Good Neighbourhood Management Policy

1. Policy Introduction

This policy explains how Legal and General Affordable Homes (LGAH) encourages people get along with their neighbours, especially when there are nuisance issues which are not serious enough to be called Anti-Social Behaviour.

LGAH wants everyone to enjoy living in their homes without being impacted by noise or other problems. This can be hard if you live in a block of flats or if people have different ways of living. Even if these problems are not Anti-Social Behaviour, they can still make people upset and cause arguments between neighbours or in the wider community. That's why we encourage and support our customers to be good neighbours, to prevent these issues arising and to address quickly to prevent them from getting worse.

2. Aim

The aim of this policy is to help neighbours get along and treat each other with respect. It sets out a clear and simple way for LGAH to deal with nuisance issues that do not meet the Anti-Social Behaviour threshold.

This policy helps customers understand what they are responsible for, to feel supported when everyday issues happen, and to know that LGAH will give fair and helpful guidance. Our goal is to prevent conflict and support safe, friendly, and well-managed communities.

3. Our Approach

Appendix A shows the types of issues covered by this policy.

All reports will be handled by our Management Providers, who manage issues on behalf of LGAH. We expect Management Providers to:

- Follow this policy while using their own local processes to apply it properly.
- Review each report using Appendix B to decide if it should be managed under the Anti-Social Behaviour (ASB) Policy or this policy.
- Carry out a risk assessment and vulnerability assessment to make sure the right support is given.
- Work with outside agencies if needed and share information when it can help find good solutions.
- Support customers to solve problems themselves by giving guidance and signposting to mediation, community groups, or other services.

Many cases need cooperation and compromise. Good outcomes often require everyone involved to make reasonable changes. If someone refuses to work with us, our ability to help may be limited.

Where LGAH owns a large number of homes in one area, we may organise community events to help build positive relationships, especially when new customers move in or when similar issues are being reported.

4. Considering Individual Needs

When using this policy, we think about each customer's needs and vulnerabilities. We understand that someone's personal situation can affect how they experience or respond to problems. Alongside the risk assessment, we will complete a support and needs assessment to understand the impact on them.

5. Assurance

LGAH aims for a strong, fair, and compliant approach. We will monitor cases, complete reviews, and check quality to ensure:

- Reports are handled quickly
- Actions are fair and evidence-based
- Victims and communities are protected
- Learning from case reviews will help improve our approach.

The board and Risk and Audit Committee have oversight of cases and trends through regular reporting.

We will also share learning and best practice with our Management Providers to support improvement, transparency, and accountability.

6. Related Policies

- Anti-social Behaviour Policy
- Vulnerable Customers Policy
- Customer Engagement Policy

7. Equality and Diversity

LGAH understands that customers have different needs. We expect all staff and partners to treat customers fairly and with respect.

Sometimes we will adapt how we communicate or deliver services to make sure no one is disadvantaged. This includes using the information LGAH holds to remove barriers to access or reporting.

8. Appendices

- Appendix A – List of Behaviours managed under this policy.
- Appendix B – Report Assessment Tool
- Appendix C - Noise complaint options

9.

10. The entities this policy applies to:

- Legal & General Affordable Homes Limited
- Legal & General Affordable Homes (AR) LLP
- Legal & General Affordable Homes (Capital) Limited
- Legal & General Affordable Homes (Development 3) Limited
- Legal & General Affordable Homes (Investment 1) Limited
- Legal & General Affordable Homes (Investment 2) Limited
- Legal & General Affordable Homes (Investment 3) Limited

Author	Head of Contract Management
Accountable Director	Director of Customer, Property and Platform
Approval Date	May 2026
Review Date	May 2028 *(or subject to any changes in regulatory, legislative and/or areas of best practice where a review is required sooner than the stipulated review date)*

Appendix A – Behaviours and Actions Managed Under Policy

Here are some examples of behaviours and actions covered by the Good Neighbourhood Management Policy (this is not a full list):

