

Good Neighbourhood Agreement

This document (agreement) was devised in conjunction with the major universities and the county police forces in Northumberland and Durham (within our area of marketing and operation). It is an integral part of (and incorporated in) our tenancy agreement and every tenant therefore will read and by signing the tenancy agreement is bound by this as part of their tenancy obligations.

9. Good Neighbourhood Agreement

Good Neighbour Agreement – for all tenants and guests in their properties

Anti-social behaviour causes distress for people who want to live peacefully in their homes and neighbourhoods. Acorn and our landlords are committed to dealing quickly and firmly with those who behave in a way which threatens the peace and security of local residents.

NB. Please note it is important to point out that the police authorities appearing on here are in support of the good neighbourhood agreement and are not to approve an assured shorthold or contractual tenancy agreement.

9.1 Being a Good Neighbour

Acorn Properties (Jesmond) Ltd and its landlords, expect all its tenants to treat others living in their neighbourhood fairly, and in a way that they would like to be treated themselves. We believe that by being a good neighbour you will be helping us to stop nuisance and anti-social behaviour on our estates and in your local community.

9.2 About this agreement

By signing your tenancy agreement you are agreeing that you understand what ‘anti-social’ behaviour is, and that you will not behave badly towards your neighbours or others in the community. You will also be confirming that if you do so, you will be breaking the terms of the Tenancy Agreement which you signed with us, and in some cases, this can eventually lead to you being evicted from your home, or have other action taken against you.

9.3 What is Anti-Social Behaviour?

Anti-social behaviour comes in many forms, from serious acts of violence, harassment or threats of violence directed to one person or others, to general nuisance. The following list contains a number of examples of types of behaviour which we consider ‘anti-social’. And as such, will not be tolerated:

- Aggressive and threatening language and behaviour.
- Actual violence against people and property.
- Hate behaviour against certain people or groups of people because they are perceived to be ‘different’, for example because of their race, colour or lifestyle. Using or selling drugs or other illegal substances.
- Loud noise, especially late at night, for example by playing music loudly.
- Allowing pets to make excessive noise, or to be a danger to others.
- Vandalising property which is not owned by you, including graffiti.
- Dumping rubbish and litter, in your gardens or around area in which you live.
- Parking vehicles inconsiderately, or abandoning vehicles, or keeping untaxed vehicles in street.
- Being intolerant of other peoples’ lifestyles.
- Being a general nuisance in the community.

9.4 What can you do to be a good neighbour?

There are many things you can do to help prevent nuisance and anti-social behaviour. Some examples are listed below:

- Accept that everyone is different and be tolerant of the lifestyles of others.

- If you feel that someone is acting unreasonably, and you do not feel threatened, speak to them first before making a complaint to the person or company that is managing your rented property,(you will find this information on page 1 of your tenancy agreement). It is likely that they did not even realise they were causing a nuisance.
- In cases of genuine nuisance and/or anti-social behaviour, you must contact [landlord] and tell us what the problem is so that we can sort it out quickly for the benefit of you and the whole community.
- Where you have made a complaint, work with [landlord] to sort the problem out, by keeping to the actions agreed with [landlord] during the cause of the investigation process.

9.5 Actions that can be taken

- Northumbria and Durham Police are committed to supporting the good neighbourhood agreement and work in partnership with all the relevant local universities, colleges and educational establishments and will take positive action including contacting all relevant parties (i.e. if appropriate, parents, landlords universities etc.) against any antisocial or illegal behaviour which could lead to a prosecution.
- The councils Noise team will issue fines and also have the legal right to remove all sound equipment.
- All other relevant parties i.e. the city universities have their own disciplinary procedures and will use them against offenders.

Full details of how to make a complaint are contained in landlords leaflet “tackling Anti-Social behaviour”. The leaflet is available from our offices and Neighbourhood/Street Wardens and leading Estate Agency Offices.