

Queenswood Management Association Limited

Company No: 1008511 Registered in England and Wales
Registered Office: 164 Cranbrook Road, Ilford, Essex, IG1 4NR

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Disputes Between Neighbours

There are 158 flats and maisonettes at Queenswood Gardens. That's about the size of a small village. And just like in a small village, there are times when, instead of all being sweetness and light between neighbours, some friction creeps in.

Causes of disagreement between residents are various. They can be relatively minor, like leaving bags of rubbish or dirty shoes outside your front door, or quite significant, such as frequent noisy parties causing severe disturbance.

All too often, the resident who feels that they are on the receiving end of poor behaviour reports it to Hull & Co or the directors of Queenswood Management Association Ltd, expecting us to deal with the problem. Sometimes we have been able nip the problem in the bud when there was clear evidence of a breach of the terms of the lease. But on other occasions, we have found ourselves in the middle of an argument where we were being asked to take sides without having all the facts at our disposal. This has rarely worked out to the satisfaction of the parties involved. We have for some time felt that we need to find another way forward in settling these disputes.

Our view is that in the first instance, if you have an issue with a neighbour's behaviour, you should take it up directly with them. Nine times out of ten, this will resolve the problem without getting anyone else involved. If it doesn't, then you should consider reporting the matter to Redbridge Council on 020 8478 4679 for resolution by their anti-social behaviour team.

If all that fails, then you can come to us. We can take action under the terms of the lease, subject to you indemnifying us for any costs involved. To put things on a proper footing, you'll need to complete the complaint report form on the reverse of this document; if you are a tenant, then you will need to get your landlord to sign the form.

Copies of the form can be downloaded from the Queenswood Gardens website at www.queenswoodgardens.com/resources/Complaint_form_1.0.pdf, or you can get a copy by phoning Hull & Co.

Griff Griffith
Company Secretary