

**In the meantime, please note that
SHAL staff are not available to
discuss this issue with you.**



NEIGHBOURS

This document is available in other formats
(eg in large print or on CD), please contact if
you require a different format.

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SHAL Housing Limited hopes its tenants will respect their neighbours' right to a quiet life. In legal terms this is called "quiet enjoyment".

SHAL recognises most sources of dispute as:-

- Noise - eg loud music, domestic appliances, dogs, DIY, car maintenance, lawn mowers, banging doors, noisy footsteps (especially in flats).
- Lifestyle differences - eg young children, teenagers, retired households, shift workers, single parents.
- Boundary disputes - including overhanging trees/bushes, spreading roots.

SHAL considers that the best way of avoiding problems with neighbours is to encourage people to avoid or reduce sources of annoyance by:-

- Knowing and appreciating neighbours' lifestyles can be different
- Positioning sound systems away from party walls and keeping the volume down.

- Avoiding working in the house or garden in the evening, early morning, on Sundays or if a neighbour has just finished a night shift.

- Visiting neighbours to explain about noisy or disturbing operations, or parties.

- Not leaving dogs on their own or shut up outside for long periods of time.

Where problems, nevertheless, do arise, you are advised to:-

- Deal with the situation straight away and not brood on it

- Discuss it with the neighbour causing the problems - not others

- Assume that the nuisance is not deliberate

- Not retaliate, swear or shout abuse

- Be patient

Where, even with this advice, matters are still not improved, further thought must be given to how the problem can be resolved.

SHAL can help in this respect - we have produced an information pack to help you solve your problem.

This information pack tells you all of the places where you can seek help, and the statutory powers that local councils and the police have.

Please bear in mind that where nuisance is racially motivated SHAL will:-

- ◆ visit within 24 hours
- ◆ liaise with the Police and Somerset Race Equality Council
- ◆ remove graffiti
- ◆ improve security

You may ask "Why does SHAL not help more?" There are two reasons:-

Firstly, SHAL tenants live in a wider community. Neighbours may be SHAL tenants, tenants of other landlords, or owner occupiers. The person being complained about may, therefore, have no connection with SHAL, but the information pack we supply is useful for all.

Secondly, if the person being complained about is a SHAL tenant SHAL can evict them. But taking away someone's home is a serious issue, and can only be done with a Court Order. The County Court will only give an Order where there is overwhelming evidence. If you follow the steps in the information pack, you will accumulate the evidence needed.