

POLICY

A Good Neighbour Policy

RECORD DETAILS

Policy	A Good Neighbour Policy
Date authorised by Executive	October 2018
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Version	Version 2

PURPOSE

We understand that most Community Housing renters are good neighbours. Many of our properties are situated close together. And our communities are home to a diverse range of people. However, from time to time, there can be disputes between neighbours. We also recognise that other community members may complain about our residents' behaviour. We investigate all neighbourhood complaints fairly and equitably to work together to provide peaceful enjoyment. If there is a dispute between neighbours, we encourage early intervention to stop issues from escalating.

Scope

Haven; Home, Safe recognises that all residents have rights. As our resident you have a right to:

- expect positive and respectful communication from us
- the peaceful enjoyment of your home
- complain about renter(s) who you feel are violating your right to the peaceful enjoyment of your home
- access support, information and services to maintain a successful tenancy

Residents, also have responsibilities. When you sign the Residential Rental Agreement, you agree to abide by the terms of this agreement and to meet all your tenancy obligations. This means you should not:

- cause or permit a nuisance
- interfere, cause or permit interference with the reasonable peace, comfort or privacy of any neighbour
- use the residential premises, or cause or permit, the premises to be used for any illegal purpose
- intentionally or negligently cause or permit any damage to the residential premises.

Local communities work best when everyone works to be good neighbours. Being a good neighbour looks like:

- respect others' rights and privacy
- take responsibility for your family and visitors behaviour
- be mindful and respectful of others, particularly in terms of noise
- respect communal areas and others right to use these spaces
- keeping your property clean, like properly disposing of rubbish

Under the Residential Tenancy Agreement, you are responsible for your own conduct as well as the behaviour of all other household members and any visitors to your property.

This procedure outlines the process for managing complaints about the anti-social behaviour of any Haven; Home, Safe (HHS) renter(s), regardless of the programme under which their tenancy has been granted. Complaints about the way the neighbour nuisance complaints process has been managed by HHS should be dealt with under the Complaints and Appeals SOP. If there are any problems with noise or nuisance, it is important that it is calmly dealt with as soon as possible.

Unacceptable behaviour is behaviour that causes, or is likely to cause, harassment, alarm or distress to other people. It is behaviour that unreasonably interferes with other people's rights to use and enjoy their home. and community such as:

- Violence or threats of violence
- Intimidation, abuse or harassment

- Vandalism
- Common property damage
- Car parking issues
- Animal nuisances
- Excessive and/ or repeated noise
- Drug dealing or usage allegations
- Common property illegal use
- Rubbish,
- Untidy or visually unappealing property

PROCEDURE:

If a resident, neighbour or community member is experiencing any problems with noise or nuisance the first step should be to approach your neighbour to resolve the situation between yourselves. HHS will be available to assist in managing the conversation including how to explain the problem from the point of view, the impact that it is making and how it could be resolved.

1. If neighbours are unable to speak with their neighbour directly, they may ask about mediation where a trained and independent person can speak with both of you to discuss how you may want to resolve the problem.
2. If the problem relates to a breach of tenancy that is having negative impacts, the Tenancy and Property Manager may ask the resident to keep a nuisance and annoyance diary. This document will record the date, time and details of any incident that occurs and provide evidence for a formal process such as VCAT.

HHS cannot take direct action where the problem in the neighbourhood or units involves criminal activity, this is required to be reported directly to the police.

If a resident, neighbour or community member believes that HHS have not appropriately responded to or resolved concerns raised, and would like to provide feedback, suggestion or complaint, it can be provided by email: feedback@hhs.org.au, HHS website: <https://havenhomesafe.org.au/contact/feedback-complaints/> or phone 1300 428 364.