Good Neighbourhood Management Policy

Policy Owner	Executive Director of Customers and Communities
Approval Level	Customer Experience Committee
Resident Input	Neighbourhood & Tenancy SIG July 2026 (Southway) Customer Experience Committee – Deep Dive into customer satisfaction with the ASB service – November 2025 (WCHG)
Policy Review Due	September 2029
EIA Date	August 2026
Linked strategies/policies	This policy should be read alongside the Anti-Social Behaviour Policy, Tenancy Agreement, Complaints Policy, Safeguarding Policy, Allocations Policy, Data Protection Policy, Environmental Services Policy and Community Safety Strategy.
Version	1
Date of Approval	November 2026

We can provide this policy in large print, braille or audio. We will also take reasonable steps to meet communication, language and literacy needs, including translation, interpretation and other accessible formats where needed.

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1. What this policy is for

1.1 The purpose of this policy is to set out Southway Wythenshawe Homes's approach to good neighbourhood management. It explains how we will respond to reports about neighbour disputes, everyday living issues and local neighbourhood concerns that may cause upset, frustration or disagreement, but do not necessarily meet the threshold for anti-social behaviour or a tenancy breach.

1.2 We want customers to feel safe, respected and able to enjoy their homes and neighbourhoods. We recognise that issues between neighbours can affect wellbeing and quality of life, even where the behaviour is not deliberate, persistent or harmful enough to be managed as anti-social behaviour.

1.3 This policy sets out Southway Wythenshawe Homes's commitment to:

- helping customers understand what is and is not likely to be treated as anti-social behaviour.
- responding proportionately to good neighbourhood management concerns.
- encouraging customers to resolve minor disputes safely and reasonably where appropriate.
- using early intervention, advice, mediation and practical solutions where this may help.
- working with partner agencies where this is needed to support safe, clean and sustainable neighbourhoods; and
- reassessing reports where behaviour escalates or begins to cause significant harm.

1.4 This policy is designed to work alongside the Anti-Social Behaviour Policy. Where behaviour is deliberate, threatening, persistent, targeted or causes significant harm, we may manage the matter under the Anti-Social Behaviour Policy instead.

2. Who this policy applies to

2.1 This policy applies to good neighbourhood management issues connected to Southway Wythenshawe Homes homes, communities or housing management responsibilities.

Customers	Our service
Customers living in Southway Wythenshawe Homes homes	We will respond to good neighbourhood management concerns affecting their home, tenancy or neighbourhood.
Leaseholders and shared owners	We will respond where the issue affects our housing management responsibilities.
Residents in supported, age-friendly or specialist accommodation	We will consider the setting, individual circumstances and any additional support needs when responding.
Neighbours, visitors and wider residents	We will consider reports where behaviour or conduct affects Southway Wythenshawe Homes homes, neighbourhoods or our housing management functions.
People whose behaviour has been reported	We will consider reports fairly and proportionately, and we will normally seek to understand both sides before deciding what action is appropriate.
Colleagues, contractors and representatives	This policy supports colleagues and contractors to respond consistently to good neighbourhood management concerns raised by customers.

2.2 We recognise that customers may experience neighbourhood issues differently. Our approach is to understand the circumstances, the impact of the issue and whether advice, support, mediation, practical action or escalation is appropriate.

3. Regulation and Legal Requirements

3.1 This policy supports compliance with the following regulations and legal requirements.

- Regulator of Social Housing Consumer Standards, including the Neighbourhood and Community Standard.
- Housing Act 1985, Housing Act 1988, Housing Act 1996 and Housing Act 2004.
- Anti-Social Behaviour, Crime and Policing Act 2014.
- Environmental Protection Act 1990.
- Equality Act 2010.
- Human Rights Act 1998.
- Data Protection Act 2018 and UK GDPR.
- Safeguarding Vulnerable Groups Act 2006; and
- Mental Capacity Act 2005.

3.2 We have also considered the Housing Ombudsman's recommendations on managing noise reports and neighbour disputes, including the need to manage expectations clearly and avoid treating all everyday living noise as anti-social behaviour.

4. What we will do

What we mean by good neighbourhood management

4.1 Good neighbourhood management is our approach to supporting customers to live well alongside each other and to help resolve issues that arise from everyday living, lifestyle differences, shared spaces, neighbourhood appearance or minor neighbour disputes.

4.2 Good neighbourhood management issues may still matter to customers and may still require advice, support or practical intervention. However, they will not always result in a formal anti-social behaviour case, tenancy enforcement action or legal action.

