

CODE OF CONDUCT

FOR RESIDENTS OF WESTCOUNTRY HOUSING PROPERTIES

Everyone has a right to live in a home free from excessive noise, vandalism, nuisance and crime. Westcountry Housing aims to actively support these rights and to provide decent homes and good quality, healthy domestic environments for all its residents.

This code has been produced for the benefit of all Westcountry Housing residents by Westward Housing Groups Resident Auditor Team.



Residents contributed in detail to the Anti-Social Behaviour Policy, and suggested this Code be offered to all existing tenants and lessees, and to all new residents as they move in.

We would encourage all residents to sign a copy of this Code, to show a shared commitment to the basic human right to live peaceably and to enjoy the respect of their neighbours.

- Children living at or visiting Westcountry homes will be allowed to play in a civilised manner in appropriate areas, will not cause nuisance or damage, and will respond to the reasonable requests of adults to stop any activity that may be causing annoyance.
- Residents will ensure that their own children or children who are invited guests do not play in the communal areas, nor join in noisy games or activities, late into the evening. (8.30 p.m. is suggested as a reasonable time to end late play, although residents may wish to make their own local agreement).

If you or someone you know would like this Code of Conduct on CD or audio tape, in large print, in Braille or translated into another language, please contact our Communications Manager on 01803 200300 or email info@westcountryha.org.uk

- Residents will keep their properties and in particular publicly visible garden areas clean and tidy, and will ensure that rubbish and scrap material are not left in gardens, driveways or parking areas.
- All residents will ensure that they and their visitors keep their vehicles within the legal speed limit in the area of the property, and do not exceed 10 miles per hour on Westcountry Housing owned land.
- Residents' and visitors' vehicles will be parked with consideration for others. In particular, pavements and driveways will not be obstructed.
- Pet owners will ensure that they obtain the required permission to keep animals in Westcountry Housing homes. Dogs shall be adequately controlled so as to cause no nuisance or annoyance to neighbours, and dog owners shall not allow their dog to exercise off a lead or to foul on communal areas. Should fouling occur pet owners shall clear up after their animal.
- Music, television, radio and other audio equipment shall be played at no more than a reasonable volume. Extra consideration shall be given in hot weather when windows are open, and on reasonable request e.g. when affecting the sick, or the sleep of night workers and babies.
- Where a neighbour approaches another resident to settle a dispute, residents should respond calmly without resorting to abusive behaviour or language. We hope that neighbours will be able to work together to find solutions that work for their community as these solutions are often the most lasting.

Thank you for reading this Code of Conduct. We hope you will indicate your own commitment by signing below.



Karen Ayling,
Managing Director, Westcountry Housing

I/we agree to abide by this Code of Conduct for Westcountry Housing residents.

Name(s):

Address:

Date:



business to support people



INVESTOR IN PEOPLE



business for neighbourhoods

