



Fix it at the fence – Resolving neighbourhood issues

It is normal to have issues with your neighbours from time to time. Resolving these issues early and directly with your neighbour can be a much simpler and quicker way to overcome these concerns.

Often, a friendly chat is all that is needed; if your neighbour is not aware of a problem, then they can't fix it. Many customers who have been reported to Council say, "I wish they had just spoken to me first and I could have fixed it."

SO, I HAVE AN ISSUE WITH MY NEIGHBOUR

Before you make a complaint to Council consider –

- *Is it a one-off issue or ongoing?*
If it is a one off, it may be better to wait and see if it continues.
- *Is your neighbour allowed to do it?*
Some activities can create annoyance but are allowed. Visit our website or contact Council for more information.
Some matters are also not within Council's jurisdiction.
– our website provides further advice as to which government department you may need to contact for further information.
- *Now you know what is allowed, can you talk to your neighbour?*
Reporting an issue to Council too early, or before discussing first with your neighbour may create unnecessary conflict which could be avoided. No one likes being reported, particularly if they are unaware that they are causing an issue.
Let them know you want to have a face-to-face chat.

HOW TO APPROACH YOUR NEIGHBOUR

Step 1- Plan your conversation

- Find a time suitable for both of you
- Be clear, kind and open to feedback

Step 2 – Explain the problem

- Explain the problem
- Be calm, avoid strong language or placing blame

Step 3 – Let your neighbour tell their side of the story

- Listen to what your neighbour has to say
- Give them your full attention

Step 4 – Find a solution

- Try to find a solution and be willing to compromise
- Trial a new solution and wait and see how it goes


IF YOU STILL CAN'T REACH AN AGREEMENT

If your neighbour continues doing something that they are not allowed to do and this is within Council's jurisdiction, then you can make a complaint to Council.

To lodge a complaint with Council see our contact details below or visit: <https://www.banana.qld.gov.au/lodge-complaint-2/lodge-complaint-1>

For the Queensland government's neighbour dispute advice: <https://www.qld.gov.au/law/housing-and-neighbours/resolve-disputes>

How can you contact us?

-  online, visit www.banana.qld.gov.au click on 'Contact us'
-  email enquiries@banana.qld.gov.au
-  telephone (07) 4992 9500
-  mail, post to Banana Shire Council
PO Box 412, Biloela Qld 4715