



Fix it at the Fence



A guide to resolving neighbourhood issues

We're encouraging residents who have a neighbourhood dispute to Fix it at the Fence before referring matters to Council. It's normal to have issues with a neighbour 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.

It takes a bit of planning and a conversation or two, we hope this guide can assist.

What
should
I do?



I have an issue with my neighbour

First, ask yourself:

Is it a one off issue or ongoing?

If it's a one off, it is best to wait and see if it continues.

Perhaps your neighbour is allowed to do it.

Some activities can create noise, smoke or odour, but are allowed. If uncertain, look on the Council website for more information.

For environmental nuisances visit: bundaberg.qld.gov.au/environmental-nuisances

For animal management visit: bundaberg.qld.gov.au/animal

Why should I **Fix it at the Fence**?

- It's a good way to quickly resolve neighbourhood issues.
- It builds better relationships.
- It creates trust and understanding.
- Agreed solutions last longer.
- No one likes being reported.

Remember: reporting an issue to Council too early may create conflict between neighbours which could otherwise be avoided.

Top tip: if your planning an activity that could affect your neighbours, let them know beforehand to reduce potential issues.

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Talking to your neighbour

Step 1 Plan your conversation

- **Find** a time that will be suitable for both of you.
- **Be clear, kind and open** for feedback.

Step 2 Explain the problem

- **Explain** what the problem is as you see it.
- **Be calm**, avoid strong language or placing blame.

Step 3 Let your neighbour tell their side of the story

- **Tell** them you value their perspective and ideas.
- **Listen** to what your neighbour has to say.
- **Give them your full attention.**

Step 4 Find a solution

- **Try and find a solution** for the situation.
- Be willing to **compromise**.
- Trial a new solution and **wait** and see how it goes.
- **Check in** with your neighbour.
- **Show your appreciation** for their assistance in resolving the matter. This could be as simple as saying "Thank you".

What I plan to say:

We couldn't resolve the issue OR my neighbour didn't want to talk. What happens now?

Try again if you can and if you feel safe to do so. It may take a few conversations.

If you don't feel comfortable approaching your neighbour face-to-face, why not write them a letter instead.

However: If you've had the conversation and the issue is ongoing, you can call Council to discuss how we can help.

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