



Neighbours and Your Community



We will respond to all complaints of nuisance and antisocial behaviour if they are about our tenants, their families or visitors to our tenants. We will take all reports of nuisance and antisocial behaviour seriously and investigate them.

Quiet Enjoyment of Your Home

Everyone has the right to the quiet enjoyment of their home. Situations that disturb this “quiet enjoyment” may include high levels of noise, inconsiderate actions and illegal or antisocial behaviour that disturbs others.

If you feel your neighbour’s actions are unfairly disturbing you, you should first have a polite conversation with them explaining your concerns. If this fails or you don’t feel comfortable enough to do this, contact your Tenant Support Worker who will provide you with further advice.

We all must be tolerant and understanding of different lifestyles and the behaviours of others. You may see or hear something that you think is wrong or different to how you would behave but it would only be classed as a nuisance or anti-social behaviour if it causes alarm, harassment or distress to someone. Here are some examples of what we would not consider as nuisance or anti-social behaviour:

- babies crying
- cooking odours
- normal behaviour occurring at unusual times, for example different working patterns
- one off parties, for example a birthday party where there is no evidence that the problem will be regular



Your Obligations as a Tenant

As a tenant you also have an obligation not to disturb your neighbours. Remember the primary tenant (person holding the lease) is always responsible for the behaviour of anyone staying or visiting the home.

If you are a neighbour of a UnitingCare West tenant who you believe is acting in an antisocial way or causing a nuisance, please contact the Housing Team on [9220 1288](tel:92201288), Monday to Friday, 8:30am-4:30pm.

How to Report Anti Social Behaviour?

It is important that you also report antisocial behaviour to other appropriate agencies.

- If you are witnessing excessive noise, you should also contact Environmental Health at your local council
- If it is a criminal matter, you must also report it to the police.
- In an emergency, phone 000.

