

Good Neighbour Charter

We don't just provide houses; we want to create safe, healthy and happy communities.

Whilst we are clear we have a role in achieving this, we also recognise that all of you have a role to play in making your community a great place to live.

We have worked with our Tenant Advisory Group and other customers to develop a Good Neighbour Charter. This Charter sets out how all tenants and other customers of West of Scotland Housing Association can play their part in ensuring our communities are great places to live.

Our Tenants Handbook sets out what we would expect from our tenants:

- Respect your property, and look after your garden
- Treat your neighbours, our staff, and any of our contractors with respect
- Take your turn at cleaning any common areas if these are not included in a service package
- Expect to hear some noise from other homes and be tolerant of this
- Make sure that anyone visiting your home late at night or early in the morning come and go quietly
- Place your rubbish in any bins provided, and arrange for any bulk items to be uplifted by your local Council

We would expect you not to:

- Play loud music or have your TV at a loud volume
- Leave bikes or any other items lying around which may cause a hazard for others
- Use any door entry system irresponsibly, and don't let anyone into your building that you do not know



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We feel that to be a Good Neighbour, and to create a sense of belonging within our communities, you have to go further. Some of the suggestions from our Tenant Advisory group as to what makes a Good Neighbour include:

- Look out for your neighbours, particularly those who may be vulnerable, especially in difficult weather conditions
- Look out for signs that something may be wrong, and if you do see something wrong, let us know
- If you are able, please play your part in clearing your local area during wintery conditions. This can help everyone in your area as fewer areas are maintained by local authorities
- If there are any community events taking place in your area, get involved, and offer support to those organising events
- Be aware and considerate that your neighbours may have a different lifestyle to you and may work different shift patterns
- If you live in a common close, don't rely on one neighbour to report any issues – take responsibility and contact us
- If you see something amiss in your community, such as fly tipping or dog fouling get in touch with your local Council and your Housing Officer



If you can think of anything else that helps make a Good Neighbour, and helps build communities then please get in touch.



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