure dogs are kept under control and secure within the garden of the property, and any fouling is cleared up.

It is your responsibility to keep them under control in public parts of the community and to clean up after them. Try not to let them become a nuisance by being noisy, especially late at night or early in the morning.

Please note that pets are only allowed with written permission and that some properties do not allow cats and dogs.

Gardens

If you have a garden, front or rear, it is your responsibility to keep it neat and tidy, this may just be removing litter or by keeping the grass and hedges cut – an untidy garden is not only unsightly but reflects on the area in which you live.
Our Charter

Parking

Everybody wants to park near their home but this is not always possible. Please be considerate of others when parking your vehicle. Remember not to block access for emergency services and do not park on grass verges or footways – it is unsightly, causes damage and is dangerous for young children or partially sighted people. Use the hardstands only.

Parking areas are precious so do not carry out car repairs in these areas, park illegal or unroadworthy vehicles in them or leave cars in a dangerous condition. **Please note that your tenancy agreement will outline the vehicles that you are permitted to keep.**

General Environment

Replacing trees and shrubs are costly therefore encourage children not to cause damage to these as they look nice and are there to enhance the environment.

Please report damage, dumped rubbish or other problems which you see in communal areas, including graffiti.

It is helpful to report street lights which are not working either from damage or maintenance reasons, as effective street lighting reduces the opportunity for crime and reduces the fear of crime.

Crime

Support Car Watch (more information can be obtained from your local Police Office).

Take responsibility for reporting crime in the community ie anti-social behaviour on estates, drug dealing, car crime, joy riding and damage to property. Reports can be made to the local Police Office or your Housing Officer.
Agreement

Orwell Housing Association

We agree to continuously review our services with a view to all our tenants receiving access to all our services regardless of gender, disability, race, ethnic or national origin, age, religion or belief, or sexual orientation or any other reason. We will continue to ensure our staff are adequately trained to advise or help all of our tenants. We reserve the right to challenge behaviour that we do not deem satisfactory or that is deemed anti social or disruptive to any of our communities. Please refer to your tenancy agreement for full terms and conditions.

Name ........................................................ Signature ...............................................................

Position ........................................................ Date .................................................................

Tenant’s Agreement

I/We confirm that:

The Charter has been explained to me/us and that I/we have read the contents. A copy of the Charter has been supplied to me/us along with the Tenants’ Handbook and Tenancy Regulations.

I/We understand and agree to abide by the contents

Name ........................................................ Signature ...............................................................

Name ........................................................ Signature ...............................................................

Address ........................................................ Date .................................................................
TRANSLATION SERVICE
If you require any part of this publication to be translated, please ask someone who can speak English to contact our office on your behalf. Contact details appear below.

Bengali
এই পাতার কোন অংশ যদি আপনি অনুবাদিত পেতে চান, কোন ইংলিশভাষীকে আপনার হয়ে আমাদের সংগে যোগাযোগ করতে বলুন, নিমন্ত্রিত জানান।

Chinese
如果你需要這刊物的翻譯版，請找一位懂說英語的朋友代你撥以下電話號碼與我們的辦公室聯絡。

Kurdish
نەگەر دەتوانێتە بە شوێنی نەمۆبەکاری بۆ تەرەھەمە بە کرێتێن، بە دەکەی داوە لە نێینگەڵیزێی زانیکە بکە چەکە لە چیتی تەر پایەوە بە تەوەفسەکانە بەکەت سەبارەت بەم رەشتەنەی خوارەوە.

Polish
Aby uzyskać tłumaczenie tego dokumentu proszę poprosić osobę mówiącą po angielsku o kontaktowanie się w Panas-i imieniu z naszym biurem pod następującym adresem:

Portuguese
Se necessitar que alguma parte desta publicação seja traduzida, peça a alguém que fale Inglês que nos contacte no endereço abaixo.

For those who have difficulty seeing or reading, this publication is available in Braille or Large Print.

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Investors in Diversity
Achieved Stage 1

Leaders in Diversity
Working Towards

Orwell Housing Association Limited