



## Housing & Neighbourhoods Service

# Good Neighbour Guide

At Sheffield City Council we want everyone to live in a home they are proud of and in a community where they feel safe.

We want neighbours to get on with each other. Being a good neighbour is about more than just keeping to your tenancy agreement.

We encourage you to speak to your neighbour about any concerns, such as anti-social behaviour. Often, people don't realise they're causing a problem.

Working together we want great neighbourhoods that people are happy to call home.

### Noise



- Try to do any noisy work, such as drilling or vacuuming, between 8.00 am and 8 pm
- Keep the volume of your electronic equipment at a reasonable level, especially during unsocial hours.

### Communal areas

- Do not leave items in the communal areas which may obstruct others
- Dispose of your rubbish in the bins provided and keep the area around the bins clean and tidy.
- Don't let people into the building that you don't know.
- If you are getting rid of any bulky items, make arrangements for them to be collected, or take them to a recycling centre.
- Report any communal repairs as soon as possible, like faulty door entry systems, light bulbs.

- Keep communal doors locked and don't wedge them open. They are there for your safety and the safety of your neighbours.
- Store mobility scooters inside your home and seek permission for outside storage if necessary.
- Do not cause damage in communal areas.

### Parking & vehicles



- Use only designated parking areas, avoid taking up more than one space, and never park on grass verges or in a way that obstructs others.
  - Clean up any mess left by your car, such as oil spills.
  - Only park in disabled bays if you have a blue badge - details are available on our website
- Keep garages clean and tidy
- Only carry out routine maintenance on personal vehicles at garage sites. No large or major works.

## Anti-social behaviour and neighbour disputes

Disagreements between neighbours are quite common and often easily resolved through good communication. It is important to remember that being a good neighbour involves compromise. It is important to resolve disagreements quickly to avoid long-standing disputes with your neighbour, which can be much more challenging to resolve and may need to involve intervention by agencies such as the council or the Police.

Wherever possible and when it is safe to do so try talking to your neighbour. If you decide to approach your neighbour, pick a time when you are feeling calm. Shouting or being angry will cause more problems. Think through what you want to say and don't stray from the main problem. Explain what is causing you an issue and why, and don't jump to conclusions.

Listen to the person's response as they may have a good reason for their behaviour, or it might have been a one-off occasion. Always try to reach a solution that you are both happy with and walk away if you or the other person is getting angry.

Where you are unable to resolve the issue yourself you should report this to us via:

- Your local **Neighbourhood Office**
- Phone telephone us on **0114 293 0000**
- Email us **TenancyEnforcementAndSustainment@sheffield.gov.uk**

**If you are concerned for anyone's safety within the household, then contact the police on 999 in an emergency or 101. On some occasions, what may seem like a noise issue could be domestic abuse. If you think you have witnessed or heard domestic abuse, help to keep others safe by reporting it straight away to the Police.**

**If you are worried that a child has been harmed or is at risk of harm, then phone the Sheffield Safeguarding Hub on 0114 273 4855 (24 hours) to speak to a social worker.**

## Gardens

- Keep your gardens and driveways tidy - free from overgrowth or rubbish.
- Dispose of green waste and unwanted items responsibly. For bulky items, use our bulky waste collection service or drop them off at our recycling centres.

- For tree pruning remember to contact your local Area office to request permission before you start any works.
- You are responsible for the upkeep of your own garden, except for communal gardens.
- Subscribe to our green bin collection service for garden waste.

## Bins & recycling



- Dispose of all rubbish appropriately and use the rubbish chutes or bins provided.
  - Utilise local recycling sites to minimise landfill waste and take advantage of our free bulky item collection service once every 12 months.
  - Place the correct bins on the pavement for collection, unless you have an assisted collection arranged with Veolia.
- For flats and tower blocks, Veolia will handle bin movement on collection day.
- Do not leave extra waste beside bins and ensure bin lids are closed.
- Ensure you recycle correctly.

## Pets

- Don't leave pets alone for long periods of time or allow dogs to bark excessively.
- Always clean up your pet's mess, whether in your garden or on the pavement.
- Ensure you always keep your dog under control and do not allow it to cause nuisance or annoyance to other people or animals.

## CCTV



- Always request permission if you want to install domestic CCTV.
- Ensure any CCTV use respects the privacy of your neighbours and complies with legal standards.
- Follow Information Commissioner Office guidance to ensure lawful use of CCTV.

