

Good Neighbour



Your Good Neighbour booklet



Everybody needs good neighbours...

We can't choose our neighbours, but we can choose how we treat them. We can all do something, no matter how small to be a good neighbour. There are lots of easy and quick things that you can do, it could even be as simple as a smile and a hello when you see a neighbour in the street.

This pack is full of tips and ideas about how you can be the neighbour that you would like to live next door to.

We have also included some advice to deal with those tricky situations that we can all find ourselves in from time to time.



For all our community updates, follow us on our social media.

Just search **@OrbitHelp** on Facebook and Twitter.

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What is a good neighbour?

We all want neighbours around us who are friendly and respectful. It's just as important to ensure you are that neighbour too. We know issues can arise in the community such as loud noises causing disruption, rubbish in the wrong place and more. Here is some helpful and practical advice on how to be the best neighbour you can be, wherever you live.



Good neighbour tip

Keep an eye on your local noticeboards for the latest on what's happening near you.

1. Talk it out

A simple 'good morning' with a smile can be a great way to put a smile on someone's face. Communication is key when it comes to any potential neighbour woes. Ask for a chat or post a note through the door. More often than not open communication can solve most misunderstandings.

2. Keep it down

Try to be respectful to the neighbours around you. Having friends over for a late night? Let your neighbours know, ask friends to keep it down. The respect you show will likely be returned in the future.

3. Offer support where you can

If you know a neighbour may be sick, not able to go the shops, or maybe they have forgotten to take their bins in – if you can lend that helpful hand, it will go a long way. What goes around comes around!

4. Good vibes only

Be tolerant, however challenging it can be at times. Try not to take your neighbour's actions or comments to heart.

5. Keep it clean

It is important to take care of your property's surroundings, especially as this can impact your neighbours. Try not to let rubbish build up and keep the outside of your property as tidy as you can.



Hear from those in your community



Scan here to read Tonia's full blog



Tonia, one of our Customer Board Members, says;

We all have power. We know that a smile or kind word from a stranger can transform a day. Reporting a hate incident can build a picture of what is happening in an area, it can also put an end to the isolation, fear and violence that blights lives.

Dianne,

Communication is key when it comes to avoiding conflict with neighbours.

Create a Facebook or WhatsApp group and let each other know when there are events or special occasions.



Tim,

My neighbour always makes an effort to say hello, and even brings my bins in if I am away. It really makes the difference.

Gemma,

Be respectful. Noise, parking and rubbish are some of the common problems you can have in a community. If you are respectful and think of others you can avoid most problems that you could have with neighbours.

Share your good neighbour tips with us on social media, simply search **@OrbitHelp** on Facebook and Twitter.

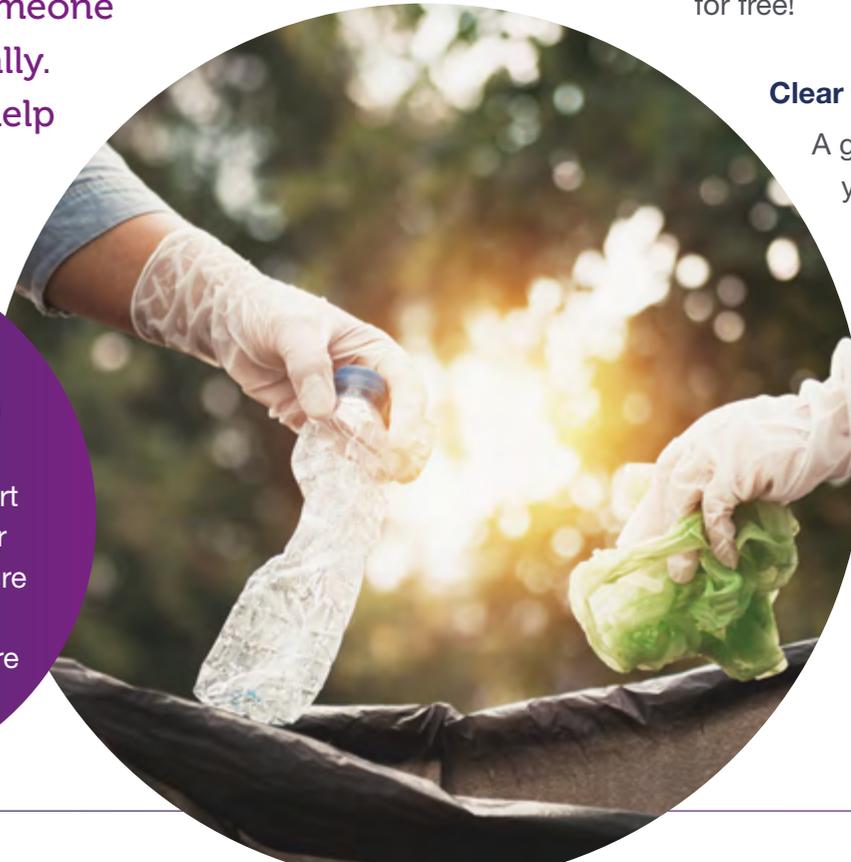


A few 'rubbish' ideas

We want everyone to live in a community that is safe, tidy and free from bulky waste. Items such as old kitchen appliances, TV's and even bin bags full of waste count as bulky waste if they're not disposed of correctly. It not only looks and often smells unpleasant, but it can also be dangerous, especially for children. Keep your family safe by knowing how to manage your own bulky waste and know what to do if you see someone else disposing of it illegally. Love your community, help keep it tidy for everyone to enjoy!

