



DARLINGTON
Borough Council

Being a good neighbour



HOUSING SERVICES

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

Different lifestyles and one-off incidents

We are all different and you should respect that. Often people do not realise they may be disturbing others. One-off incidents can be annoying, such as a loud party, but if they are not frequent then you should try to tolerate it. If they occur on a regular basis, and the disturbance causes you a problem, it is often a matter of making your neighbour aware in a friendly manner and seeking to work out a solution together.

What you can do if your neighbour is causing problems

We recommend talking to your neighbour as soon as possible about anything they are doing that's affecting you. This is often the quickest and easiest solution.

Some tips on approaching your neighbour:

- Choose a time that's convenient for everyone
- Plan what you are going to say
- Be polite and explain the problem and how it's affecting you
- Listen to what they have to say
- Be understanding of different ways of life
- Be open to suggestions
- Come to an agreement that suits everyone.

Do not:

- Approach your neighbour if you don't feel safe
- Go around when you feel angry or very upset
- Be argumentative or use threatening behaviour.
- If you feel you cannot approach your neighbour yourself, consider whether you have a friend or relative who could act on your behalf.
- Alternatively, you could write them a friendly letter.

What you can do to be a good neighbour

Noise is a common cause of complaints however;

- As part of everyday living, and the fact that no home is totally soundproof, we all must expect some noise from the people living around us. Common everyday living noise includes TVs and stereos, DIY, dogs barking, intruder or car alarms, slamming doors or simply walking around the property.
- Recognise that your neighbours do not want to hear noise from your home, particularly late at night, or for long periods
- Keep noise at a reasonable level at all times, for example, from the TV, stereo, radio
- Noise carries through walls, floors and doors. Laminate flooring (particularly in flats), and other hard surfaces, can amplify noise. To help reduce it, put down rugs and fit felt or rubber pads to movable furniture.
- Warn your neighbours if you are going to do anything noisy, for example, having a party or doing DIY
- Co-operate with your neighbours if they ask you to reduce noise. For example, you can position your TV or stereo away from the walls you share with your neighbours.

Parking

- Park considerately
- Recognise that you don't have the right to park outside your home. Anyone can park on a public road if they adhere to any restrictions imposed by way of signs and markings and it is not causing an obstruction
- Avoid blocking entrances, dropped kerbs, garages or pavements.

Children playing

- Be tolerant of children playing outside
- However, if you're a parent, consider how the noise of your children playing outside may affect your neighbours. Consider if there's a safer place to play such as a park or skateboard area
- If a child accidentally throws or kicks a ball into your property, you should either hand it back or allow it to be collected
- If children harass, intimidate or disturb others then complaints are justified, and parents must respond reasonably.

What if I am not satisfied?

We hope that we can work together with our residents and listen to them, but if you are unhappy with the response from the Housing team we have a complaints procedure you can follow and you can contact our Complaints Team



calling the Complaints Team on 01325 406777



emailing: complaints@darlington.gov.uk



using their online complaints form www.darlington.gov.uk/your-council/complaints-compliments-and-comments/housing-complaints/

Housing services contact details



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