



Living With Your Neighbours

We can't always love our neighbours. Often, we don't even know who they are. So things can get tricky if there are problems. Follow **Resolve West's** tips below for ways to nip problems in the bud.

If you would like to discuss a specific problem, Resolve West may be able to offer you a free* and confidential service. Call 0117 9415379 or email: enquiries@resolvewest.org. (* dependent upon your housing status and/or area you live).

Things you can do to limit problems:

- It may sound obvious, but introduce yourself (it's never too late). If you know each other by name, it's going to be much easier to talk if problems do arise.
- Tell your neighbours anything useful. For example, if you need your TV volume up loud because you are hard of hearing, or if you work nights and need to sleep in the day.
- Think about your own behaviour. If you play loud music at night or are doing lots of work in your property until late, it could make you unpopular with your neighbours
- Remember we often have different lifestyles which we may not necessarily agree with and respect other people's right to enjoy their own home and lifestyle, but remember that you have this right too.

What you can do if problems do arise:

- Think about the best way to tell your neighbours if they have done something that has had an impact on you. Consider how you would want to be approached. Do you want to talk to them, write to them or get outside help?
- Remember to keep yourself safe at all times. You will know best whether it is safe to approach your neighbour. If in doubt, don't. You can get help to approach them from **Resolve West**, your housing officer (if you have one) or, in extreme circumstances, the police.
- If you're going to approach them face to face, choose a good time and think about what you want to say beforehand. It may be beneficial to talk about the problem when you are feeling calm and when things are quieter.
- Tell your neighbours you need to talk to them about a problem, and then ask if you can do it straight away. If not, agree a time to suit you both.
- **Don't** – tell everyone else in the street first, bang on walls, throw things, shout abuse or point fingers. All of these *might* make you feel better initially but probably won't help the situation or set a tone for talking to your neighbours later.
- **Do** – give your neighbours a chance to tell you their side (even if you don't agree) and give them enough time to deal with the problem.
- If your neighbour says they have a problem/complaint about you, take a deep breath and think about it. Do they have a point? Try not to be offended by their approach and think about anything you would be happy to do differently. If you think they are being unreasonable, tell them why.
- **Do** look after yourself and notice the impacts that it may be having on your health and wellbeing. Often, even when the problems are not happening, this can cause anxiety waiting and expecting them to start again. Seek assistance to help you with strategies to manage when things are quiet and calm.
- If things improve, don't forget to give recognition for this with your neighbours for any changes that have happened or that they have made. Let them know what a difference this has made to you.