

# Good neighbour guide

**At Staffs Housing, we're a community of staff and neighbours and we want everyone to live in a home they feel proud of.**

We want neighbours to get on with each other and being a good neighbour is about more than just keeping to your tenancy agreement.

We encourage you to speak to your neighbour about any concerns, such as anti-social behaviour. Often, people don't realise they're causing a problem.

If you feel comfortable, it can be useful to swap phone numbers with your neighbours - they might be able to help if there's an emergency.

Let's work together to help build a home and community around you.



## Noise

- Try to do any noisy work, such as drilling or vacuuming, between 8.00 am and 8.30 pm.
- If you're getting home late at night, be quiet and make sure no doors slam. People may be asleep.
- Noise carries easily in a block of flats, especially if you have wooden or laminate flooring.
- Keep the volume of your electronic equipment at a reasonable level.

## Cars & parking

- If you have a caravan or motor home, please don't park it on scheme car parks.
- Don't carry out major car repairs on the car park.
- Clean up any mess left by your car, like oil spills.
- Park your vehicle responsibly, don't block driveways and make sure you park in marked bays.
- Remember, most parking is communal, unless you have been allocated a specific space.

## Internal communal areas

- Dispose of your rubbish in the bins provided and keep the area around the bins clean and tidy.
- Don't let people into the building that you don't know.
- If you are getting rid of any bulky items, make arrangements for them to be collected, or take them to the council tip.
- Report any communal repairs as soon as possible, like faulty door entry systems, light bulbs.
- Keep communal doors locked and don't wedge them open. They are there for your safety and the safety of your neighbours.

### Reporting anti-social behaviour

We encourage you to speak to your neighbour about concerns. Often, people don't realise they're causing a problem.

If it continues, you can use our online form at [staffhousing.org.uk](http://staffhousing.org.uk) or call our housing team on 01782 744 533.

## Gardens

- If you have a garden, keep the grass trimmed and flower/shrub beds weeded.
- Get rid of any bags of rubbish or bulky items straight away.
- If you have a communal garden keep it clean, tidy and free from litter.

## Pets

- Don't leave pets alone for long periods of time or allow dogs to bark constantly.
- Always clean up your pet's mess, whether in your garden or on the pavement. If you have a cat, make sure you have a clean litter box in your home.
- If you live in a scheme with a pets policy, make sure you read it.



**Email: [hello@staffshousing.org.uk](mailto:hello@staffshousing.org.uk)**

**Call: 01782 744533**

**[www.staffshousing.org.uk](http://www.staffshousing.org.uk)**

Staffs Housing, 308 London Road, Stoke on Trent, ST4 5AB  
We're open from 8.30 - 5.30 Monday to Friday.

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Staffs Housing is part of the Honeycomb Group



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