

GOOD NEIGHBOURHOOD MANAGEMENT FOR COUNCIL TENANTS AND LEASEHOLDERS POLICY

DRAFT VERSION FOR ENGAGEMENT



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1 Introduction

This policy applies to all Haringey Council tenants and leaseholders.

In cases that don't meet the threshold for Anti-Social Behaviour (ASB) intervention, this policy outlines the Council's commitments to how we will manage our council housing and their estates.

This outlines how we will respond to behaviours which are not ASB or considered a breach of tenancy. These behaviours can still be impactful but require a different response where residents are provided with access to the appropriate advice and tools so that as neighbours, they can work together to resolve any differences.

This policy is designed to be read in conjunction with our ASB Policy which outlines our response to tackling ASB cases.

When we use the terms 'we', 'our', and 'us' in this policy we mean Haringey Council.

2 Aim of the Policy

This policy aims to ensure that our tenants and leaseholders have quiet enjoyment of their homes, and have a safe, clean and secure environment that they can take pride in. We also want to ensure they are aware of and understand their responsibilities under their tenancy or lease conditions, both in relation to their property and neighbourhood.

This policy sets out:

- Our approach when tenants and leaseholders experience upset or frustration resulting from a person's behaviour or actions that are not deemed to be ASB or a tenancy breach.
- Our focus on maintaining good neighbourhood relationships and to reduce tensions that may occur, identifying practical solutions and ensuring support is in place.
- How we will ensure that our tenants and leaseholders are aware of and understand their responsibilities under their tenancy or lease conditions, for their property and neighbourhood.
- The ways we will seek to understand the root cause of the problems and the solutions that have the best chance of dealing with the problems.
- An understanding that sometimes personal circumstances may affect a person's tolerance, perception or ability to cope with certain situations.

3 Tenant and leaseholder responsibilities

We believe that our tenants and leaseholders have a social responsibility to be a good neighbour and resident. This includes being courteous and respectful to others.

Many of the situations managed under this policy will require the cooperation, compromise and good will of the parties involved. Effective resolution may require parties to make reasonable changes to their behaviour and/or environment, to accept to undertake processes such as mediation, to accept advice and support that is offered.

Our ability to assist in these cases will be greatly reduced where parties are not willing to cooperate with us in these ways and may mean that we can assist no further and the case is closed.

We expect our tenants and leaseholders to uphold a standard of respect, cooperation, and accountability within our community. We prioritise a safe and inclusive environment where harassment of staff and officers is met with zero tolerance.

We encourage all individuals to engage in constructive dialogue, treat each other with dignity, and work collaboratively towards the betterment of our shared spaces. Together, we aim to foster a culture of mutual respect and understanding, where everyone feels valued and supported, to ensure we can provide the best possible service.

If we need to evict one of our council tenants following a breach of the tenancy agreement for cases of ASB, our Head of Tenancy Management will review and sign off these cases. In all cases, we can seek a possession order from the County Court to end a tenancy.

4 Defining and Assessing Reports

Where we believe the behaviour does not constitute ASB, we will tell the reporting person why their report does not classify as a report of ASB and provide advice to support self-resolution.

We expect a level of tolerance among neighbours and will assess reports of ASB firmly and fairly. It is crucial for sustainable, resilient communities that our tenants and leaseholders acknowledge and accept the diverse lifestyles, work schedules, family dynamics, and habits of households within our council housing and estates.

Tenants and leaseholders are responsible for living considerately and addressing concerns through proactive communication and good neighbourly conduct. Seeking to resolve concerns through good neighbourly behaviour and positive communication

with others, is expected of our tenants and leaseholders where safety is not compromised.

In line with our safeguarding tenants and leaseholders policy, when a tenant raises a concern about a baby/child crying, whoever becomes aware of the issue will follow up and investigate as necessary. This would not be considered or investigated as ASB.

When deciding whether a report should be dealt with under this policy, we will consider the following:

- The type of behaviour being reported, how serious it is and whether it is reasonable activity or not
- How often the behaviour is happening, the times that it is taking place and how long it is happening for
- The needs of the parties involved
- The impact that the behaviour is having on the parties involved and/or the wider community
- The root cause of the issue and whether there is intention to cause harm.

Our ASB policy outlines the types of crime and ASB that should be reported to the Police, the types of environmental ASB that can be reported to the Council that we can investigate and the personal and nuisance ASB that can be reported to the Council.

