



Good Neighbour Policy

Introduction

Everyone who comes to live at Royal Quay has the right to enjoy their apartment in a peaceful and stress-free atmosphere. Achieving this will at times require patient and skilful negotiations between neighbours. For some people Royal Quay is their permanent home and they have invested much if not all of their financial and emotional resources in settling here. Others are here only on a temporary basis and expectations from both groups can vary considerably. This policy will make clear that the lease which all apartment owners sign up to at the point of purchasing their apartment at Royal Quay (whether they actually live in the apartment or choose to lease it out to tenants) contains elements that we have the right to expect will be adhered to at all times by all people on site.

Purpose

This policy document attempts to set out some guidelines to help residents deal with difficult issues around relationships with neighbours brought about by the proximities inherent in apartment dwelling. It is based on the assumption that most people are reasonable and considerate and are open to moderating their behaviour in order not to unnecessarily inconvenience their neighbours. However there is a small minority of residents for whom this approach will simply not work and this policy will outline the steps that ought to be taken to try to achieve an acceptable and appropriate attitude to communal living. Firstly the policy will make clear the responsibilities under the lease with which compliance is mandatory for everyone living at Royal Quay.

Duties and Responsibilities of Residents

- Every leaseholder and tenant (“you”) is bound by the lease, which contains Covenants that are laid down for the harmonious co-existence of all who live at Royal Quay. Those that refer to forms of behaviour are clearly stated in your lease.

The lease states that:

- You cannot attach any satellite dish or other similar telecommunication transmission or reception apparatus to the building in any form whatsoever.
- You cannot hang items of clothing from the balconies or windows (e.g. in order to dry them).
- Each apartment is solely for use as a private dwelling and no business can be carried on from the premises.
- The lease states that you must not use your parking bay for any purpose other than that of the parking of taxed and roadworthy private vehicles and motor cycles only. Furthermore you must not keep any caravan or moveable dwelling on the property or in your parking bay.
- The lease prohibits you from using your apartment for any illegal, immoral or improper purpose which might cause nuisance, damage, annoyance or inconvenience to the Lessor or to the Lessees or occupiers of the other apartments or to the owners or occupiers of any neighbouring property.
- No resident is allowed to cause annoyance to their neighbours by making noise that is audible outside their apartment between the hours of 11:00 pm and 9:00am.
- The lease clearly states that no pets are to be kept on the premises. The Management Company or their representatives will seek to enforce the lease when a breach has taken place. Special circumstances may be considered but written consent by the management Company must be given and can be revoked at the discretion of the Management Company at anytime.
- It is the responsibility of every resident to maintain high standards of communal living whilst aiming to ensure that other residents do the same.
- The throwing of cigarette ends from balconies and apartment windows onto the surrounding communal areas is objectionable and unacceptable. The use of foul language and aggressive behaviour is unnecessary and unwelcome. The disposing of rubbish around the site

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Many residents regularly ask what they should do when they are faced with non-compliance with the lease provisions. The following ideas are suggestions only and are designed to help people navigate this often stressful and difficult area.

- If appropriate speak face to face with the person responsible and explain the difficulty they are causing. In many cases this will be enough to resolve the situation.
- However if the nuisance persists then the Estate Manager should be informed by email, in person or in writing and he will then forward on to the Management Company's representative.
- In the case of suspected drugs misuse within the estate, a confidential call to the Crimestoppers number should be made reporting the apartment number. Three or more calls about the same property will enable the police to attend the property with a warrant from a magistrate.
- In some exceptional cases it will be necessary to use an Anti-Social Behaviour diary which can be obtained from Police or the Liverpool Anti-Social Behaviour unit. All this information is treated in the strictest of confidence.
- In most cases where dealing in drugs is suspected it will be important to work closely with the police and the Management Company's representative.
- Where the problem is regular noise nuisance and after having asked the occupiers of the apartment to reduce noise and lower volumes (plus making sure that they have breached the 11:00pm rule) the police can then be called through their switchboard (0151 709 6010) but a response is only likely if there is a real and present danger of potential violence breaking out from neighbours who are desperate to get a night's sleep are in danger of taking the law into their own hands and this is communicated to the police at the time of the call. There is little support from City Council officers who are overwhelmed with noise issues in the City centre.

Duties and responsibilities of the Management Company and Management Company's Representative

- Directors of Royal Quay take very seriously their responsibility to uphold the lease provisions and make sure that all residents enjoy their time at Royal Quay. It is in all our interests to promote peaceful co-existence and enhance community spirit among neighbours at Royal Quay. The Directors main responsibility is to the lease provisions and to see that they are upheld and, to this end, the Directors have instructed Bluerow, to pursue vigorously all persons responsible, or suspected to be responsible for breaches of lease provisions including through the courts should that be deemed necessary.
- The Management Company's representative will remove all satellite dishes attached to the buildings at Royal Quay within a reasonable timescale after having requested that the apartment owners remove such equipment, in writing, if the request is not acted upon.
- The Management Company's representative will also report to the police all vehicles on site that do not display a valid, unexpired tax disc, after having written to the owner of the parking bay to request explanations.
- The Management Company's representative will assist in the removal of vehicles that are in breach of the lease.
- The Management Company's representative has a role to play in the tackling of anti-social behaviour. They will offer support and guidance to residents affected by the behaviour of others and at the same time work with statutory agencies to ensure a successful outcome. In the context of tenants who are causing persistent problems the management company's representative will make every effort to contact the leaseholder so that they will bring pressure to bear on their tenants.
- The Management Company's representative will continue to work with Stone Security Services Ltd to ensure that covenants are complied with at all times.
- The Estate Manager will work closely with the Management Company's representative and the residents to monitor any complaints of anti-social behaviour and will make sure residents are fully informed of this policy document and have the resources they need to tackle the issues that are affecting them within the constraints of the law.

- The Management Company will not tolerate any threatening, aggressive behaviour or violence towards any resident or person employed on site and will prosecute those suspected of causing injury, offence or damage to persons or property.
- The Management Company and their representative will issue the Good Neighbour policy to all residents in hard copy and will upload the document to the Royal Quay website, www.royal-quay.com. The policy will be revised on an annual Basis.

References

Royal Quay website address: **www.royal-quay.com**

Liverpool Anti-Social behaviour Unit: **0151 233 3001**

Crimestoppers: **0800 555 111**

Police: dedicated neighbourhood PCSO – Kellie Boggess: **0151 777 4845**

Management Company's representative:

Bluerow Lettings **0151 709 9638**, email: **rentals@bluerowlettings.com**

