Fact sheet: Getting help with neighbourhood issues

haven HOME SAFE

What to do if you have an issue with your neighbour

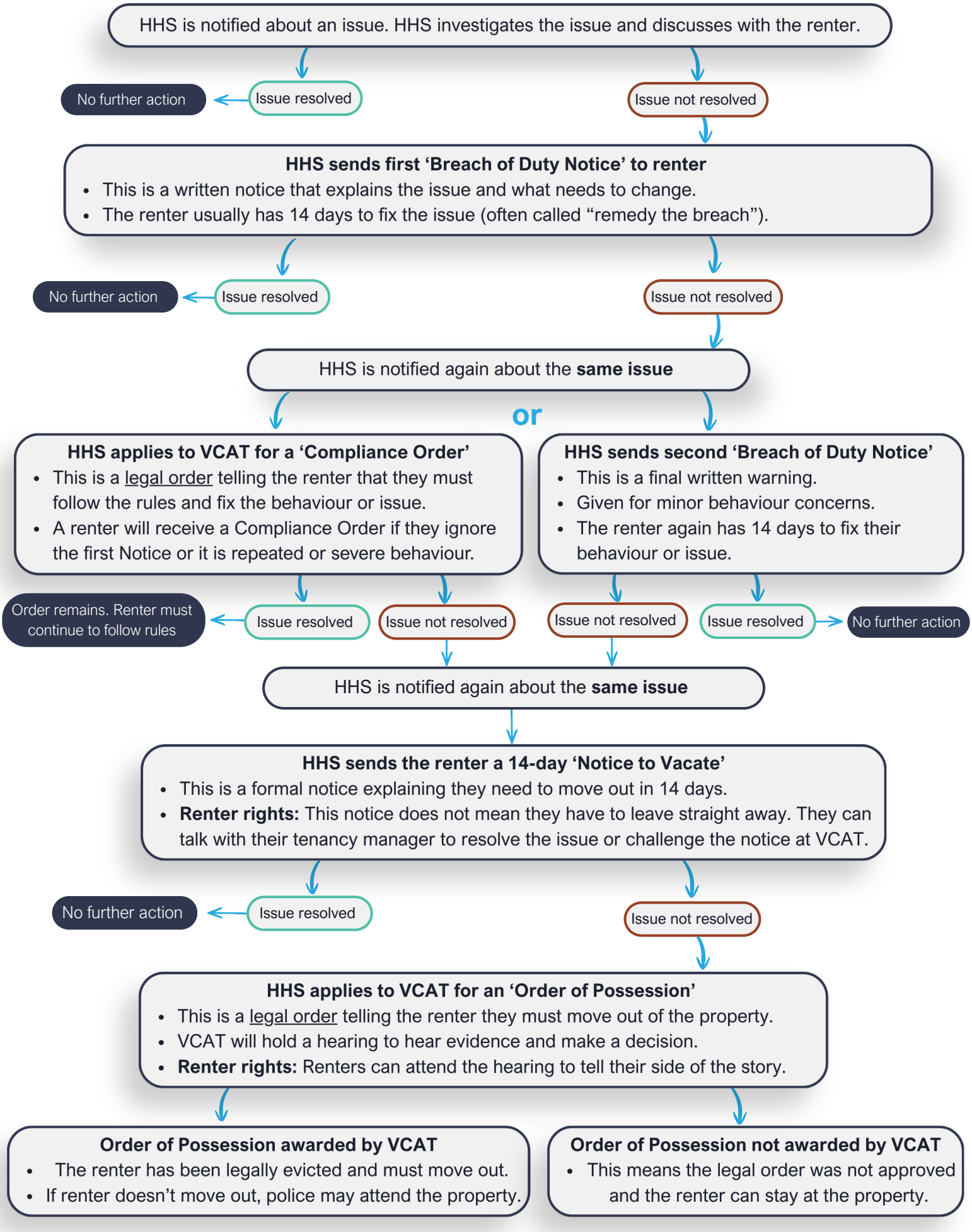
Remember: If you witness a crime or feel unsafe please call the police on 000.

After a report is made, here's what your tenancy manager can do to solve neighbourhood issues:

- **Gather more information** about the issue and look at laws and policies that apply.
- **Investigate** the issue fairly and respectfully.
- Work with the renter to **fix issues early** wherever possible.
- Encourage **mediation** if appropriate. *This is when a neutral person helps guide a conversation for people in conflict.*
- If a renter has broken a rule from their tenancy agreement, HHS will take action such as issuing a 'Breach of Duty Notice'. This can put their tenancy at risk.

VCAT: The Victorian Civil and Administrative Tribunal is a legal body in Victoria that helps resolve disputes. It commonly deals with issues between renters and landlords under the *Residential Tenancies Act 1997 (Vic)*.

What is a Breach of Duty Notice? A formal written notice that tells you a rule in your rental agreement hasn't been followed. It explains what went wrong and gives you a chance to fix the issue. If you don't fix the issue, or if you receive several breach notices, HHS may take further action. This may include going through a legal process with VCAT, which may put your tenancy at risk.

What happens if a renter breaks a rule in their tenancy agreement

If a tenancy rule is broken, our first aim is to work with you to resolve the issue and help you keep your tenancy. Going to VCAT is a last resort. We will try to resolve issues through discussion and support, before applying to VCAT.