

Neighbour Relations Policy

Our community pub (owned by a Community Benefit Society made up of the Chequer Inn Ash Society (CIAS) Committee and its shareholders) The Chequer Inn is part of the heritage of the area and an important local amenity. We wish to ensure that it can be enjoyed by everyone, for posterity, without causing undue inconvenience to our neighbours and those who live and work in the area. This policy has been adopted in furtherance of those objectives.

Scope

1. This policy does not cover any aspect of the service (food, drink, etc) provided by the Chequer Inn.
2. Adherence to all conditions of the premises licence is a condition of the tenancy agreement and are therefore not reiterated here.
3. Concerns must be addressed directly to the tenant in the first instance. If the issue can not be resolved and/or there are residual concerns, they may be addressed to the CIAS committee as described below.

Contact Arrangements

4. The Committee, in conjunction with the tenant, will foster a harmonious relationship with the intention of avoiding complaints. For example, neighbours will be given two weeks' notice of any special events or major works which may affect them.
5. A member of the Committee will be appointed as a point of contact for all aspects of neighbour relations concerning the Community Pub.
6. A dedicated Email account (liaison.chequermates@gmail.com) has been set up for communication in relation to this policy and made known to the neighbours. It will be monitored by the PoC or designated deputy from the committee.
7. Relevant, current documentation relating to and including this policy will be accessible through the CIAS committee's website. These documents will be reviewed regularly and updated as necessary.

Investigation of Complaints

8. It is the duty of the PoC to investigate every complaint as impartially as possible and act as liaison between the neighbours and the Tenant to bring the issue to an amicable close
9. The PoC will keep a log of each complaint and where possible, the steps taken to eliminate or minimise the cause of the complaint.
10. Complainants will in every case receive an acknowledgement within 14 days with a unique case number and where appropriate a description of the cause, and the steps to be taken to resolve the problem.
11. The PoC report will be a standing agenda item on the agenda at each committee meeting. In particular they will highlight to the committee any complaints that have not been addressed

to the satisfaction of the complainant so that the committee may endeavour to resolve any outstanding issues. The committee's decision and any recommendations will be final.

New schemes and policies

12. The committee will discuss new schemes (such as major building works or changes in services which would require amendments to the premises license) with those who live and work in the area who may be affected.

Other

13. We will cooperate with the Police, District and Parish Councils and other public authorities responsible for environmental and similar matters although the pub business cannot be held responsible for all anti-social activity in the central village area- e.g. illegal parking, noise, litter, illegal substance use.
14. Neighbours activities may also have an impact on the pub business and reciprocal consideration is expected for activities such as use of powered garden tools, bonfires, barbeques, parties and live/loud music.

Approved by



J. Scatchard, Chair, CIAS

Date:

31st MAY 2019