



# Good Neighbour Agreement

# Welcome to your new home at Lloyds Living.

We are proud of the high specification of these modern energy efficient homes and the public spaces within the development. We aim to manage this development effectively to help make living here a comfortable and enjoyable experience.

In our experience a small number of people can spoil things for their neighbours and we want to prevent this. Therefore in conjunction with residents we have developed this Good Neighbour Agreement and we are asking all of our residents to treat their neighbours with respect and look out for them in times of need.

We believe that in being a good neighbour you will not only be helping us to prevent nuisance and anti- social behaviour but you will be contributing to a more positive, confident outward looking community.

## What can you do to be a good neighbour?

Show respect for all neighbours and their property and fairness in dealing with everyone, irrespective of their age, gender, religion, race, ability, culture, sexual orientation or political belief.

Care for the elderly, the lonely, and the vulnerable in the community.

Accept that everyone has the right to live here and be tolerant of different lifestyles. Understand that some noise is inevitable in a busy community but aim to keep noise contained within your own home whenever possible.

Be responsible for the behaviour of your children and anyone visiting your home.

Respect the rights of children and young people to play and meet in a safe and happy environment.

Respect the environment in which you live. Contribute by keeping a clean and tidy scheme, free from antisocial behaviour and litter.

Recognise that a good community spirit benefits all through healthy interaction and mutual support in dealing with local problems.

As a good neighbour we encourage residents to tell us if they see residents or visitors acting against this agreement so that we can take swift and appropriate action.

**We can only do this with your help. Please take the time to read through this agreement and make your household and visitors aware of its terms.**

**[lloydsliving.co.uk](http://lloydsliving.co.uk)**

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## 1. Lloyds Living

Our staff and contractors at Lloyds Living and the wider scheme are there to keep the buildings and environment safe and clean. Please be courteous towards them at all times.

Lloyds Living will not tolerate abuse of any kind against its staff or contractors and will take action against tenancies and leases.

## 2. Parking

There is limited car parking therefore you must have been allocated a parking space by a Lloyds Living colleague if you wish to park anywhere on the development.

You must not park anywhere else on the development including roads and landscaped areas.

## 3. Outside communal areas

In order to limit nuisance to neighbours we ask that you be considerate to other residents when in the outside areas especially between 10pm and 8am.

As a good neighbour, please do not drop litter, including cigarette ends in the communal areas.

## 4. Children

Being a good neighbour means that you are responsible for the conduct of your children and any visiting children at all times when they are in the communal areas. You must ensure that your children behave in a responsible and considerate manner.

It can be intimidating to other residents when children play or gather in the courtyards or communal areas and we would ask that you remind your children and visitors of this.

## 5. Pets

You may keep a small caged animal, bird or fish provided that they do not cause a nuisance to your neighbours and have sought prior written permission from your landlord.

If you wish to keep any other pets, you must ask permission and we will consider granting a license.

You must not allow any pets, including visiting pets, to foul in communal areas.

Please see [Lloyds Living Pet Policy](#) for more details

## 6. Smoking

Smoking is not permitted anywhere within the building, in the communal areas, or in the area around the building.

## 7. Fire Safety

No items are to be left in any communal area including corridors and stairs outside of your property – this includes furniture, plants, shoes etc. The Landlord will inspect these areas each week and remove such items without further notice.

Using a barbeque in an enclosed space poses a fire risk; therefore, barbeques are not permitted on balconies or terraces.

## 8. Refuse disposal

We ask that your refuse is disposed of in bin liners and deposited into your bins provided. If you make a mess when disposing of your refuse, you must clean this up.

Think of the environment by using the recycling bins provided.

We do not have any arrangements in place to dispose of bulky items. If you're not able to take large items to the Council's Re-use and Recycle Centre yourself, you can ask your local council to book a collection. Any costs associated with this must be borne by yourself.

Lloyds Living staff will be able to offer advice on how to dispose of unwanted goods including the use of furniture recycling services.

