Good Neighbour Agreement
25 - 46 Conyngham Close, Ramsgate
About this Good Neighbour Agreement:

This Good Neighbour Agreement was written and agreed by you the tenants of 25-49 Conyngham Close Ramsgate in partnership with East Kent Housing in June 2014 and sets out the behaviour you can expect from each other and East Kent Housing’s commitment to you.

We will support this Agreement by asking current and new tenants to sign up to and abide by the terms of this Agreement which sets out expectations that everyone will treat their neighbours with courtesy and respect. The new play area is also included in this Good Neighbour Agreement to ensure it is looked after and everyone can enjoy using it.

What is Neighbour Nuisance or Anti-Social Behaviour?

Any behaviour by tenants, members of their household or their visitors that causes alarm and distress to another; or behaviour that interferes with the day to day well-being, physical or mental health, safety and security of another household or individual.

Your rights as a tenant:

- Feel safe and secure in your home
- Live in peace and enjoy your home and chosen lifestyle
- Live in a pleasant and safe environment
- Have support and assistance from us if you are a victim of neighbour nuisance and anti-social behaviour.
East Kent Housing’s Commitment to you:

East Kent Housing is committed to tackling neighbour nuisance and anti-social behaviour as set out in our Neighbour Nuisance and Anti-Social Behaviour Policy 2012. As part of our commitment to tackle neighbour nuisance and antisocial behaviour and to help the tenants of 25-49 Conyngham Close Ramsgate create a peaceful and enjoyable community to live in we support the introduction of this Good Neighbour Agreement.

We will:

✓ Be accountable about how we tackle neighbour nuisance and anti-social behaviour and allow you to challenge us if you think we have not provided a good service.
✓ Tell you what we are doing to tackle neighbour nuisance and anti-social behaviour in your area.
✓ Deal with reports of neighbour nuisance and anti-social behaviour quickly and effectively and take enforcement action where necessary.
✓ Respond to all complaints of neighbour nuisance and anti-social behaviour within agreed timescales as set out in our Neighbour Nuisance and Anti-Social Behaviour Policy 2012.
✓ Keep you informed throughout the case.
✓ Provide support to victims and witnesses of neighbour nuisance and anti-social behaviour.
✓ Work with partner agencies to prevent or reduce the risk of neighbour nuisance and anti-social behaviour occurring in your neighbourhood.
✓ Offer mediation services at the earliest opportunity to help resolve conflicts between neighbours.
✓ Create local environments that make your community a welcoming and attractive place to live.
✓ Carry out repairs to your home and communal areas within the advertised timescales.
✓ Remove offensive graffiti from communal areas within 24 hours of it being reported.
We will:
✓ Be respectful to all residents
✓ Make sure our children play responsibly and respect our neighbour’s gardens and property.
✓ Make sure children and adults put their rubbish in the bin.
✓ Make sure our children are indoors at a reasonable time.
✓ Respect that kids will be kids and if a problem occurs we will respectfully speak to the child’s parent/guardian.
✓ Respect school nights and people going to work the next day.
✓ Store bikes and scooters in our sheds.
✓ Keep our gardens tidy and rubbish free.
✓ Clean up after our dogs and cats, including in our gardens and on our balconies and dispose of the mess appropriately.
✓ Report any problems we cannot deal with ourselves, to our Neighbourhood Manager.
✓ Make sure the main entrance gate into the car park is closed at all times.
✓ Make sure any refuse and rubbish is disposed of properly.
✓ Make sure children and adults respect the play area and look after it.
✓ Report any communal repairs directly to the repair contractor.
✓ Keep noise/music down to an acceptable level.

We will not:
X Allow children or adults to drop litter in the play area or on the estate
X Let our children damage our neighbour’s gardens by playing ball games
X Let our children play ball games on the balconies
X Exercise our dogs or let them foul in the play area
X Shout from our balconies
X Fight or shout at each other in front of other people’s children
X Throw things over the balcony
X Use bad language
X Rattle or bang on the railings.
X Take bikes and scooters upstairs and leave them on the balconies.
X Use the bin chutes if we have our own bins.

www.eastkenthousing.org.uk.
Use of the Play Area

- As part of the consultation undertaken regarding the play area residents agree and understand that the use of the play area is not exclusive to the children in 25-49 Conyngham Close Ramsgate and other children on the estate are welcome to use it.
- We will jointly support local children as Junior Wardens to look after the play area and report any problems to East Kent Housing.
Good Neighbour Agreement Declaration

By signing this Good Neighbour Agreement you are making a commitment that neither you, members of your household or visitors to your home will behave in an anti-social way that affects your neighbours peace and quiet enjoyment of their home and community.

I/We..........................................................................................................................................

The tenant(s) of (No) Conyngham Close Ramsgate Kent, agree to abide by the terms of this Agreement as my/our commitment to make 25-49 Conyngham Close, Ramsgate, Kent a safe and enjoyable place to live.
Sign designed by Nataya Woolnough (11) of Conyngham Close, Ramsgate

Sign designed for the play area by local residents, Nataya Woolnough

Don't Trash other gardens!

No animal feecies

always say sorry

be Polite

please

Thank you

Shut the gate!

Respect others

Don't Play football

use the Bin

Sorry I bumped into you

there's a bin