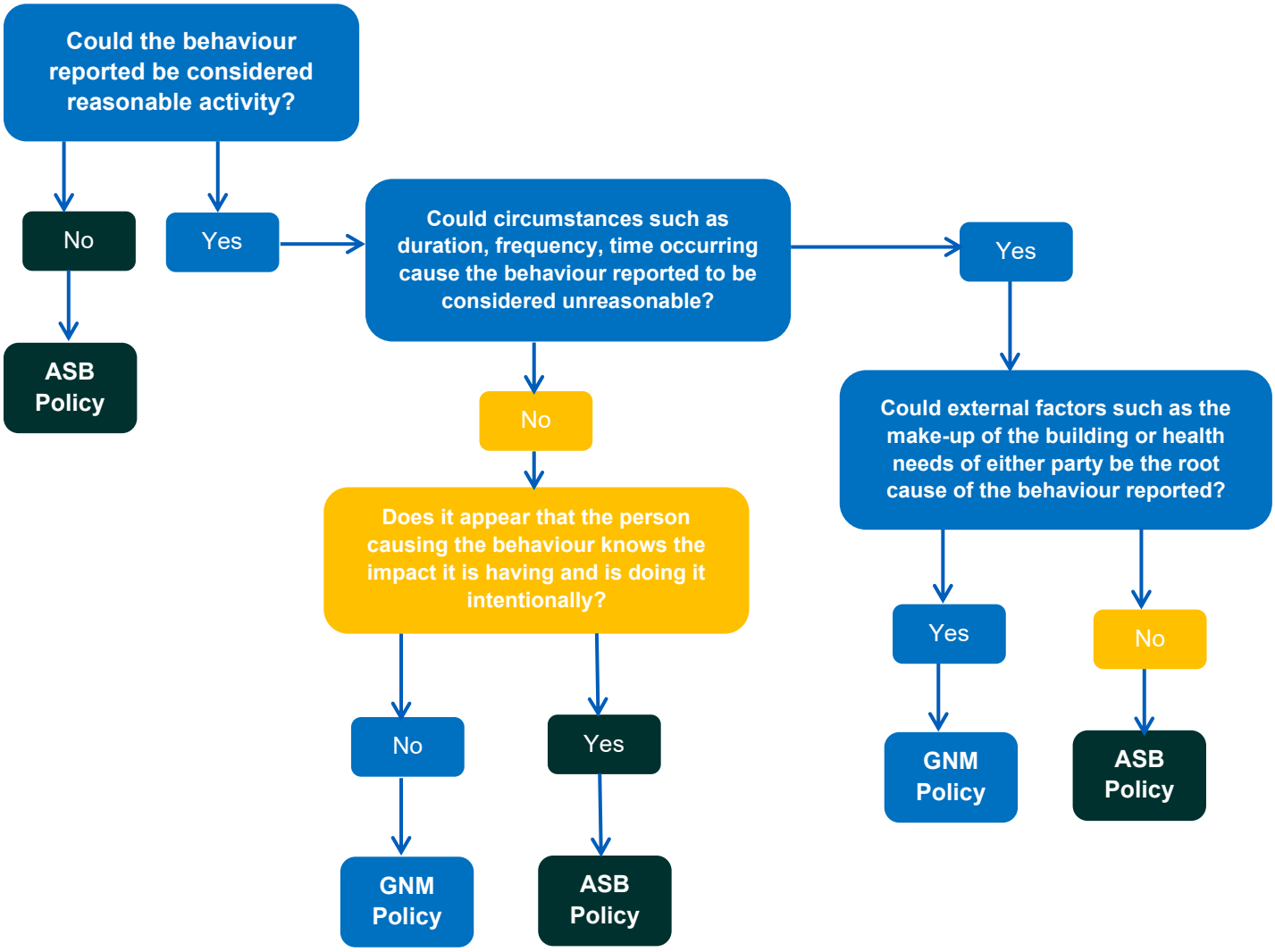
- Parking
- Smoking
- Boundaries
- Dogs barking
- Cats in gardens
- Fences
- Untidy gardens
- Cooking smells
- Babies crying
- Placement of bins
- Children playing ball games/bikes
- Use of trampolines
- People looking/staring at each other
- Littering
- Working from home
- General living noise (flushing toilets, closing doors, talking)
- One-off celebrations
- Occasional noise made by a customer or their household member who has protected characteristics, e.g. a mental health condition or physical disability

Other factors we will consider in relation to the behaviour are:

- The time of day
- The duration of the behaviour
- The frequency of occurrence
- The intention of the person causing the problem
- The harm that is being caused
- The vulnerability of those involved

Appendix B - Report assessment Tool

This matrix helps officers decide if a report should be handled under the ASB policy or the Good Neighbourhood Management (GNM) policy. It should be used with the other tools in the GNM policy. It is a guide only.



Appendix C - Good Neighbourhood Management - Noise complaint options

Use this table to help you choose practical, non-enforcement ways to deal with noise that is not classed as ASB. These are examples only. Officers can also choose other options that may be better for the situation. We will work with everyone involved and encourage them to agree on a fair solution.

Type of noise	Options/solutions
Music played intermittingly in the day	• Move radio, stereo away from neighbours' walls • Use of headphones • Mediation • Good neighbour contracts • Sound insulation options
Playing musical instrument	• Good neighbour agreements • Mediation • Headphones linked to sound equipment
General TV noise in day or evening	• Keep TV away from away from neighbours' walls • Use of headphones • Mediation • Good neighbour contracts • Sound insulation options
Children playing/making noise in home/garden during the day	• Mediation • Good neighbour contracts • Referrals to social activities / local activities
Household noise from movement between rooms/floors	• Good neighbour contracts • Sound insulation options
Doors being shut/banged	• Good neighbour contracts • Carpets fitted • Door stoppers/slow-release hinges
Noise from pets/animals	• Referrals to dog's trust (dog training) • Sound insulation options • If dog left alone consider if someone can visit/exercise dog in owners' absence
Household appliances	• Good neighbour agreements • Mediation
Alarm noise	• Get alarm tested and serviced • Key left with neighbour to switch off
General talking	• Mediation • Good neighbour agreements
Ad hoc DIY, car repairs	• Good neighbour agreement • Mediation