

Good Neighbourhood Agreement

Noise Management

This Good Neighbourhood Agreement is a voluntary agreement between residents to help resolve concerns about everyday household noise through mutual understanding, communication and cooperation.

This agreement is intended for situations where the reported noise does not meet the threshold for Anti-Social Behaviour but is impacting a neighbour's enjoyment of their home. It is not an enforcement tool and does not replace the terms of any tenancy agreement.

Our Shared Commitment

- Everyone has the right to enjoy their home peacefully.
- Everyday household noise is a normal part of communal living.
- Complete silence cannot be expected in a residential environment.
- Mutual respect and understanding can help prevent disputes from escalating.
- We all have a responsibility to be considerate of our neighbours.

Agreed Noise Standards

- Keep television, music and gaming systems at a reasonable volume.
- Avoid excessive noise late at night and early in the morning.
- Close doors and windows carefully and avoid unnecessary slamming.
- Use washing machines, tumble dryers and other noisy appliances considerately.
- Give neighbours advance notice of parties or gatherings where possible.
- Consider using rugs, carpets or anti-vibration mats where appropriate.
- Be mindful of noise caused by visitors, children and pets.
- Take reasonable steps to reduce avoidable noise where it has been identified as affecting neighbours.

Agreed Actions by [Insert Residents Name]

**Delete as required*

- Raise concerns calmly and respectfully*
- Allow a reasonable opportunity for concerns to be addressed*
- Avoid retaliatory behaviour, including excessive banging, shouting or noise-making*
- Avoid discussing the dispute publicly or on social media*
- Engage constructively with support offered by LiveWest*
- Participate in mediation if appropriate*

Communication Agreement

- Treat one another with courtesy and respect.
- Avoid confrontational behaviour.
- Avoid making assumptions regarding the intentions of the other resident.
- Work positively towards resolving concerns.

Support Available

- Advice and guidance.
- Mediation services.
- Signposting to support agencies.
- Information about noise reduction measures.
- Referrals to Environmental Health where appropriate.

Specific Actions Agreed

Action	Who Will Complete It	By When

Details of any additional support or assistance provided:

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The agreement may be amended if circumstances change.

This agreement is voluntary, does not determine who is right or wrong, does not constitute enforcement action and does not alter tenancy conditions.

Signatures

Resident:

Name: _____

Signature: _____

Date: _____

Resident:

Name: _____

Signature: _____

Date: _____

LiveWest Representative:

Name: _____

Signature: _____

Date: _____

Review of Agreement

Review Date	Outcome	Officer

Considerations for review:

- ☐ Noise concerns have reduced.
- ☐ The agreement is working
- ☐ Further support is required
- ☐ Mediation should be considered
- ☐ Case can be closed
- ☐ Alternative action required

Comments:

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