

Being a considerate neighbour

Our Commitment

Sentinel are committed to creating peaceful neighbourhoods for all our residents. Please help us by being a considerate neighbour and thinking about how your behaviour may affect your neighbours.

Neighbour noise

Even every day activity can create some noise. However, we frequently receive complaints about noise nuisance from neighbouring properties, particularly from those living in flats or adjoining houses. In many of these cases it is where neighbours are either, not aware how their noise affects others, or due to lack of thought or inconsiderate behaviour.



With this in mind, we've put together some top tips on how you can reduce noise:

- Try not to let doors slam
- Avoid running up and down stairs
- When playing music, don't play it loud and keep the bass level down
- Don't have loud, late night parties, if it's a special occasion make sure you let your neighbours know
- Remember that noise and vibration travels easily through walls and floors
- Have carpets, rugs and curtains as these can help to absorb sound
- Be aware that the noise your children make can disturb others and explain this to your children
- Try to avoid shouting and screaming
- Use domestic appliances during the day rather than late at night e.g. washing machines & vacuum cleaners
- Be aware of the terms of your tenancy agreement you have signed.

Noise from stereos, televisions, radios and games consoles

What is considered as entertainment for one person can be torture for someone else. Don't have the volume at a level that can disturb your neighbours and keep the bass level down. If your music can be heard outside your property it is too loud. If you want to listen to loud music consider wearing headphones.

Where possible, position speakers away from party walls, floors and ceilings and think about the layout of your neighbouring properties e.g. your lounge may be next to or above your neighbour's bedroom.

In the better weather music from gardens or through open windows is more likely to cause a problem to your neighbours, so try and keep the volume at or below conversation level.



Parties

If you are having a party consider inviting your neighbours or advise them in advance and let them know when it is likely to finish (at a reasonable time). Don't have regular loud, late night parties.

When your party is underway keep the windows and doors closed. If someone complains, be prepared to apologise and turn the music down.

Visitors

Visitors to your home, particularly late at night, can cause nuisance to your neighbours by shouting or talking loudly, slamming doors and revving engines. Remember you are responsible for their behaviour.

So please ensure your visitors do not create excessive noise and disturb your neighbours.



Independent Assessment Service & Mediation

Once we've investigated a complaint we may refer your case to an independent assessment service, particularly when it appears to be a 'one to one' dispute or clash of lifestyles/personalities. The assessor will visit all parties to help agree the most appropriate and realistic remedy to resolve your dispute, which may include referring you to mediation.

Other leaflets on anti-social behaviour:

We have a range of other leaflets and a full Policy and Procedure which sets out how we deal with and reduce anti-social behaviour in our neighbourhoods.

If you would like a copy of these documents or any of our leaflets, please visit our website www.sentinelha.org.uk, contact us on 0800 195 5515, by email: info@sentinelha.org.uk or visit our offices.



Banging doors and stamping feet

Avoid slamming doors and running up and down stairs especially if you live in a flat or terraced house, as sound can travel through walls. Wearing slippers can also reduce the chance of disturbance to your immediate neighbours.

Dogs barking

Dogs can sometimes bark continuously or howl when there is no one home to stop them and you may not be aware of the problem until someone complains. There are practical steps dog owners can take to minimise dog barking, such as leaving a radio on, providing toys to keep your dog amused or placing your dog in a room where he will not be disturbed by people passing by. More information is available from your local dog warden or vet.



Household appliances

Domestic appliances such as washing machines and vacuum cleaners can be very loud. Although their use cannot be avoided, where you place them and when you use them can make all the difference. Try to avoid installing them against party walls and on a carpet or mat, to reduce vibration. Be considerate and only use noisy appliances during normal waking hours and not late at night.

If you would like
Being a considerate neighbour
in large print, braille or translated please contact the
Customer Service Centre on
0800 195 5515 from a landline or
0300 666 5515 from a mobile.