Good neighbour tip

Book furniture collection! Charities such as The Salvation Army, British Heart Foundation and Sue Ryder will collect unwanted furniture to be resold or reused. Simply search 'Free furniture collection' on Google.



Useful links

Trolley wise app

An app that gives you the ability to report abandoned trolleys in your local community. Simply type 'Trolley wise' into your smartphone app store.

Freecycle.org

Do you have an old sofa you need to get rid of? Or do you need some furniture and looking to save some money? Freecycle is a fantastic way to get stuff and get rid of stuff, for free!

Clear waste app

A great app which allows you to get waste removal quotes and also report fly tipping if you see it. Search 'Clear waste' on your app store.



Scan here to report fly-tipping by filling in a short form on the Customer Hub.

Facebook marketplace

This is a popular option for a lot of people. Sell your items on Facebook Marketplace, and gain back more space in your home, whilst making some money in the process.

Your local council

You can also take your bulky household items to your local household waste recycling centre to be recycled or safely disposed of. Check with your local council to see what services they offer. You can also contact the Environment Agency for free advice.



Everyone together

Thriving communities are diverse, welcoming, fair and equal to all.

Being part of a connected community gives us a sense of belonging. It's important to understand that each person is unique, and that our individual differences should be respected, valued and welcomed. It helps us to be more tolerant and understanding of different cultures, making our communities better.

We believe in providing an environment for our customers that gives everyone an equal chance to live, learn and work free from discrimination, harassment, victimisation and prejudice; an environment where everyone can thrive.

Being a part of a community can make us feel as though we are a part of something greater than ourselves.

We work closely with the police, local authorities and environmental health to tackle hate crime. We take all allegations seriously and are committed to using all available tools and powers to help resolve issues.

You can report allegations by contacting us: orbitcustomerhub.org.uk/contact-us/



Good neighbour tip

New to the area? Perhaps organise a coffee morning or a social get-together to get to know your neighbours a bit better.



We can all take responsibility for ensuring there is no place for hate in our communities.



Watch our allyship video here

Benefits of being part of an engaged community

There are so many positive aspects to being part of a group or community. It provides us with unique opportunities to learn from each other and that brings us closer. By supporting and encouraging each other, we not only feel more part of our community, but we also make a real difference to each other's lives.

Hate crime is an important topic to highlight when talking about equality, discrimination and inclusion (often referred to as EDI), and something unfortunately some people experience in their community. We know that we're stronger and more successful when we support each other and combine the unique perspectives, talents and wisdom that our different life experiences give us. We can all take responsibility to fight inequality every day.



Scan here to read more on what hate crime is and how we can tackle it



Community stories

I grew up as a lone, mixed heritage child in my white family. It was the sixties and seventies and I was regularly subjected to hateful verbal and racial abuse.

Tonia Mihill, Orbit Customer Board Member, shares her powerful and inspirational blog about her lived experience of hate crime. She calls for us all to choose love, take action and make our neighbourhoods safer for everyone.



Scan here to read more

Scan here to watch Sandra's inspiring story



In February 2021 Sandra made the brave decision at 80 to live her life as her true self not only inside her home, but more importantly within her community.

Customer Engagement Strategic Committee

Customer voices driving positive change

Interested in being part of our customer engagement group which shapes these services?

Find out more here: orbitcustomerhub.org.uk/manage-my-home/manage-my-account/get-involved/



Making our communities safer

Not everyone will be a respectful neighbour, sometimes neighbourly disputes may turn more negative and result in anti-social behaviour (ASB). ASB can include a range of unacceptable behaviours that can cause nuisance and/or harm and distress to somebody else. It can be a serious issue in some communities and really affect the lives of others if not dealt with.

Examples of ASB behaviour that should be reported to Police or your local authority can include:

- Noise – such as constant loud music, banging, DIY at unsocial hours, persistent loud parties that last into the early hours.
- Verbal instances such as swearing and shouting or verbal abuse at another person.
- Dumping rubbish where you shouldn't.
- Damaging a property on purpose such as vandalism or graffiti.
- Harassment or deliberate behaviour to intimidate certain people, for example someone older or a person with a disability.



Good neighbour tip

If your neighbour is noisy or stops you feeling comfortable, there are plenty of things you can do. Citizens Advice has some helpful guidance on steps you can take.



Scan the QR code to visit the Citizens Advice website

Useful links

How Orbit can help

Help keep your community free from anti-social behaviour by letting us know about any incidents in your local area.



Scan the QR code for more information

Victim support

If you have been affected by hate crime, get support from Victim Support.



