

Good Neighbour Guidelines

Guidelines to encourage good relations between occupants of Council facilities and nearby residents

Why the Good Neighbour Guidelines

Knox City Council is keen to ensure it's occupants of facilities and local residents are both able to enjoy the use of the City's facilities. Common areas of conflict affecting Council facilities include parking, noise levels, excessive glare from training lights and disruptive departures from the facilities.

In this regard the Good Neighbour Guidelines presents a number of strategies to improve the relationship between residents and users of Council's facilities

Developing Good Neighbour Strategies:

Ideas for Occupants of Council Facilities

- Once your yearly social calendar and competition fixtures have been finalised, make copies and circulate it to your local residents, so they know when to expect major events.
- Forward a copy of your organisation's newsletter to local residents so they can share in your developments and achievements.
- Invite local residents to attend your activities, functions, open days, come and try days etc.
- Establish definite times that the reserve floodlighting will be used and notify residents.
- Encourage local residents to report any vandalism to Council or the club.
- Appoint car parking monitors within your club who will ensure that patrons do not interfere with resident's access to their homes.
- Assess the layout of your club's facilities from a residents' viewpoint and review whether any changes could be made to reduce the impact on neighbours.
- Encourage good neighbour attitude by patrons that considers the needs of local residents. Some ideas could include entering and exiting the car park in an orderly and unobtrusive manner and controlling noise.

- Circulate the name and contact details of the club's Community Liaison Officer (CLO) to adjoining residents, asking them to contact the CLO should they have any concerns or questions.
- Ensure the facility is completely vacated at an appropriate hour.
- Adhere to the conditions of your Organisation's Occupancy Arrangements.
- Ensure all rubbish and litter is removed from the venue and placed in bins at the end of the match or event.

The role of the Community Liaison Officer

In the interest of establishing a good neighbour attitude by occupants of Council's facilities, Knox City Council is requesting that each organisation appoint a Community Liaison Officer (CLO).

The CLO is the person local residents or Council can contact if any issues or questions arise regarding the facility or the organisation. The CLO plays a very important role in developing and maintaining a good relationship with members of the local community and Council.

Organisations are requested to give Council contact details of their nominated CLO. This information will be updated on an annual basis along with organisation's occupancy details

The nominated officer should be committed to ensuring the organisation's has a good relationship with its neighbouring residents.

It is Council's intention that the CLO will initially respond to enquiries and concerns raised by residents without direct Council involvement.

For further information regarding the application of Council's Good Neighbour Guidelines please contact Council's Leisure Services Officer on 9298 8536.