

Being a good neighbour

Reason	Many local communities regard construction work as a nuisance. If you understand people's concerns you can help to minimise the impact of your work.
Outline	This talk covers some of the problems and how you can help to reduce the impact.



Outreach sessions in schools help children to learn about what happens on construction sites



Maintain good neighbourhood relations by sweeping roads regularly



Always be polite and considerate. Take notice of any complaint about you or the site and report it to your supervisor.

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Being a good neighbour

1. It is possible that local residents have objected to the site work starting, and so they may feel annoyed that it is now happening.
2. Everyone has a responsibility to work with the community and ensure good relations by minimising disruption and being considerate.
3. As workers, you can have a positive influence on the local community, including residents, businesses and schools, and respect them by being a good neighbour, while at the same time avoiding complaints and possible prosecution.

Control measures

1. Always be polite and considerate. Take notice of any complaint aimed at you or the site and report it to your supervisor.
2. Keep disruption from the site to a minimum by minimising dust, noise and vibration (from, for example, dampening down dust and noise created from piling or breaking up solid materials).
3. Arrange for deliveries when traffic flow is likely to be low and avoid school arrival and departure times.
4. Talk to the local community and tell them what's happening. Ask if they have any concerns.
5. Maintain good housekeeping by keeping roads and pathways clean, and minimise waste piles and rubbish being blown from overloaded skips that may also present a fire or contamination risk.
6. Provide newsletters to keep residents informed of any planned disruptions.

Precautions

1. Do not park vehicles so they obstruct driveways, footpaths or roads.
2. Do not trespass on neighbouring land.
3. Do not cause excessive noise by shouting, playing radios loudly or leaving engines running.
4. Do not harass passers-by or be inappropriately dressed.



What action should be taken when a complaint is received?

What are the activities on this site that are likely to cause the most nuisance?

How can we improve relations with our neighbours?

How can you minimise dust generation on site?



Now inform your workers of your company's code of considerate practice for this site.