

The right to enjoy your home and the area you live in

North Lanarkshire Council believes that nuisance behaviour is unacceptable and will not be tolerated.

Enterprise & Housing Resources through local Area Housing Offices and First Stop Shops will use all powers available to deal with the problem effectively, firmly, but in a fair manner, to ensure that all residents in North Lanarkshire enjoy living in their homes.

To meet this pledge the council is committed to:

- Making sure that every resident enjoys the right to security of tenure in their own home, regardless of race, creed, gender, disability or sexuality.
- Making sure that resident's rights to the peaceful enjoyment of their home is protected.
- Creating an environment, which makes North Lanarkshire a more attractive place to live.
- Taking strong and effective action to tackle any problems of an anti social nature, including legal action. Responding professionally and sensitively to complaints made.
- Ensuring that any action is continued until the problem is resolved to the satisfaction of the council.

WE EXPECT THE RESIDENTS OF NORTH LANARKSHIRE TO:

- Comply with the conditions contained within your Tenancy Agreement at all times. These conditions contain a prohibition against any antisocial or criminal activity at or within the vicinity of your house by you, other persons residing with you, or visitors to the property, including possession, supply or production of illegal drugs.
- Show consideration for your neighbours and not to cause nuisance or disturbance to them or their visitors

- Be aware of the problems caused by excessive noise, particularly regarding late night use of domestic appliances and visitors to your property. This is especially important for those living in flatted or 4 in a block accommodation.
- Take responsibility for your children. Being a good neighbour applies to your children too. They should be made aware that respect should be shown to your neighbours and their property, especially in flats where areas are shared
- Ensure that no damage occurs to council property by you, by other persons residing with you or visitors to your property
- Be responsible for the behaviour of your visitors
- Keep your house in a reasonable state of cleanliness and decoration
- Take your turn to clean common stairs and landings
- Make sure that security doors are closed properly. This applies to visitors too
- Keep your garden tidy. If you are elderly or there is no one physically fit to do this in your household you can apply to be included on the Garden Assistance Scheme
- Store your rubbish in bins provided
- Keep pets under control, if you are allowed one in your home. Remember to clean up after their needs and do not allow your pet to foul in communal areas either inside communal closes or outside your home.
- Tenants should always ask us for permission if you wish to use your home for business purposes
- Tenants should let us know if your property will be unoccupied for 21 days or more, otherwise we may believe that it has been abandoned and reclaim possession. Please give us a contact address in case of any emergencies, e.g. Burst Pipes
- Park your vehicles with consideration and courtesy for your neighbours

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IN RETURN NORTH LANARKSHIRE COUNCIL WILL:

- Fully investigate complaints of anti social behaviour
- Offer a mediation service to allow neighbour disputes to be dealt with at an early stage
- Provide a 24 Hour service to deal with the problem of anti social behaviour
- Keep complainants fully informed of the progress of their complaint
- Work closely with other agencies, such as the Police and other council departments, in order to deal with complaints effectively.
- Provide a confidential service and offer support to victims of anti social behaviour
- Take the strongest possible action, where necessary, to ensure a peaceful living environment for all residents in North Lanarkshire. This will include, where North Lanarkshire Council consider it appropriate, verbal and written warnings, action for recovery of possession (eviction) and applications for Anti Social Behaviour Orders. Other legal remedies will also be considered.
- Ensure that effective action is taken against tenants who do not accept responsibility for the offensive actions of their children or visitors to their home

Declaration:

Good Neighbour Agreement

I / We _____

the resident(s) / tenant(s) of _____

have read the information contained on this and the preceding pages and the terms of this agreement have been explained to me by:

I/We agree to abide by the terms of this agreement and be a good resident / tenant of North Lanarkshire.

Signed : _____ (Tenant / Resident)

_____ (Joint Tenant / Resident)

_____ (On behalf of NLC)

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(Date Agreement Signed)

A COPY OF THIS AGREEMENT WILL BE GIVEN TO ALL TENANTS OF NORTH LANARKSHIRE COUNCIL AND THE ORIGINAL WILL BE RETAINED BY THE DEPARTMENT



INVESTORS IN PEOPLE

good neighbour
agreement