

# NEIGHBOUR DISPUTES



FIRST PRINCIPLE

[norfolk.police.uk/firstprinciple](https://norfolk.police.uk/firstprinciple)  
[suffolk.police.uk/firstprinciple](https://suffolk.police.uk/firstprinciple)



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## Top Tips

- Keep a record of times and dates and the type of disturbance to you are experiencing
- Try to explain your concerns to your neighbour if it feels safe to do so
- Don't lose your temper or raise your voice
- If talking to your neighbour doesn't resolve the issue, consider mediation.

**Reporting disputes with neighbours directly to the police, a landlord or other agencies can often make a situation worse. So as a first step think about whether you can sort the problem out by talking to the person as they may not realise they are being anti-social.**

## Resolving neighbour disputes

- Explain what is upsetting you. It's helpful to give times, dates and examples and explain how it affects you and your family, rather than just complain about it.
- It may be that your neighbour isn't aware of the problem and you could reach a compromise.
- Remember that your neighbour may have problems and concerns that you are not aware of.
- Try to think about how you would like to be spoken to if someone had a problem with something you were doing.
- Try not to shout or lose your temper as this can make it worse and could lead to action being taken against you. Also, even though you might feel angry, your neighbour won't listen to you unless you are calm

## Mediation

If speaking to your neighbour doesn't stop the problem you may be able to get mediation help from your District Council Communities Team Officers or from 'Catch 22', an Independent mediation service.

Mediators do not take sides or tell anyone what to do. They provide a safe way to help you and your neighbour to work out how to resolve the issues and live near each other without conflict in the future.

Using mediation early on can often stop problems getting worse. But even when a problem has been going on for a while, mediation can still help someone see they are causing a problem and stop it.

You should also keep a record of the times and dates that the anti-social behaviour took place and what form it took.

**If you have experienced violence or harassment from your neighbour in the past or feel threatened by them you should not try to sort the issue out yourself. Also, if you are aware that your neighbour may have vulnerabilities that could affect their behaviour, the best thing to do is contact the Police or, if applicable, the relevant Social Housing Provider.**

# First Principle: Related links

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## Ask the Police

Official Police Resource. The Ask the Police website provides you with information on a wide range of non-emergency policing matters.

[askthe.police.uk](http://askthe.police.uk)

## Secured by Design

Official UK Police initiative that combines the principles of 'designing out crime' with physical security.

[securedbydesign.com](http://securedbydesign.com)

## Sold Secure

Dedicated to reducing the risk of crime by assessment of security products.

<https://www.soldsecure.com/>

## Crimestoppers

An independent charity that gives people the power to speak up to stop crime 100% anonymously, by phone 0800 555 111 or online.

<https://crimestoppers-uk.org/>

## Victim Support

Covering the whole of Norfolk and Suffolk, a free, confidential support service specifically designed to help victims and witnesses of any crime.

Contact us on:

Phone: 0300 303 3706 (weekdays between 8am-5pm)

Email: [nsvictimcare@victimsupport.org.uk](mailto:nsvictimcare@victimsupport.org.uk)

Web: [www.nsvictimcare.org](http://www.nsvictimcare.org)

Socials: @nsvictimcare

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Call us on 101. Always dial 999 in an emergency

**To see the full range of information go to:**

[suffolk.police.uk/firstprinciple](http://suffolk.police.uk/firstprinciple) or

[norfolk.police.uk/firstprinciple](http://norfolk.police.uk/firstprinciple)

Or alternatively use your mobile phone to scan this QR code.

