

# Neighbour Disputes

A neighbour dispute typically arises from disagreements, often related to lifestyle choices. Common issues include the use of shared spaces, car parking, and visitors.

At times, we may live near people with whom we don't easily get along. We encourage residents to resolve lifestyle disagreements themselves, as these situations are generally not classified as Anti-Social Behaviour (ASB) and at times our involvement can escalate matters.

As your accommodation includes a number of shared spaces, disputes may involve:

- Use of laundry area.
- Participation in recreational activities.
- Personal conflicts between residents.

We address such cases under our Neighbour Dispute procedure to foster tolerance and understanding. Mediation services may be offered to prevent escalation. However, if a dispute significantly impacts other residents or the management of our housing, further action might be necessary.

To read the full Anti-Social Behaviour Policy visit our website:  
[housing21.org.uk](https://housing21.org.uk)

# What can I do if I have a dispute with a neighbour?

This can be when there is a disagreement between people

- 1 Step 1:** Calmly speak with your neighbour and come up with a solution, even if it's `agree to disagree`.
- 2 Step 2:** If the issue has not been resolved, speak with your Scheme Manager. They can often offer simple solutions.
- 3 Step 3:** If the issue continues, speak with your Scheme Manager who will investigate if it should be dealt with in line with the ASB policy.
- 4 Step 4:** The Scheme Manager may offer to bring in a partner agency, such as a Mediation company, who would need to speak with all parties to understand and help resolve the disagreements.
- 5 Step 5:** You will be notified when all available actions have been completed.

If your Scheme Manager is unavailable you can email:  
[enquiries@housing21.org.uk](mailto:enquiries@housing21.org.uk)