FAQs about neighbourhood issues

How can I notify HHS of an issue?	• Talk to your tenancy manager. • Fill in the feedback and complaints form on our website. → • Call the housing team on 1300 429 364.
Will I be told about the outcome of the investigation related to my complaint?	If you have notified us about an issue with a neighbour or made a complaint, we can tell you when it's resolved but can't share any details with you due to privacy. To understand the processes we follow, please refer to the fact sheets: *What to do if you have an issue with your neighbour* and *Breaking a rule in your tenancy agreement.*
If I notify HHS of a neighbourhood issue, will I remain anonymous?	• If the issue goes to VCAT (a legal process), the evidence you provided will be shared and your identity may become known to the renter. • You may be asked to attend VCAT to provide evidence or speak to the issue.
What noise is considered reasonable?	• The Environment Protection Authority Victoria (EPA) has information about the impact of residential noise, how they regulate it and how they can help. • Your local council will likely have information available, local laws, and processes to support you.
What happens if a renter is violent or abusive towards a HHS staff member?	If a renter is violent or abusive (physically or verbally) towards a staff member, it is a serious issue and will result in immediate legal action including: 1. Police involvement. 2. Immediate notice to vacate requiring the renter to leave the property. → If you witness a criminal activity or feel unsafe please call the police on 000.
What should I do if I am concerned about a neighbour's pet? E.g. dog barking or a cat roaming at night	• There are council by-laws to resolve pet-related issues. • Scan the QR code to find your local council and contact them to make a complaint.
When do I contact my local council vs Haven Home Safe?	• **Contact HHS:** As a general rule, if an issue is at the property (e.g. a messy front yard, a tree hanging over a fence, carparking issues etc). • **Contact local council:** If an issue is occurring outside the property such as on a road or nature strip (e.g. rubbish outside property, carparking etc).

For additional support and information, contact the following organisations:

Consumer Affairs Victoria
1300 55 81 81 | https://www.consumer.vic.gov.au/

Tenants Victoria
1800 068 860 | www.tuv.org.au