What may be managed under this policy

4.3 The following examples may be managed under this policy where the behaviour is not deliberate, targeted, persistent or causing significant harm.

Issue Type	Examples
Everyday household noise	General living noise such as footsteps, doors closing, flushing toilets, talking, babies crying or household appliances being used at reasonable times.
Occasional noise	One-off celebrations, occasional DIY at reasonable times or infrequent dog barking.
Neighbour disagreements	Minor personal disputes, people not getting on, people looking at each other, social media disagreement where there is no threat or wider impact.
Gardens, boundaries and property appearance	Untidy gardens, boundary disputes, fencing issues, placement of bins or concerns about shared access.
Pets and animals	Dog fouling, barking or pet-related nuisance where this does not meet the ASB threshold.
Neighbourhood cleanliness	Litter, fly tipping or local environmental concerns where practical estate management action may be more appropriate.
Lifestyle and cultural differences	Cooking smells, children playing, cultural differences or different household routines.
Parking and shared spaces	Parking disputes or disagreements about use of communal areas where there is no threat, harassment or significant harm.

4.4 This list is not exhaustive, and each report will be considered on its own circumstances.

When issues may move into the Anti-Social Behaviour Policy

4.5 We will continually reassess reports. An issue that starts as a good neighbourhood management concern may be escalated and managed under the Anti-Social Behaviour Policy if the behaviour changes or the risk increases.

Situation	Likely approach
No deliberate intention and no significant harm	Usually managed through good neighbourhood management advice, support, mediation or practical solutions.
Persistent, unreasonable or escalating behaviour	We will reassess the impact, risk and available evidence and may manage the matter under the Anti-Social Behaviour Policy.
Behaviour appears deliberate, targeted or intended to cause nuisance, alarm, harassment or distress	Likely to be considered under the Anti-Social Behaviour Policy.
Threats, violence, hate incidents, domestic abuse, safeguarding concerns, cuckooing or drug dealing	These will be considered under the Anti-Social Behaviour Policy and/or the relevant specialist policy and statutory agency route.
Noise or lifestyle reports that become excessive, prolonged or harmful	We will consider whether the matter should remain under this policy, be referred to environmental health, or be managed as anti-social behaviour.

How we assess and respond to reports

4.6 When a report is made, we will listen to the customer, consider the nature of the issue and assess whether it should be managed under this policy, another housing management policy, or the Anti-Social Behaviour Policy.

4.7 When assessing a report, we will consider:

- what has happened and how often.
- whether the behaviour appears deliberate, targeted or unreasonable.
- the impact on the person affected.
- whether there are safeguarding, vulnerability or support concerns.
- whether the issue involves a possible tenancy breach or environmental concern.
- whether another agency may be better placed to respond; and
- what outcome is realistic and proportionate.

4.8 We will be clear with customers about what we can and cannot do. Some reports will result in advice, signposting or practical support rather than a formal case or enforcement action.

Supporting customers to resolve issues

4.9 We expect customers to act reasonably, be considerate of neighbours and take responsibility for their own behaviour, the behaviour of their household and, where applicable, visitors to their home.

4.10 Where it is safe and appropriate, we may encourage customers to try to resolve minor disagreements themselves. We will not expect customers to approach someone directly where there is a serious risk of harm, violence, abuse or intimidation.

4.11 Where appropriate, we would encourage customers to contact their neighbour at a suitable time, speak in person where possible, or send a polite note if preferred. Customers should seek to have a calm, courteous and direct conversation, provided they feel safe to do so. They should explain the issue clearly, describe its impact and propose a reasonable compromise.

4.12 To handle a neighbour dispute effectively,

Support or intervention	How it may help
Advice and self-help options	Helps customers understand what action they can reasonably take and what outcomes may be possible.
Mediation	Supports neighbours to discuss issues in a structured way and agree practical steps.
Good neighbour agreements	Sets out expected behaviour and practical commitments where this may help prevent escalation.
Restorative approaches or community conferencing	May help where wider neighbourhood relationships have broken down.
Support referrals	May be offered where there are wellbeing, mental health, tenancy sustainment or family support needs.
Practical measures	May include advice about flooring, appliance mats, door closers, use of shared spaces or environmental action where reasonable and practical.
Partnership involvement	May involve local authority, Police, environmental health, safeguarding services or other agencies where appropriate.

Partnership working and practical solutions

4.13 Good neighbourhood management is most effective when customers, communities, Southway Wythenshawe Homes and partner agencies work together. We will work with relevant partners where this is needed to support safe, clean and sustainable neighbourhoods.

