

GOOD NEIGHBOUR AGREEMENT

Forgewood Housing Co-operative believes that nuisance behaviour is unacceptable. In partnership with North Lanarkshire Council's Anti Social Task Force and Strathclyde Police, we will use all powers available to deal with incidents of an anti social nature.

To meet his pledge Forgewood Housing Co-operative is committed to:

- Developing and maintaining homes that allow for quiet and peaceful enjoyment.
- Improving the environment within communities to assist in keeping harmony between residents.
- Responding professionally and sensitively to all complaints made.
- Taking strong and effective action to tackle any problems of an anti social nature.

Forgewood Housing Co-operative will:

- Fully investigate complaints of an anti social nature.
- Provide a confidential service and offer support to victims of anti social behaviour.
- Keep complainants fully informed of the progress of their complaint.
- Offer a mediation service to allow neighbour disputes to be dealt with at an early stage.
- Work closely with other agencies, such as the Police and North Lanarkshire Council departments, to deal with complaints effectively.
- Take the strongest possible action, where necessary, to ensure a peaceful living environment for our tenants. This may include verbal and written warnings, actions for recovery of possession (eviction), applications for Anti Social Behaviour Orders and other legal remedies where appropriate.

As a tenant, you will:

- Show consideration for neighbours at all time.
- Be aware that nuisance and annoyance can be caused by late night use of domestic appliances, stereo equipment and noise caused by raised voices of tenants and/or visitors to the property.
- Take responsibility for children within and in the vicinity of the home; being a good neighbour applies to children too.
- Ensure that no damage occurs to the property.
- Be responsible for the behaviour of visitors in the home and in the vicinity of the home.
- Keep the house in a reasonable state of cleanliness and decoration.
- Take turns to clean common stairs and landings, if any.
- Make sure that security doors, if any, are closed properly. This applies to visitors too.
- Keep the garden area tidy. If there is no one physically fit to do this in your household, you can apply to be included on the Council's Garden Assistance Scheme.
- Store your rubbish in the bins provided and ensure bin collection arrangements are respected.
- Keep pets under control, if you are allowed one in your home. Remember to clean up after them and do not allow the pet to foul in public areas.
- Ask us for permission if you wish to use your home for business purposes.
- Let us know if your property will be unoccupied for 21 days or more, otherwise we may believe that it has been abandoned and reclaim possession. Please give us a contact address in case of any emergencies e.g. Burst Pipes.
- Always park your vehicle(s) with consideration and courtesy for neighbours.