Scan the QR code for more information

Better Days wellbeing support

We know anti-social behaviour of any type can have a knock-on effect on our wellbeing.



Scan here for free support with our Better Days programme

Report illegal parking

Let your local council know about bad parking, cars that block pedestrian access, or create a danger for others.

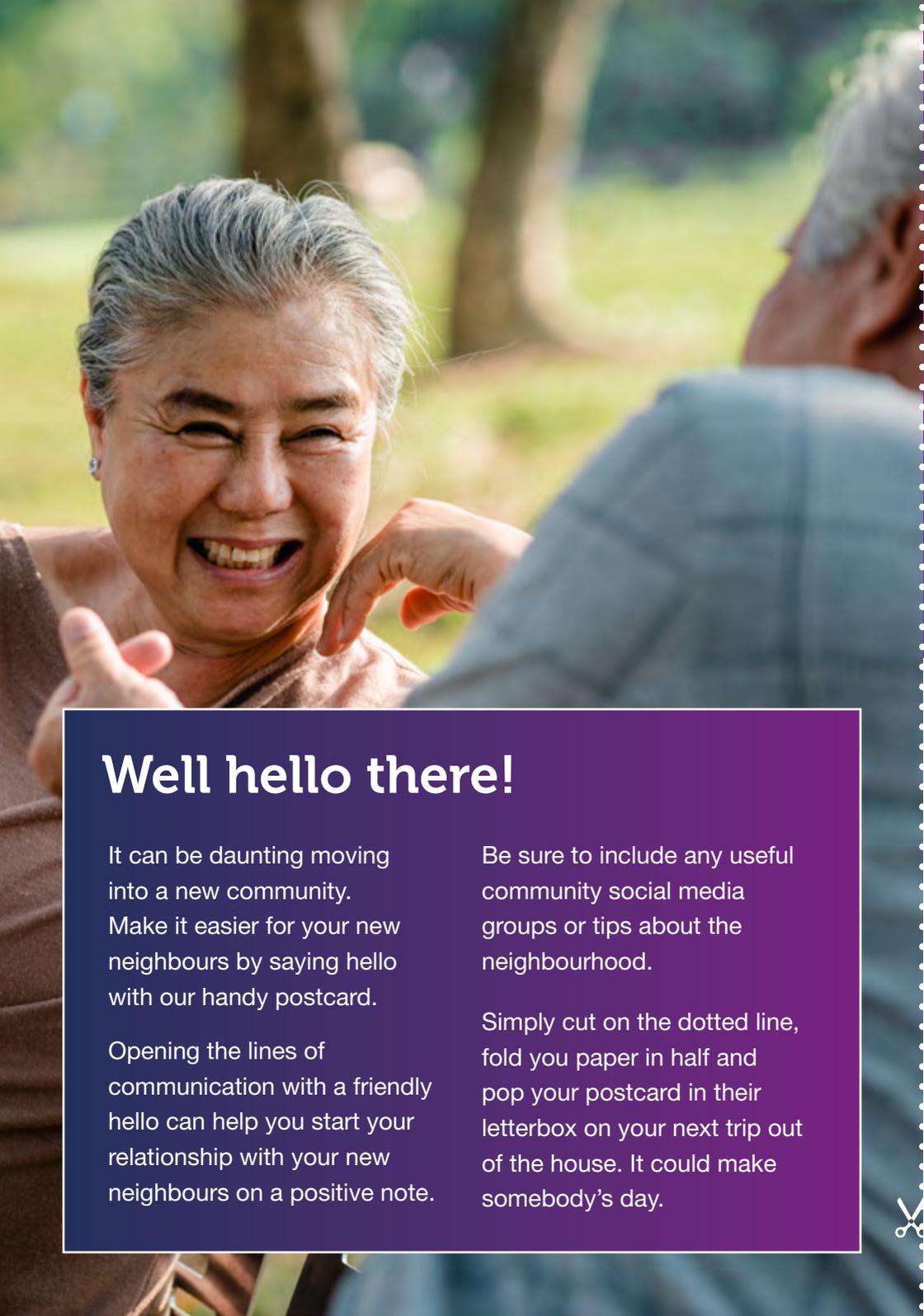


Scan here for more information on how to report

Good neighbour tip

Join local groups and connect with your neighbours by downloading the handy 'Nextdoor' app. Stay informed about what's going on in your community by searching 'Nextdoor' in your app store.





Hi there, welcome to the community.



Keep up to date with the wider community by following [@OrbitHelp](#) on Facebook and Twitter.

Well hello there!

It can be daunting moving into a new community. Make it easier for your new neighbours by saying hello with our handy postcard.

Opening the lines of communication with a friendly hello can help you start your relationship with your new neighbours on a positive note.

Be sure to include any useful community social media groups or tips about the neighbourhood.

Simply cut on the dotted line, fold you paper in half and pop your postcard in their letterbox on your next trip out of the house. It could make somebody's day.

Hello neighbour.

Just a note to say hello and welcome to the community!





orbit building
communities