

Paragon Asra Housing Limited

Neighbour Dispute Policy

August 2021

Owning manager

Clare Foskett & Thomas Jackson Neighbourhood
and Safer Communities Managers

Department

Housing Services

Approved by

EMT Dec 2023

Next review date

December 2023

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Paragon Asra Housing Limited (PA Housing) is committed to equality and diversity. This policy has considered the Equality Act 2010 and its protected characteristics which are: race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage, civil marriage and partnership, and pregnancy and maternity explicitly.

We will make sure that all of our communication is fully accessible and to achieve this if a policy or document needs to be available in other formats we will provide them.

AUDIT LOG

Date of Change	Who updated	Details of the change
19/08/21	Clare Foskett	Reviewed no changes made.

1 Introduction

1.1 Paragon Asra Housing Limited (PA Housing) is committed to sustaining communities and empowering residents to resolve low level disputes with their neighbours themselves. This policy explains what a low level Neighbour dispute is and how this sort of dispute will be handled.

1.2 This policy applies to all parts of PA Housing and the organisations that PA Housing provides services to.

2 Objectives

To empower residents to deal with low level neighbour disputes and provide appropriate support.

To minimise risk to residents by providing clear safety guidance and carrying out vulnerability and risk assessments where appropriate.

To minimise the escalation of disputes and decrease the likelihood of a relationship breakdown between those involved.

3 Definitions

Low level disputes are different from antisocial behaviour or hate crime and can be caused by:

- One-off party, loud music, bonfire or barbecues
- Problems with untidy gardens
- Petty arguments between households
- Children falling out with one another
- Parking disputes
- Minor lifestyle dis-agreements such as;
 - cooking smells,
 - noise of children playing,
 - noise from washing machines and hoovers,
 - smoking not including within communal areas.
- Young people playing and gathering socially, unless they are being inconsiderate or intimidating
- Minor issues with pet noise and fouling.

4 Key points of policy

4.1 It is the resident's responsibility to talk to their neighbours and to sort out any disputes with them. Our role will be to advise the resident on how to approach the other party. A leaflet will be provided with guidance and information on how to deal with neighbour disputes.

- 4.2 We will establish if either party is vulnerable and if there have been any incidents of abusive or violent behaviour. A vulnerability or risk assessment will be carried out if we believe that either party is at risk or requires support to achieve a positive resolution.
- 4.3 If one of the parties involved in a dispute is vulnerable, or has experienced violent behaviour or harassment in the past or feels threatened by the other party, we will deal with the case under our Antisocial Behaviour policy.
- 4.4 We will also deal with neighbour disputes involving leaseholders on mixed tenure schemes under this policy.
- 4.5 If a neighbour dispute cannot be resolved by direct communication, we will refer both parties to an independent mediation service. Residents are also able to self-refer to these free of charge services. Any referral to a mediation service will end PA Housing's involvement in the dispute even where this is declined by either party.

5 Training

We will carry out induction and refresher training for all staff to make sure that they are aware of our policy. All managers will receive specific training to provide the skills and knowledge to comply with our policy.

6 Monitoring and reporting

All neighbour disputes will be recorded to enable monitoring and reporting. Neighbour disputes data will be monitored by managers during their regular case review meetings.

7 Resident consultation

Residents were previously consulted on whether this policy is clear, reasonable and easy to understand. Where residents didn't find the policy clear we changed parts of it to meet their suggestions. Residents who took part in the consultation were sent a summary to explain how their feedback was used.

8 Equality analysis

This policy has been subject to an equality analysis to make sure that we do not illegally discriminate against anyone and that it is fair to everyone.



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9 Legislation

Legislation has been issued in relation to antisocial behaviour, but not for neighbour disputes and so we will deal with such disputes in accordance with good practice.

10 Linked policies

PA Housing

Antisocial Behaviour

Safeguarding Adults and Children at Risk