



## **Good Neighbour Policy**

**Introduction:** Reuben Hill Care Homes is dedicated to fostering a positive, respectful, and harmonious relationship with our neighbours and the surrounding community. This policy reflects our commitment to being responsible, considerate neighbours while ensuring the safety, security, and well-being of our residents. We aim to create an environment where everyone feels respected and valued.

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### **Objectives:**

**1. Respect and Consideration:**

We strive to treat our neighbours with respect and courtesy at all times, ensuring that our operations do not disrupt the local environment.

**2. Community Engagement:**

We encourage open communication with our neighbours, welcoming feedback and addressing any concerns regarding the home and its operations.

**3. Safety and Security:**

We are committed to maintaining a safe environment within our premises and the surrounding area, prioritizing the well-being of our residents, staff, and neighbours.

**4. Environmental Responsibility:**

We aim to minimize our environmental impact by managing waste responsibly, reducing noise, and maintaining the cleanliness of our facilities.

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### **Policy Guidelines:**

**1. Noise Management:**

- We will make every effort to minimize noise from our premises, particularly during evening and nighttime hours.
- Staff and residents are encouraged to be mindful of noise levels, especially in outdoor areas.
- Maintenance activities and other potentially disruptive tasks will be scheduled at considerate times to reduce neighbourhood impact.

## **2. Traffic and Parking:**

- Staff, visitors, and service providers are encouraged to use designated parking areas to avoid inconveniencing neighbours.
- We actively monitor traffic flow and will work to reduce unnecessary vehicle activity around the property, respecting local traffic patterns and parking regulations.

## **3. Waste and Cleanliness:**

- Reuben Hill Care Homes is committed to keeping the property and surrounding area clean and litter-free.
- Waste will be managed and disposed of in a timely, environmentally responsible manner.
- Staff are responsible for ensuring that all waste is disposed of in the designated areas, avoiding any impact on nearby properties.

## **4. Community Communication:**

- We encourage ongoing, open communication with our neighbours. A designated contact person will be available to address any questions or concerns.
- Neighbours are invited to reach out if they experience any issues related to the care home, and we will work promptly to resolve any concerns.
- Regular updates will be shared with the community on any activities or changes that may impact them.

## **5. Respectful Use of Outdoor Spaces:**

- Residents and staff are encouraged to use outdoor areas responsibly and respectfully, mindful of neighbours' privacy.
- Outdoor gatherings will be conducted within reasonable hours, and we will monitor group activities to ensure minimal disruption.

## **6. Professional Conduct and Behaviour:**

- All staff and residents are expected to act professionally and respectfully toward neighbours and other members of the community.
- Staff will be trained to uphold the Good Neighbour Policy and will model courteous, respectful behaviour in all interactions.

## **7. Complaint and Feedback Process:**

- A formal process is in place for neighbours to raise any concerns or complaints. All feedback will be handled sensitively and professionally.
- Reuben Hill Care Homes is committed to investigating any concerns promptly, aiming to reach a positive outcome for all parties.

## **8. Emergency Situations and Procedures:**

- In case of emergencies, Reuben Hill Care Homes will work closely with local authorities and community resources to ensure a coordinated and effective response.
  - Regular drills and safety checks are conducted to maintain preparedness without causing unnecessary disruption.
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**Review and Compliance:**

Reuben Hill Care Homes will review the Good Neighbour Policy annually to ensure it remains relevant and effective. Staff members are required to familiarize themselves with the policy and incorporate these principles into their daily responsibilities.