4.14 This may include working with local authorities, environmental health teams, Greater Manchester Police, safeguarding services, health partners, voluntary organisations, community groups and other housing providers.

4.15 We may also use neighbourhood activities such as action days, clean-up campaigns, awareness activity and community engagement to address local issues, encourage reporting and improve confidence in neighbourhoods.

Information sharing and confidentiality

4.16 We understand that customers may be concerned about sharing information when raising neighbourhood issues. We will manage information in accordance with data protection legislation.

4.17 We will only share information where it is lawful, necessary and proportionate. This may include sharing information to safeguard an adult or child, prevent harm, prevent or detect crime and disorder, support partnership working or fulfil our housing management responsibilities.

Complaints and learning

4.18 If someone is dissatisfied with how we have handled a good neighbourhood management matter, they can make a complaint under the Complaints Policy.

4.19 We will use complaints, customer feedback, case reviews and learning from the Housing Ombudsman to improve how we manage good neighbourhood management issues and how we communicate expectations to customers.

5. Equality, Diversity and Inclusion

5.1 An Equality Impact Assessment (EIA) was completed 20/08/26. The actions from this are:

Action	Policy Change
Cultural practices, lifestyles or religious observance may occasionally contribute to misunderstandings between neighbours	We will promote understanding, communication and mediation where appropriate

Customers may experience discrimination, harassment or neighbour disputes linked to gender identity, cultural practices, ethnicity	The policy supports respectful neighbourhoods and escalation where hate-related behaviour is reported
Financial hardship, caring responsibilities, social isolation or support needs may affect a customer's ability to resolve disputes independently.	We will ensure early intervention and support referral routes are available. Individual risk and support needs will be considered when responding to customer complaints

5.2 We are committed to providing a fair and accessible service for all customers. We will consider individual circumstances, support needs, protected characteristics, vulnerability, trauma and mental capacity where relevant when responding to good neighbourhood management issues.

5.3 We will provide information in accessible formats and make reasonable adjustments where appropriate.

6. Who is responsible

6.1 The people responsible for overseeing this policy are listed below

Officer	**Responsibility**
Executive Director of Customers and Communities	Policy owner.
Assistant Director responsible for Housing Services and Head of Housing Services	Strategic oversight.
Head of Housing Management and Support and Head of Housing Services	Operational delivery and policy implementation.

Housing and Community Safety Managers	Day-to-day service management and assurance.

7. Monitoring and Reporting

7.1 The Good Neighbourhood Management policy will be reviewed by our Customer Experience Committee every three years. The Parent Board will receive an annual update on how the policy is being delivered.

7.2 This may include reporting on:

- number and type of good neighbourhood management reports.
- use of advice, mediation, practical solutions and referrals.
- cases escalated into the Anti-Social Behaviour Policy.
- customer satisfaction and feedback.
- complaints relating to good neighbourhood management.
- equality monitoring information where lawfully collected.
- case studies and learning from complaints, Housing Ombudsman decisions and customer scrutiny; and
- service improvements resulting from customer feedback.

7.3 The next review date for this policy is shown on the cover sheet.

8. Glossary

Word	**Definition**
Anti-Social Behaviour (ASB)	Behaviour which causes or is likely to cause nuisance, annoyance, harassment, alarm or distress. It can also include conduct capable of causing housing-related nuisance or annoyance.
Good Neighbourhood Management	Southway Wythenshawe Homes's approach to managing neighbour disputes, everyday living issues and local neighbourhood concerns that do not necessarily meet the ASB threshold.

Everyday living noise	Normal household noise connected to day-to-day living, such as talking, doors closing, footsteps, flushing toilets or routine appliance use.
Mediation	An independent process to help people resolve disputes. It can be face to face or by shuttle mediation.
Good neighbour agreement	A voluntary agreement that records practical steps or expected behaviour between neighbours.
Restorative approach	An approach that helps people understand the impact of behaviour and agree practical ways to move forward.
Reporter	The person who reports a good neighbourhood management concern.
Reported party	The person whose behaviour or actions have been reported.
Safeguarding	Protecting children and adults from abuse, neglect or exploitation and promoting their wellbeing.
Reasonable adjustment	A change to the way we provide a service, communicate or carry out our work to remove barriers for a customer.
Neighbourhood and Community Standard	A consumer standard set by the Regulator of Social Housing relating to safe, clean and well-maintained neighbourhoods and partnership working.
UK GDPR	United Kingdom General Data Protection Regulation, which works with the Data Protection Act 2018.