## 9. Looking after the communal areas

We want to keep the communal areas looking pristine and clean. Please help us to do this by ensuring you, your household and visitors do not drop litter, tamper with any equipment or cause damage.

Due to the potential fire risks communal cupboards are not to be used for storage and any items found will be removed as part of our weekly inspections.

## 10. Moving in

Please look after the new building when you are moving in;

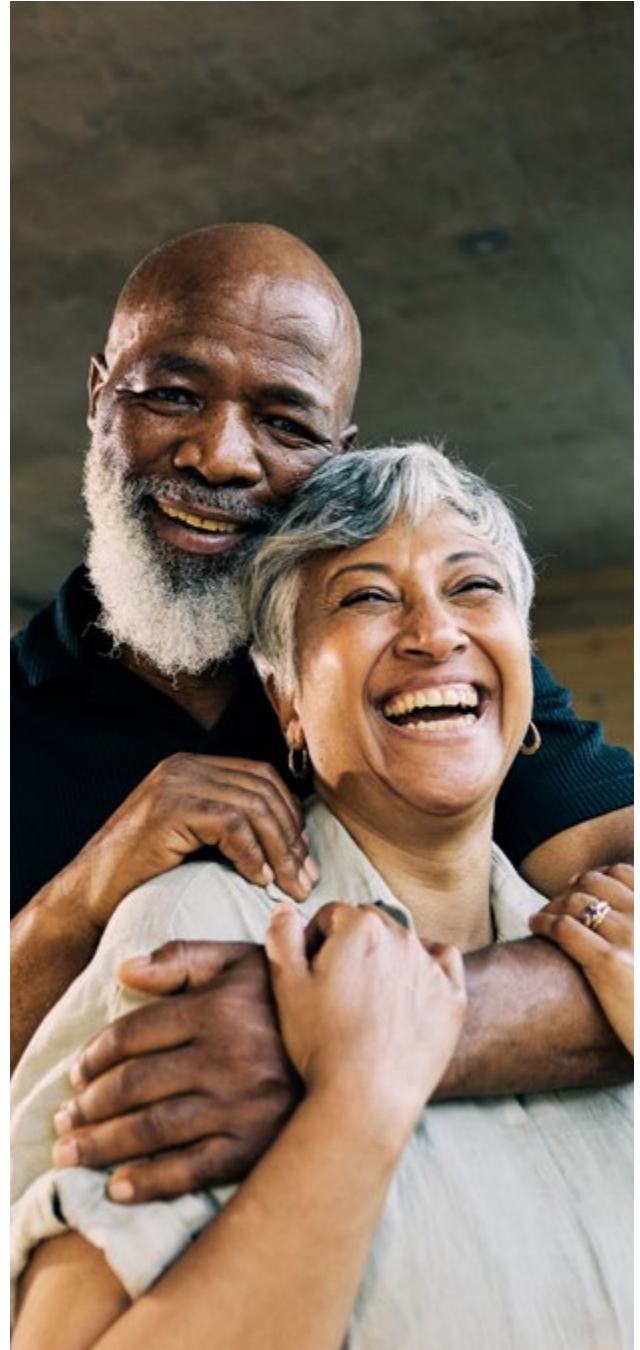
- Do not wedge communal doors open.
- Avoid scraping the walls and communal surfaces .
- Do not leave anything in the communal areas.
- Consider disposing of unwanted items before you move.

We also recognise on occasion, a divergence from the 'Good Neighbour Agreement' may be serious enough to be classed as Anti-Social Behaviour. Lloyds Living have adopted the legal definition of ASB as being:

- Conduct that has caused, or is likely to cause harassment, alarm or distress to any person.
- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises.
- Conduct capable of causing housing-related nuisance or annoyance to any person.

Where required, we will work with support services who can provide support to complainants and perpetrators; and will seek to work in a coordinated manner to support positive outcomes for customers and neighbourhoods. We will work in partnership with other agencies around intervention, in particular around use of legal powers where agencies must take the lead.

**More information about Anti Social Behaviour and how to report it can be found in the [Lloyds Living Anti Social Behaviour Policy](#).**



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