

## **Good Neighbor Standards for addressing issues:**

In this less than perfect world, we are sometimes faced with issues that are out of our control. Whether it is the homeowner next door or a commercial establishment, there are a few important “good neighbor” standards to remember when stating your complaint.

1) Always address your concerns directly to the offending party first. Whether in writing or in person most problems can be resolved by simple honest communication.

2) Anonymous complaints can be counterproductive. If you write a letter, sign it. If you make a phone call, tell the other party who you are and how to get a hold of you.

3) Suggest practical solutions and/or ways that you are willing to participate in a positive outcome.

4) HOA members can ask the board to support their efforts. When asking for help from city agencies or other entities, being a homeowners’ association member helps you get better/faster results.

5) When all else fails, consider the City of Tulsa’s dispute resolution program a tool for resolving issues

Remember, it’s the behavior not the people that you are addressing. Stay objective. Keep issues from getting personal and achieve a better outcome.

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