

### Want to find out more?

All tenants are provided with a full copy of their tenancy agreement at the start of their tenancy, and a member of staff will explain the details of this. Further information about your tenancy conditions is available however, in various other ways.

We have a dedicated Customer Services Centre and you can speak to a member of staff there by telephoning 0800 678 1228

Alternatively, email: [info@caledoniaha.co.uk](mailto:info@caledoniaha.co.uk).

You may prefer to visit our website: [www.caledoniaha.co.uk](http://www.caledoniaha.co.uk) or come to see us in person at our area offices in Perth or Dundee: 5 South St.John's Place, Perth, PH1 5SU or 118 Strathern Road, Broughty Ferry, Dundee, DD5 1JW

### Information in Other Formats

This leaflet can be made available on CD, tape or audio formats, in Braille, in large print and in languages other than English. Contact us on 0800 678 1228 for information.



[enquiries@caledoniaha.co.uk](mailto:enquiries@caledoniaha.co.uk)  
[www.caledoniaha.co.uk](http://www.caledoniaha.co.uk)

**Dundee Area Office**  
118 Strathern Road  
Broughty Ferry  
Dundee DD5 1JW  
**Tel: 0800 678 1228**

**Perth Area Office**  
5 South St.Johns Place  
Perth  
PH1 5SU  
**Tel: 0800 678 1228**

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Sustainable homes, flexible services, vibrant communities



# BEING A GOOD NEIGHBOUR

## Being a Good Neighbour

As a tenant of Caledonia Housing Association you signed a tenancy agreement containing your conditions of tenancy. These conditions are intended to allow all residents to enjoy the peaceful enjoyment of their home. It is a breach of your tenancy agreement if you, a member of your household, or your visitors cause a nuisance or annoyance to neighbours.



### Noise

- Site noisy household equipment such as washing machines, dishwashers, televisions and stereos away from adjoining walls. Ensure that televisions and stereo speakers are raised off the floor
- In flatted properties, fit carpets rather than laminated flooring or leaving bare floorboards.
- Keep television and music volume as low as possible, especially late at night. Set bass levels low on televisions and stereos.
- If you like loud music, use headphones.
- Forewarn neighbours of parties and DIY.
- If you are doing any DIY, do the noisiest jobs during the day. Avoid using power tools either early in the morning or late at night.
- If you have a house or car alarm, appoint a keyholder who can be contacted if it goes off while you are away, and keep it maintained.
- Refrain from using car horns particularly early in the morning or late at night.

### Children

- Do not allow children to play, especially ball games, in car parks, drying areas and other areas close to housing.
- Teach your children to have responsibility for their own actions. For example remember just because other children are playing ball games doesn't make it right!
- Teach your children to have respect for other residents and always to have good manners.

### Communal Areas

- Do not leave household items, bikes or rubbish on landings/communal areas.
- Put rubbish into securely tied bags and place in the bins provided. Always replace bin lids.
- In wheelie bin areas, bins should be placed at the kerbside for collection, as advised by your local council. When collection has been made, bins should be returned to bin areas as soon as possible.
- Larger/bulky items that cannot be disposed of through the normal weekly collection can be uplifted by a special collection. To arrange a special collection, telephone your local council – see Useful Contact Numbers.
- If you have your own garden, it is your responsibility to maintain it.
- When drying washing in communal areas, always remove your washing when it is dry to allow other residents the opportunity to use the area.
- Report any repairs to the communal areas to Caledonia Housing Association promptly.
- Make sure security doors are closed properly. This applies to your visitors too.
- Only give access via security doors to your own visitors.

