

## Being A Good Neighbour

### Respect and Consideration

The Women's Housing Company provides affordable homes for women from a diverse range of backgrounds and lifestyles. Being a good neighbour means being considerate and respectful of others and building positive relationships.

As a tenant, you have the right to the peaceful enjoyment of your home.

Under the Residential Tenancy Agreement, you are responsible for your own actions and the behaviour of household members and visitors.

### Tips for Positive Communities

Most of the homes we provide are in small to medium sized apartment blocks, so neighbours are often living quite close to each other. Please be considerate when you are doing something noisy – tell your neighbours before you start and avoid making noise when people are sleeping.

We all appreciate our neighbours being friendly and helpful, but we also value our privacy. It is important not to overstep boundaries or to intrude in others' lives.

Common areas are used by all tenants in a block, such as gardens, corridors, stairwells, parking areas, and shared laundries. Please consider others who share these spaces with you.

If you share bins with your neighbours, set up a roster for moving bins on collection days and keeping the bin area tidy.

Some properties have allocated parking spaces, while others may have a 'first come; first served' basis for parking. Please only park vehicles where indicated and ensure your visitors don't park in resident-only car spaces.



### What Behaviour is Not OK?

Any behaviour that causes, or is likely to cause, harassment, alarm or distress to other people.

Some examples include:

- Loud noise, particularly at night, such as music, banging doors, moving furniture, walking loudly on hard floors, etc.
- Noise or nuisance caused by visitors
- Noise or nuisance caused by pets
- Noise or nuisance caused by vehicles
- Abuse, intimidation or harassment
- Aggressive and / or threatening language or behaviour
- Vandalism
- Any criminal activity.

### What Can You Do?

If you are having problems with a neighbour, speaking with them is a good start – they may not be aware they are causing an issue.

However, these conversations can be difficult or uncomfortable and you might not get a suitable outcome.



If a conversation doesn't change the situation, you can tell your Tenancy Manager, who can provide advice on available services to assist you.

Other options include:

- Call the Community Justice Centre (CJC) on 1800 990 777 – they provide free and independent mediation to assist with neighbour disputes
- Call your local Council for issues about dumped rubbish or nuisance pets
- Call the Police on 000 if you witness or suspect criminal activity, you experience violence or feel threatened, or to report rowdy behaviour or late night noise.
- Call the Police Assistance Line on 131 444 if you are worried about your own or someone else's mental health – Police may be able to involve the Mental Health Crisis Team.

## What Will the WHC Do?

We encourage neighbours to resolve disputes early, to avoid issues escalating.

For neighbour disputes reported to our office, we will investigate by talking to everyone involved to gain their perspective and review evidence from external sources, such as support providers and Police.

If we believe the issue is a personal dispute between you and your neighbour, and there is no breach of tenancy, we may:

- Refer neighbours to mediation with the Community Justice Centre
- Hold a block meeting to discuss and resolve issues that affect multiple people.

If we believe further action is necessary, we may:

- Refer tenants to support services to assist them to meet their obligations
- Issue warning letters to remind tenants of their rights and responsibilities and the consequences of inappropriate behaviour
- Consider offering a management transfer to one or more of the tenants involved.

For problems that involve criminal activity, the WHC cannot take direct action. The Police are the only authority that can investigate these matters. However, once a criminal conviction occurs, we can take action.

## Serious Tenancy Breaches

For ongoing or serious breaches of the Residential Tenancy Agreement, where these are supported by evidence, we will take action at the NSW Civil and Administrative Tribunal (NCAT).

The Tribunal will consider the evidence presented and can make orders that the behaviour must stop. In extreme circumstances, the Tribunal can terminate a tenancy.

While terminating a tenancy is a last resort, the WHC will pursue this action through NCAT where all other options have failed.

## More Information

This factsheet provides a general summary only. For full details, please check the policies on our website: [www.womenshousingcompany.org.au](http://www.womenshousingcompany.org.au)