



# Covid-19 information leaflet

## Updated 1st October 2020

# Being a good neighbour

It has been a difficult time for everyone with many people being at home and now more than ever, we need to be good neighbours and help to make things easier for each other. Being considerate and tolerant has never been so important. Always try to resolve issues with your neighbours by talking first. Most issues are easily worked out. In this leaflet we outline guidance on some key issues that have been reported to us over recent months.

### General good practice

Keep noise to a minimum. Everyone wants to enjoy their home and many people are still staying indoors. If you are suffering persistent noise nuisance, please discuss this with your Housing Officer.

Sharon/Diane 01689 889706 [sharon.diane@kenistonha.co.uk](mailto:sharon.diane@kenistonha.co.uk)  
Andrea/Susan 01689 889705 [andrea.susan@kenistonha.co.uk](mailto:andrea.susan@kenistonha.co.uk)

Clear up after any pets you have. Nobody wants to tread in something unpleasant when they go for their daily exercise.

You must not smoke in enclosed communal areas and we ask you to be considerate about where you do smoke, including on balconies. Some neighbours may be affected by passive smoke.

Keep BBQs and bonfires to a minimum to reduce passive smoke and to be considerate to neighbours who could be using their gardens for the only fresh air that they can get.

Put rubbish in bins and do not leave it anywhere else. If the bins are full, you will need to keep the rubbish in your property until it can be disposed of. We understand that while the recycling depots are closed, it is causing issues with excess waste. That is not a reason for fly-tipping.

### Government guidelines

- We ask you to adhere to social distancing in any communal areas and ensure neighbours can pass you at a safe distance.

Full info on what you can and can't do is here: <https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>

Thank you for your cooperation and help to keep everyone safe.

### Wellbeing

If you or someone you know needs help and support, please talk to us. We may be able to point you in the right direction. As people are spending more time in the home, than at work or at school, for some this presents a greater risk. Please report any concerns you have about adults or children.

We have published some information leaflets that may be useful to you. These are available to view on our website and will be updated as and when we receive new information. If you would like a paper copy, please let us know.

<https://www.kenistonha.co.uk/about-us/our-policies/information-leaflets/>



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## Useful tips





Not everyone is in the same boat. There are very different situations going on inside our homes. Some may be happy being at home, while others may have lost their job, income and be very stressed. Some may even be totally alone and feeling very isolated.

- Check up on those you know are living alone to see if they need any assistance.
- Keep checking smoke alarms and be mindful of fire safety in the home and garden.
- Report any suspicious behaviour to the police or take part in neighbourhood watch schemes.
- Make sure you are using recognised platforms to connect with people online and don't share personal information even if it is a fun quiz. Try to stay aware of scams and share the info with friends and neighbours so they can be scam smart too.
- Volunteering is a great idea. Just make sure that you do this safely if you intend to help with shopping or errands. If you are thinking of using a volunteer yourself, also be mindful about keeping safe.
- Keep rubbish properly bagged and sealed if having to store in the home/ garden for longer than normal. This will help to prevent the spread of vermin.
- Remember that people are entitled to be outside and this is a difficult time for all of us, so try to be more tolerant of other people's activities.

***Remember we are all in this together.***


## Keeping in contact

Our office remains closed to visitors. If you have any estate or neighbour issues you wish to discuss, you can keep in contact with us by phone, email or online via our social media pages.

 Diane Thompson & Sharon Hobbs (Housing Officers)	01689 889706
 Andrea Spittle & Susan Rimmer (Housing Officers)	01689 889705
 Jonathan Card (Chief Executive)	<a href="mailto:jonathancard@kenistonha.co.uk">jonathancard@kenistonha.co.uk</a>
 Sue McDonnell (Operations Director)	<a href="mailto:suemcdonnell@kenistonha.co.uk">suemcdonnell@kenistonha.co.uk</a>

**☐ These numbers will be staffed during office hours Monday – Friday 9am – 5pm**

**If you require anything else please e-mail [enquiries@kenistonha.co.uk](mailto:enquiries@kenistonha.co.uk)**

If you want to report a crime anonymously, you can call Crimestoppers  0800 555 111

You can find us through a variety of ways online. Please visit our website [www.kenistonha.co.uk](http://www.kenistonha.co.uk) where you will find lots of general information and help for residents. You will also find us on social media, just search Keniston Housing.

