

# Good Neighbour Agreement



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## Introduction

River Clyde Homes' tenant led Board has given a clear commitment to the pursuit of antisocial behaviour which prevents tenants from enjoying their own home and their own environment in a safe and secure manner.

The Board welcomes the opportunity for tenants to be able to join them in that commitment.

# Section A

**River Clyde Homes'** vision is an Inverclyde with exceptional housing and vibrant communities.

This vision will only be achieved if antisocial incidents are minimised within our communities.

Your Tenancy Agreement sets out your rights and responsibilities as a tenant of River Clyde Homes.

This Good Neighbour Agreement sets out the behaviour your landlord expects from you as a tenant and good neighbour of River Clyde Homes and what you can expect, in return, from River Clyde Homes, as your landlord, to deal with antisocial behaviour in our communities. If all tenants commit to the principles of this agreement, our estates will be safer and more secure places in which to reside and will be places of choice for tenants to live in.

# Section B

River Clyde Homes recognises that antisocial behaviour and harassment causes misery to residents and creates blight on communities.

River Clyde Homes will seek, as far as possible, to ensure that none of our tenants, members of their household or visitors to their home is subjected to antisocial behaviour or harassment.

River Clyde Homes will also seek to ensure that our tenants, members of their household or visitors to their home do not cause antisocial behaviour or harassment in or in the vicinity of their home to neighbouring residents.

River Clyde Homes will work in partnership with Inverclyde Council's Social Protection Team and Problem Solving Unit and Strathclyde Police to use all remedies available, both administrative and legal, to deal with incidents of antisocial behaviour.

# Section C

## As a tenant of River Clyde Homes you will;

- Show consideration for your neighbours at all times
- Be aware that nuisance and annoyance can be caused by late night use of domestic appliances, musical appliances, televisions and noise caused by raised voices of persons residing in or visiting your home
- Ensure that your home is not used for illegal or immoral purposes, for example, drug dealing from or in the vicinity of your home by you, a member of your household or any visitor to your home
- Take responsibility for children within and in the vicinity of your home. Being a good neighbour applies to children's behaviour too!
- Ensure that no damage occurs to your home or common parts of the property where you live
- Be responsible for the behaviour of visitors to your home and in the vicinity of your home
- Take turns to clean common stairs, windows and landings if you have these
- Keep gardens neat and tidy unless you qualify for the Garden Tidy Scheme to assist with this
- Store your household rubbish in the bins provided and ensure bins are put out/returned to storage areas on bin collection days
- Where refuse chutes are installed, take turns of cleaning chute rooms and ensure that bulky items are not placed in the chute as these will block it
- Request permission to keep a pet and make sure pets are kept under control. Remember to clean up after them and do not allow

pets to foul in public areas. Pets are not permitted in multi-storey and sheltered housing properties

- Request permission to use your home for business purposes
- Request permission to make adaptations or alterations to your home and consider your neighbours when undertaking work. Remember that fitting laminate flooring without insulation can cause noise disturbance to neighbours living below you
- Tell us if your home will be un-occupied for more than 28 days and give us a contact address to ensure that your home is protected in case of an emergency
- Request permission to take in a lodger or sub-let your home. If this is allowed, you are still responsible and you must make sure that no antisocial behaviour occurs from your lodger or sub-tenant
- Allow our staff access to your home when asked to make sure you are keeping to the standard of behaviour expected of a good neighbour and that your home is being maintained to an acceptable standard

# Section D

## River Clyde Homes will meet our pledge by;

- Ensuring that tenants are aware of their rights set out in the Scottish Secure Tenancy Agreement
- Working with tenants to improve the environment within communities to assist in developing good neighbour relationships
- Consulting with tenants to investigate ways in which security and safety can be enhanced in our houses through effective design to reduce opportunities for antisocial behaviour
- Working with tenants and residents in communities to find ways of reducing antisocial behaviour in their area, for example, better play provision for children
- Offering practical advice and support to tenants, who may require this, to become a good neighbour
- Providing staff who will deal with antisocial behaviour complaints in a professional and sensitive manner
- Fully investigating all complaints of an antisocial nature in conjunction with Inverclyde Council's Social Protection Team
- Providing a confidential service and freephone helpline and offering support to victims of antisocial behaviour
- Offering 24-hour support to complainants experiencing serious antisocial behaviour
- Keeping complainants fully informed of progress with their complaint and track resolved cases to make sure problems do not recur
- Taking the strongest possible action, where necessary, to ensure a peaceful living environment for our tenants. This could include



verbal and written warnings, applying for antisocial behaviour orders and other legal remedies, including recovering possession of homes by eviction

- Working closely with a variety of other agencies, such as Strathclyde Police, Inverclyde Council and Voluntary Organisations, to deal with complaints on an effective partnership basis
- Ensuring that tenants are aware of their obligations set out in the Tenancy Agreement relating to the keeping of pets and dealing quickly with any breach of these obligations
- Ensuring that tenants are aware of the Compensation for Improvements Scheme for adaptations or alterations where permission has been granted

# Section E

## Reminder

It is your responsibility to ensure that your behaviour and the behaviour of members of your household, and visitors to your home, does not break the terms of your Tenancy Agreement. If this happens, you can be taken to Court and may lose your home.

It is River Clyde Homes' responsibility to ensure that tenants have a peaceful living environment.

I/We have read (or been talked through) and understand and agree to the principles of this Good Neighbour Agreement set out at Section C to make our estates safer and more secure.

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Signed (Tenant)

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Date

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Signed (Tenant)

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Date

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Signed (Tenant)

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Date

River Clyde Homes accepts the principles of this Good Neighbour Agreement set out at Section D to make our estates safer and more secure.

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Signed (for River Clyde Homes)

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Date





## HOW TO CONTACT US:

### BY PHONE:

 **0800 013 2196**  
(free from a landline)

 **01475 788887**  
(low cost from a mobile)

*For out-of-hours emergency repairs use these numbers only*

### ONLINE:

 **onecall@riverclydehomes.org.uk**  
(monitored only during office hours)

 **www.riverclydehomes.org.uk**

 **@rivclydehomes**  
(monitored only during office hours)

**IN PERSON:** River Clyde Homes  
102-112 Roxburgh Street  
Greenock, PA15 4JT

**Monday 8:45am – 4:30pm**

**Tuesday 8:45am – 4:30pm**

**Wednesday 8:45am – 3:30pm\***

**Thursday 8:45am – 4:30pm**

**Friday 8:45am – 3:45pm**

*\*We are closed on the third Wednesday of the month from 1pm for staff training*

**IN PERSON:** 7½ John Wood Street

**Tuesday 9:00am – 12:00pm**

**Thursday 1:30pm – 4:30pm**