Fact sheet: Being a good neighbour

Everyone deserves peaceful enjoyment of their home. Being a good neighbour—and reporting problems safely—helps keep our community respectful, safe and enjoyable for all.

When you move into a Haven Home Safe (HHS) property, every renter signs a rental agreement that outlines the expectations, rights and responsibilities of the renter and HHS. It is important that you understand and follow the terms throughout your tenancy.

What being a good neighbour means

- Respecting other people's rights, privacy and personal space.
- Being responsible for your own behaviour and the behaviour of your family, guests and pets.
- Keeping noise low, especially at night or early in the morning.
- Keeping your home and outdoor areas clean and tidy, including putting rubbish in bins.
- Respecting shared or common areas so everyone can use them.
- Being considerate, patient and tolerant of others in your community.

Examples of behaviour that is not OK

Behaviour is not considered ok if it causes, or is likley to cause, harrassment, alarm or distress to other people or unreasonably interferes with other people's rights to use and enjoy their home. Such as:

- Violence, threats, shouting or abuse
- Illegal activity (inc. drug-related activity)
- Vandalism, damaging property or common areas
- Blocking driveways or parking access
- Excessive or repeated noise, especially in the evening when people are likely to be sleeping
- Not keeping your home or yard in a reasonably clean and safe condition

If your behaviour causes, or is likely to cause, harassment or distress to other people or unreasonably interferes with other people's rights to use and enjoy their home **your tenancy may be at risk.**

Remember: When living in high-density buildings, some level of noise is expected due to close proximity to neighbours and shared structures.

If you feel unsafe or suspect illegal activity

Haven Home Safe is here to support you with your tenancy, but we cannot take direct action when the issue is a legal or criminal matter. If you witness a crime or feel unsafe please call:

Crimestoppers
(Anonymous report)
1800 333 000

The police
Urgent issues: 000
Report non-urgent crimes: 131 444

Child protection
Scan for contact numbers