



CROSS KEYS Homes

You'll be at home with us

Be a good neighbour

Good neighbours help
build strong communities

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If you have any difficulty understanding this document we can arrange for it to be explained to you by an interpreter. Please call us on: **01733 385116**.

You will need to tell us your address and the language you speak.

اذا كان لديكم اية صعوبات في فهم هذا الدليل نستطيع اتخاذ الترتيبات اللازمة لئتم شرحه لكم بواسطة مترجم الرجاء الاتصال بنا علي الرقم ٠١٧٣٣ ٣٨٥١١٦ .

و عليكم بإطلاعنا علي عنوانكم و اللغة التي تتكلمون بها .

اگر در فهمیدن این متن مشکلی دارید می توانیم ترتیبی بدهیم که یک نفر مترجم شفاهی آنرا برای شما توضیح دهد . لطفاً با ما در شماره تلفن **01733 385116** تماس بگیرید .

شما می بایست آدرس محل و زندگی و زبانی را که صحبت می کنید به ما بگویند .

نه گهر بۆ تیگه یشتنی ئەم نامیلکەیه هەر جۆره ناسته نگیکت ههیه ئەوا ده توانین کاریکی وا بکهین مۆته رجینک ناوه رۆکی ئەم نامیلکەیه ت بۆ شی بکاتهوه . تکایه بهم ژماره تله فۆنه **01733 385116** پیوه ندیمان بۆ بکه .

پیوسته ناو نیشانی خۆتمان بۆ بدهیت و پشیمان بلیت به چ زمانیک قسه ده کهیت .

اس دستاويز کوشخه ميں اگر آپ کو کسی دشواری کا سامنا ہو تو ہم ایک ترجمان کے ذریعہ آپ کے لئے اس کی وضاحت کا انتظام کر سکتے ہیں۔ برائے مہربانی ہمیں **01733 385116** پر ٹیلیفون کریں۔

آپ کو ہمیں آپ کا پتہ اور جو زبان آپ بولتے ہیں بتانا ہوگا۔

Se tem alguma dificuldade em compreender este folheto poderemos arranjar um interprete para lhe explicar este folheto. Por favor telefone para **01733 385116**.

Tera que nos informar a sua morada e o idioma que fala.



If you require an audio or large print version of this leaflet or assistance with a language or Braille translation, call: **01733 385116** or email: translation@crosskeyshomes.co.uk

This is a free service.

Good neighbours build strong communities

Neighbours can be a good source of support, so why not think about introducing yourself and your family to your neighbours if you haven't already done so.

What makes a good neighbour?

Being a good neighbour is about respecting your neighbours and not doing anything which could cause upset.

Most conflict between neighbours starts because of misunderstandings or inconsiderate behaviour.

Below are some of the most common issues which result in neighbours falling out. If you can avoid these, then you will be able to have a good relationship with your neighbours.



Inconsiderate parking

blocking neighbours access or parking over the boundary



Loud music or television

having the volume too high



Barking dog

leaving your dog to howl all day



Unsupervised children

children behaving badly, screaming and misbehaving



Bad language

swearing in or outside the house

Good neighbours build strong communities



Summer barbeques

Late night barbeques which can be very loud when your neighbours are trying to sleep



Ignoring your neighbours

deliberately ignoring your neighbours can be seen as a gesture of dislike



Slamming doors

The sound of a slamming door is very annoying

Neighbours must always be given consideration if you want to gain respect and build a good relationship

Consider the following:



Say hello and smile

something as simple as this can break the ice and get you talking



Keep neighbours informed

if you are having a party, a barbeque or other gatherings at your home, just let neighbours know that you will do your best to keep noise down and ensure considerate parking



Support each other

if you do get to know your neighbour think about exchanging telephone numbers so that in an emergency you can contact and inform them

Good neighbours build strong communities



Look out for each other

if your neighbour is going away offer to put out their bins for them and keep an eye on their house



Respect

always show each other respect in all you do



Closing doors

encourage your children to close doors quietly

Good neighbour community pledges can be used to set out the types of positive behaviour that residents in a particular street or block of flats want to sign up to. The majority of residents want to live in harmony and the example on the next page shows what sort of things you might want to include in your own locally based community 'pledge'. It is important that when developing a community pledge, there is proper consultation between all the people living in that area. Cross Keys Homes will help any group of residents to talk to each other in order to draw up a community pledge which will make people feel proud of their homes, and develop a community spirit in the area in which they live.

The community pledge can contain as many pledges and promises as you like as long as they are realistic, clear, and include positive behaviour as well as those things which you want to stop. It must also be clear on what will happen if the community pledge is broken.

If you are interested in drawing up a community pledge in your street or block of flats, please contact the anti-social behaviour team on: **01733 385098** or the tenant involvement team on: **01733 385137** and we will talk to you about how we can make the pledge happen in your area.

Good neighbours build strong communities

An example of a good neighbour community pledge:

Good neighbour community pledge

This community pledge is designed to help to make sure that all residents are committed to making their area a safe, settled and peaceful place in which to live and that everyone has a shared understanding about showing respectful behaviour.

As a member of the (name of street) community, my pledge is to make sure that my family, my visitors and I will do our very best to create the stable community and pleasant environment that all residents are signing up to.

With this commitment from everyone we can all live peacefully in our homes free from un-neighbourly behaviour.

I pledge to be a good neighbour and treat my fellow residents with respect at all times and in signing this document commit to playing my part in the success and future of Hampton Town Centre.

I specifically agree to pledge the following:

- To show respectful behaviour at all times
- Keep our homes, communal areas and gardens in good condition at all times
- Exercise responsibly for our children's behaviour and also any visitors
- Take responsibility for our pets and not allow them to disturb other people
- Be tolerant and understanding of other residents' needs for periods of quiet
- Ensure that if our children are playing outside, they do so without harassing or causing nuisance to other people
- To agree to talk to each other if children's behaviour is becoming an issue
- Agree that drug dealing will not be tolerated within our community
- Agree to help the community by keeping evidence of any issues which are affecting our community

Signed:

Name:

GIVE RESPECT

GET RESPECT

Good neighbours build strong communities

Area offices

Eastern Office

3 Scalford Drive
Welland
Peterborough PE1 4XQ
Telephone: **01733 385077**

Southern Office

Shrewsbury Avenue
Peterborough PE2 7BZ
Telephone: **01733 385061**

Northern Office

The Old Farmhouse
Freston
Paston
Peterborough PE4 7EN
Telephone: **01733 385089**

Western Office

The Cresset
Bretton Centre
Peterborough PE3 8DX
Telephone: **01733 385069**

Cross Keys Homes want to make our communities places where people want to live and work and where both adults and children respect each other, their neighbourhoods and their homes.

Cross Keys Homes has a dedicated anti-social behaviour team who can offer support and advice over neighbour disputes. If you would like further information contact: **01733 385098** or email: antisocialbehaviour@crosskeyshomes.co.uk

There is also an out-of-hours reporting line where messages will be picked up on: **01733 385099**

**NATIONAL
HOUSING
FEDERATION**
member



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