The following non exhaustive list details where we may be able to provide advice, but will not investigate the following concerns as possible ASB:

- A tenant or leaseholder going about their daily activities in or around their home – for example, children playing outside, loud footfall, moving of furniture, television noise, occasional loud music, toilets being flushed and the use of household appliances (this is not an exhaustive list)
- Noise occurring at different times due to different working patterns or one-off parties
- Concerns which do not breach the tenancy agreement, for example, people staring, smoking or cooking odours, or clashes due to lifestyle or cultural differences
- Concerns which involve residents not being pleasant to each other, but are not serious enough to justify our involvement
- Boundary disputes
- Inconsiderate parking

5 Possible Solutions

Ways in which tenants and leaseholders may be able to help prevent low level complaints being made against them include:

- Informing neighbours if having a one-off event, such as a party or celebration
- Not removing carpets from upper floor flats, so that noise transfers to lower down properties is minimised. Requesting permission before installing a hard floor (such as wood, laminate or ceramic tiles or exposing bare floorboards in the property). If we grant permission, a high-quality acoustic underlay must be installed of a grade approved by us.
- Considering the use of appliance mats if running washing machines etc. overnight or early in the morning
- Telling neighbours if shift patterns have changed, so they can be understanding of needs
- Being considerate of neighbours
- Not carrying out repairs or other works late at night or at other unsociable hours
- Not playing music, TV or instruments too loudly
- Keeping dogs and other pets under control
- Being aware of where their children are playing, who is supervising them and what they are doing

We recognise that some tenants or leaseholders, who have particular support or medical needs, may find it more challenging to manage neighbour disputes because of these issues. Where this is the case, our Tenancy Management team will consider whether additional support with managing a neighbour dispute may be required and whether they need to help the resident in understanding how their behaviour could be adapted to help resolve the situation. We will consider whether a referral to support, mediation at an earlier stage, or another action would help support the individual to resolve their issues with their neighbour.

If tenants or leaseholders cannot resolve their differences themselves, they should contact us where a Housing officer may be able to offer mediation or other solutions to resolve the dispute. Mediation will be carried out by an officer who has had no prior involvement in the case. We will keep tenants and leaseholders informed of the progress of their dispute and what actions have been agreed to mitigate a repeat of the incident.

We will consider appropriate solutions on a case-by-case basis, but examples include:

- Providing advice and guidance, acceptable behaviour agreements and signposting to education services/websites
- Inviting parties to be part of creating a solution, which may be written into a voluntary agreement (e.g. residents in a block creating agreed guidelines for use of communal areas)
- Referring parties to mediation

- Referrals to safeguarding, health services or support
- Exploring practical solutions such as carpeting, slow-release door hinges or anti-vibration mats.

Our focus is on fostering good relationships and improving the health and wellbeing of parties involved. Legal action is very unlikely in cases managed under this policy.

These examples are not exhaustive and will not be appropriate in all cases. The appropriate solution will be determined based on what is relevant, likely to bring resolution to the problems and is available and cost-effective.

Where a party refuses to engage with the solution offered, without good reason, we may be unable to provide any further assistance and need to close our involvement in the matter.

6 Complaints and feedback

We work hard to make sure we provide a good service to our residents, but we realise that sometimes things do not work as planned.

If this happens, we want to hear so we can put it right and learn from it. The quickest and easiest way for us to do that is to report it to us.

To make a complaint about the council – [use our complaints process](#)

7 Links to other policies and strategies

This policy links to and should be read together with the following Haringey Council policies:

- ASB Policy
- [Community Safety Strategy 2024 - 2027](#)
- [Domestic Abuse and Violence Against Women and Girls Policy for council tenants and leaseholders, and those approaching the council as homeless](#)
- [Feedback Policy](#)
- [No Place for Hate - Haringey's strategy for tackling hate crime 2024 - 2027](#)
- [Safeguarding adults policy and procedures](#)
- [Safeguarding council tenants and leaseholders policy](#)
- Tenancy Management Policy
- Tenancy Strategy
- [Vulnerable council tenants and leaseholders policy](#)

7 Resident co-production and engagement

When did you discuss development of this policy with residents?

At a meeting of the Council's Resident Voice Board in May 2025.

What did they tell you?

Residents asked for confirmation about applicability of the policy.

How has what residents told us informed development of this policy?

The policy confirms that it applies to all Haringey Council tenants and leaseholders in the introduction to the document.

8 Equality Impact Assessment

An Equality Impact Assessment (EQIA) will be carried out as part of the development of this policy.

9 Reviewing the policy

We will review this policy every three years unless earlier events or legislation require an earlier update to this policy.