

LISTER HOUSING CO-OPERATIVE LTD

NEIGHBOUR COMPLAINTS PROCEDURE

WHAT TO DO IF YOU HAVE A COMPLAINT AGAINST A NEIGHBOUR OR OTHER TENANT ?

1. The Co-operative aims to provide a good quality housing service to its tenants. It recognises that there may be occasions when neighbours or 2 tenants are in dispute or that one tenant has a complaint about another.
2. The Co-operative will endeavour to resolve the complaint or dispute and improve the satisfaction of all parties.
3. This procedure also enables the Co-operative to identify and take some action against those tenants who breach their tenancy condition in a major way.

HOW TO COMPLAIN

4. Complaints should preferably be in writing but verbal complaints will be considered. Anonymous complaints will not be acted upon. Complaints will be logged in the complaints register which shall be kept confidential.
5. You should state the difficulties as clearly as possible and outline any steps you have taken to resolve the matter already. A brief history of events would also be useful.

WHAT WILL HAPPEN NEXT ?

6. A staff member of the Co-operative will be in touch to acknowledge receipt of the complaint and to discuss the matter further as appropriate.
7. The question of the confidentiality of the complaint and the claimant will be discussed. The Co-operative will endeavour to ensure confidentiality; however this can be difficult in discussions over neighbour disputes. It is often very clear to those who are the subject of complaint as to who has complained. This can in some circumstances make the neighbour dispute worse and prolong or exacerbate the difficulties experienced. The complainant should consider this matter when discussing the complaint with the staff member.
8. The staff member will discuss the matter with the person about whom the complaint is addressed. This is to hear their comments on the matter. This discussion will also try and establish if there is some common ground and scope for resolution of the complaint.
9. It is very important that the complainant assists in trying to resolve the complaint rather than simply 'handing it over' to the Co-operative. Conflict resolution requires all parties to participate.
10. The staff member will keep the complainant informed of progress on the matter. A meeting may be arranged between the parties to discuss and try and resolve the issue.

WHAT ABOUT A POSSIBLE BREACH OF THE TENANCY CONDITIONS BY ANOTHER TENANT ?

11. Each tenant signs a Tenancy Agreement and their undertakings include:
 - a. To not use the house for immoral or illegal purposes;
 - b. To not cause nuisance or annoyance to neighbours;

- C. To not let pets cause a nuisance;
 - d. To not commit any harassment.
12. The Co-operative will investigate complaints of Breaches of Tenancy Conditions. Any race or sexual harassment allegations will be investigated promptly and be taken very seriously. There are harassment clauses in the Equal Opportunities Policy.

WHAT ARE THE LIMITATIONS OF THE NEIGHBOUR COMPLAINTS SERVICE ?

13. The Co-operative recognises that whilst neighbour disputes can be disturbing and distressing, it also recognises that it may not be possible to resolve disputes easily. The Co-operative cannot 'wave a magic wand' and make everything rosy. In addition such disputes could use up a lot of time and resources which are scarce at Lister.
14. The Co-operative also notes that certain Breaches of Tenancy Conditions may not be severe enough to warrant legal action and legal advice may be such that a case would not be worth taking. In legal cases the Co-operative would need neighbours and other tenants as witnesses. Some people may not be willing to act as witnesses thus making a legal action impossible. The Co-operative urges those with complaints to keep detailed notes of incidents in writing, signed and dated, for future use.
15. The Co-operative may offer to refer the matter to a Mediation Service if the parties are agreeable, as such a service can provide good conflict resolution expertise.

MONITORING AND REVIEW

16. The Co-operative will monitor the operation of this procedure regularly so as to see if it can be improved.

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