

GOOD NEIGHBOUR POLICY 2026–2029

Introduction:

Living in a community means recognising and respecting different lifestyles.

This policy explains how we support residents to resolve neighbour nuisance and everyday issues before they escalate. It sets out what you can expect from us, and what we expect from residents.

It works alongside the ASB and Hate Crime policies.

Where behaviour becomes serious or harmful, cases may be managed under the Anti-Social Behaviour Policy & the Hate Crime Policy (2026–2029).

Our Approach

We will work with you and our partners to prevent problems early and take action when needed.

We are committed to:

- Promoting respect and understanding
- Encouraging early resolution
- Supporting residents to resolve issues themselves
- Using informal approaches first
- Taking proportionate and fair action
- Escalating cases only where necessary

What Neighbour Nuisance Means

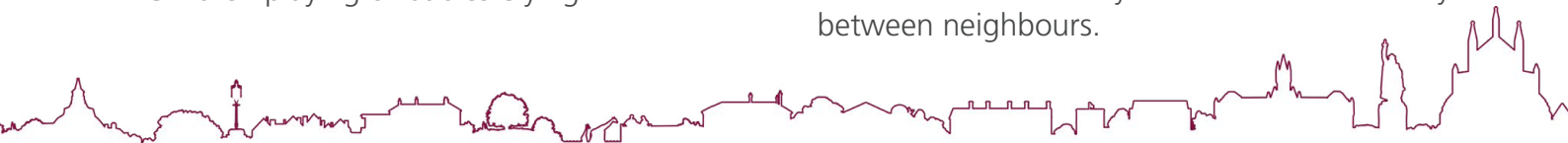
Neighbour nuisance is behaviour that may be annoying but does not meet the threshold for ASB.

Examples include:

- Everyday household noise (talking, footsteps, doors)
- Children playing or babies crying

- Cooking smells
- DIY or gardening at reasonable times
- One-off events like parties
- Minor parking issues
- Differences in routines or lifestyles

These issues are usually best resolved informally between neighbours.



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Working Together

Residents

You can help by:

- Being considerate of your neighbours
- Trying to resolve issues informally where possible
- Engaging with mediation or agreements

We will:

- Provide advice and guidance
- Help you explore solutions
- Support mediation where appropriate
- Assess if issues need to be escalated

Partner organisations (e.g. mediation services)

- Provide independent support
- Help resolve disputes
- Support longer-term solutions

How to Raise Concerns

You can contact us:

- By phone: **01962 848 400**
- By email: **housingtenancy@winchester.gov.uk**
- Online via our website
- In person at council offices

Please include details such as dates, times, and how the issue affects you.

Contact Us

Housing Services | **01962 848 400**
housingtenancy@winchester.gov.uk

Our Response

We respond based on the situation:

Low level

Everyday nuisance - Advice and self-resolution

Medium level

Ongoing disputes - Mediation and agreements

Escalation

Persistent or harmful behaviour - Managed under ASB & Hate Crime Procedure

How We Resolve Issues

We use a range of informal approaches:

- Advice and practical guidance
- Encouraging direct communication
- Mediation services
- Good Neighbour Agreements (GNAs)
- Considering property-related issues (e.g. sound)

Good Neighbour Agreements (GNAs)

GNAs are voluntary agreements between neighbours to help resolve issues.

They:

- Set clear expectations
- Are supported by Housing Officers or mediation services
- Help rebuild relationships
- Are not legally binding but encourage positive behaviour

