

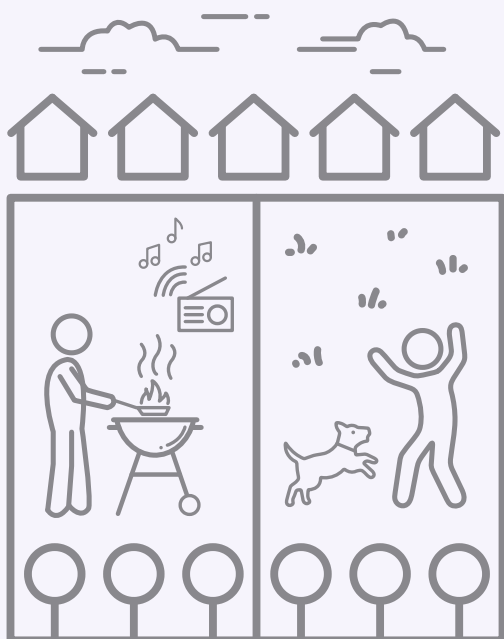
Good Neighbour Guide




In a perfect world, we'd all get along with our neighbours, but in reality, lifestyles can clash and problems can arise. That doesn't mean you shouldn't feel safe, respected and comfortable in your home.

This guide has been created to help you understand what it means to be a good neighbour, how to recognise antisocial behaviour (ASB), and what steps you can take if you have an issue. It also explains what we can and can't do to support you.

By understanding our shared responsibilities, we can work together to prevent problems from escalating, resolve issues more quickly, and build stronger, safer communities for everyone.



**Whether
you're looking
for advice,
reassurance,
or support,
this guide will
help you** 



Understand how to be a considerate neighbour



Know what to do if problems happen



Feel confident taking the right next step

What Makes a Good Neighbour?

Be respectful

- » Keep noise to a reasonable level — especially at night
- » Be mindful of how your actions might affect others
- » Treat neighbours how you'd like to be treated

Be aware of noise

- » Turn down music/TV late in the evening
- » Avoid loud DIY at unsociable hours
- » Let neighbours know if you're planning a party

Respect shared spaces

- » Keep communal areas clean and clear
- » Dispose of rubbish properly
- » Don't block entrances or walkways

Be responsible

- » Keep pets under control
- » Clean up after them
- » Make sure they don't cause noise or disturbance

Look out for each other

- » Say hello — it builds trust
- » Offer support where you can
- » Report serious concerns

My next door neighbour leaves for work very early in the morning so I put their recycling out on the kerb for them every week at the same time that I do mine. Then when they get home and I'm at work, they bring in all our empty bags so that they don't get blown away. It's these little things that help us all get along and makes everyone's lives easier.

- *Claire, CCHA tenant*

What is Antisocial Behaviour (ASB)?

Antisocial behaviour (ASB) is behaviour that causes harassment, alarm, or distress. However, not every noise or disagreement is ASB. Some everyday living sounds and activities are normal. Understanding the difference helps resolve issues more quickly.

Here are some examples of normal living noise vs. ASB

Normal Living	ASB
Footsteps	Persistent loud music
Doors closing	Abusive language
Occasional DIY	Threats
Children playing/crying	Criminal activity
Cooking smells	Constant pet disturbances



Watch our YouTube video to find out more

What to do if You're Experiencing a Problem

Step 1: Stay Safe

- » Never put yourself at risk
- » If you feel threatened, contact the police

Step 3: Keep a record

- » Note dates, times, and details
- » This helps identify patterns
- » Useful as evidence if the issue continues

Step 4: Seek support

- » Contact us if the problem continues
- » Use mediation services where available

Step 2: Consider a calm conversation

If you feel comfortable and safe doing so, you could consider speaking with your neighbour informally. However, if you'd prefer not to, we can look at other options.

If it feels safe:

- » Speak politely and explain the issue
- » Choose the right time
- » Keep it calm and respectful

What CCHA Can and Can't Do

Many people think that because we are a landlord we can evict people immediately. This is not the case. We are limited in our powers, and this can sometimes lead to frustration. To manage expectations, here's what we can and can't do.

We can

- ✓ Investigate reports of ASB
- ✓ Work with partners like South Wales Police, support services and other agencies
- ✓ Take action where there is clear evidence of a breach of tenancy

What we can't do alone










- ✗ Act without evidence
- ✗ Resolve criminal matters without police involvement
- ✗ Stop all noise or everyday living activities





Scan to take a look at the FAQs on our website

Who to contact

Cardiff & South Wales ASB / Community Safety Contacts

Problem	Agency	Contact Details
Immediate danger / crime in progress	Emergency services	 999
General anti-social behaviour (crime, disorder, harassment, street issues)	South Wales Police	 101  Police ASB reporting form Anonymous:  Crimestoppers 0800 555 111
Persistent anti-social behaviour (ongoing nuisance, intimidation, etc.)	If the perpetrator is a CCHA tenant	 02920 468 490  info@ccha.org.uk
	Other perpetrators: Cardiff Council – ASB Team	 029 2053 7199  ASBReferral@cardiff.gov.uk
General council enquiries / direction to correct service	Cardiff Council Contact Centre	 029 2087 2087

Problem	Agency	Contact Details
Noise nuisance (loud music, parties, barking dogs, commercial noise)	Shared Regulatory Services (Environmental Health)	<p><i>(out-of-hours)</i></p> <p> 0300 123 66 96</p> <p><i>Online reporting available</i></p>
Fly-tipping, graffiti, street cleanliness issues	Cardiff Council – Environmental Services	Online reporting via council website
Concern about vulnerable adults linked to ASB	Cardiff Council – Adult Safeguarding	<p> 029 2233 0888</p> <p> 029 2078 8570 <i>(out-of-hours)</i></p>
Concern about children linked to ASB	Cardiff Council – Children’s Services	<p> 029 2053 6490</p> <p> 029 2078 8570 <i>(out-of-hours)</i></p>
General ASB / community safety info and reporting routes	Cardiff Community Safety Partnership / Council	Online reporting pages and forms
Animal welfare concerns (cruelty, neglect, injured animals)	RSPCA	<p> 0300 1234 999 <i>(24-hour line)</i></p> <p><i>Online reporting via website</i></p>
Community safety intelligence / anonymous information sharing	South Wales Listens	Online reporting via South Wales Listens platform

Problem	Agency	Contact Details
Stray dogs, dangerous dogs, dog fouling enforcement	Cardiff Council – Dog Warden / Animal Control	 029 2087 2087 <i>(via Contact Centre)</i> Online reporting available
Drug and alcohol support (treatment & advice services)	Cardiff and Vale Drug & Alcohol Service (CAVDAS)	 029 2074 6200 Self-referral via website / GP
Mental health support (urgent & non-urgent)	NHS 111 Wales	 111 <i>(press mental health option) – 24/7</i>
Mental health crisis support	Cardiff & Vale University Health Board Crisis Team	Access via NHS 111 or GP
Emotional support / crisis listening	Samaritans	 116 123 <i>(24/7 free)</i>
Mental health helpline (Wales)	CALL Helpline	 0800 132 737 Text: HELP to 81066 – 24/7



Head over to our ASB web page for more information